

Data Sheet

GoTo Connect for Healthcare Integrations

Seamlessly integrate with leading EHR, PM systems and healthcare workforce platforms to improve efficiency and enhance the patient experience. Link every interaction to the right patient record, streamline appointment scheduling, and access unified reporting with clinical insights for better decision-making.

The Difference Healthcare Integrations Make



Reduce Admin Burden

Automatic call logging, voicemail transcripts, appointment reminders, and scheduling eliminate manual work, so staff can focus on patient care.



Improved Patient Experience

Faster appointment booking, accurate information, and seamless transitions across every touchpoint makes patients feel prioritized.



Maintain Security and Compliance

Supports HIPAA compliance requirements with encrypted data transfer, audit trails, and Business Associate Agreements.

Integrated with Leading EHR, PM Systems and Healthcare Workforce Platforms



*Coming Soon

Features Designed to Transform How Care Teams Work



AI Call Logging

Automatically captures conversations with intelligent summaries, sentiment scoring, and topic extraction. Leadership gains visibility into communication patterns while staff eliminate repetitive documentation.



Click-to-Call

Allows clinical staff to initiate outbound calls directly from the EHR with one click. Care teams maintain context and productivity during patient outreach.



Messaging History

Posts SMS conversations between patients and staff automatically to the EHR. Care coordinators see the full text exchange within the patient chart, improving continuity.



Voicemail Transcripts

Converts voice messages to text and attaches them directly to patient records. Staff can review messages faster, prioritize callbacks more effectively, and maintain communication history.



AI Scheduling

Automates appointment booking, rescheduling, cancellations, and prescription refills 24/7. Practices capture every booking opportunity and keep providers at capacity while staff focus on patient care.



Contact Sync

Keeps patient information current between GoTo Connect and your EHR automatically. When details change in one system, they update everywhere. Staff more easily reach patients with accurate contact information.



Screen Pop

Opens the correct patient record the instant a call connects. Staff see the full patient context before saying hello, enabling faster and more informed conversations.



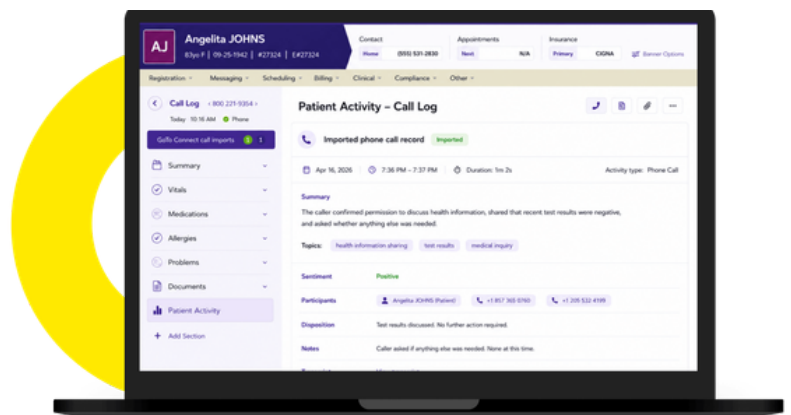
Text Reminders

Sends automated appointment reminders based on the schedule. Patients can confirm, cancel, or request changes via text, reducing no-shows and protecting revenue.



Dynamic Call Routing

Intelligently routes calls based on existing customer data. Calls reach the right person first time, meaning fewer transfers, faster resolutions, and happier patients.



The Integrations Healthcare Needs

See the current feature comparison across all supported Healthcare integrations. New integration partners and expanded capabilities will continue to be added to meet care team needs and patient expectations.

	AdvancedMD	Athena	eClinical	Epic	Nexus by LaborEdge	ModMed	Oracle Health	Salesforce Health Cloud
AI Call Logging	✓	✓	✓	✓	✓	✓		✓
Click-to-Call	✓	✓	✓	✓	✓	✓		✓
Contact Sync	✓	✓	✓	✓	✓	✓		✓
Message History					✓			
Screen Pop		✓		✓	✓	✓		✓
Voicemail Transcript	✓				✓			✓
Text Reminder	✓	✓					✓	✓
AI Scheduling		✓	Coming Soon					
Dynamic Call Routing	✓	✓	✓	✓	✓	✓		

The Security Healthcare Demands

GoTo Connect supports safeguards relevant to the HIPAA Security Rule through layered access controls, encryption, audit logging, and secure platform operations. GoTo follows trusted frameworks and maintains certifications across three areas:

- 1

Privacy & Data Protection

- TRUSTe Enterprise Privacy & Data Governance
- 2

Security & Compliance

- AICPA SOC 2 Type II and SOC 3 Type II
 - BSI C5 (Cloud Computing Compliance Criteria Catalogue)
- 3

Regulatory & Financial Controls

- Internal controls assessment under PCAOB annual audit
 - HIPAA Certified