GoTo Connect

Data Sheet

GoTo Connect for Healthcare

GoTo Connect for Healthcare is a secure, AI-powered patient communication platform that gives clinics and multi-location practices everything they need. By combining voice, SMS, AI automation, and leading EHR integrations in a single solution, GoTo reduces wait times, improves outcomes, and helps you stay HIPAA compliant.

Outcomes That Move Patient Care Forward

+20%
Increase in
Callback Rates*

+26%
Improvement in
Connection Rates*

<20s
Average Call
Response Time*

Every Patient Touchpoint. One Powerful Platform.

Unify every patient interaction, from calls and texts to scheduling in one secure, easy-to-use platform.

Ensure every patient reaches the right person quickly, gets answers fast, even after hours.

Automate scheduling with AI to minimize missed appointments and streamline response times.

Confidently maintain HIPAA compliance and protect PHI with built-in security and audit controls.

Directly integrated with EHR and PM systems for faster care

athenahealth

Epic

eClinicalWorks

ModMed

LaborEdge

ORACLE Health

salesforce health cloud

With GoTo Connect for Healthcare, say goodbye to:

⊗ **Disconnected Communication Tools**
⊘ Unify voice, video, SMS, and team messaging so staff and providers always stay connected, keeping patient information accessible and care coordinated.

⊗ **Manual Appointment Scheduling**
⊘ Integrate directly with EHR and PM systems for real-time booking and confirmations, making it easier for staff and patients to schedule appointments quickly and accurately.

⊗ **Limited After-Hours & Weekend Coverage**
⊘ Provide 24/7 appointment scheduling, prescription refills, and urgent routing so patients are supported anytime, without missing important requests.

⊗ **Long Waits During Peak Hours**
⊘ Reduces busy signals and hold times with AI-powered call management, ensuring every patient can get assistance when they need it most.

⊗ **Lack of Insight and Quality Management**
⊘ Gain a 360-degree view of each patient's journey, ensuring every interaction is monitored and coached for consistent quality and more personalized care.

Delivering Real Value

Patients
Enjoy faster access to care, more personalized communication, fewer repeated conversations, and timely follow-up at every step.

Care Teams
Easily manage calls with AI-assisted routing, reduce call volume, view a unified history of patient communications, and spend less time on administrative tasks.

Practices
Reduce no-shows, improve compliance, raise satisfaction scores, and achieve more predictable, stronger revenue.

Feature Highlights:

Omnichannel Patient Communication

A secure, unified solution across voice, SMS, and chat to manage all patient communication.

- Multilingual, accessible, and inclusive channels for every patient
- Live directory with real-time provider availability
- Automated reminders, appointment updates, and satisfaction surveys

AI Receptionist

A 24/7 virtual front desk for smarter scheduling and seamless patient engagement.

- Intelligently route to the right department, provider, or on-call staff
- Instantly resolve common patient questions with knowledge base info
- Capture important details from calls and send via email for timely follow-ups

AI Quality Managment

AI-automated evaluation for quality and compliance, no manual samples or bias.

- Real-time agent dashboards and performance coaching tools
- Live monitoring and playback for staff training
- Actionable insights to improve experiences and meet healthcare standards

AI Advanced Analytics

Inform decisions and resolve issues faster with proactive automation and real-time data.

- Smart recommendations optimize staffing, routing, and scheduling
- Sentiment, trend and keyword analysis to spot issues before they escalate
- Automated call summaries and searchable transcripts with AI-generated action items

Healthcare Integrations

Seamlessly connect with leading EHR and practice management systems.

- Automatically link every call, message or appointment to the right patient record
- Streamlined appointment reminders and updates
- Unified reporting for better decision-making.

Mobile Application

Keeps personal numbers private and ensure all communication is secure and compliant.

- Patient calls, texts and video visits securely use the business number
- Shared inbox keeps messages organized so nothing is missed
- Sequential ring allows you to prioritize what phone receives calls first

Interested in learning more?
Visit: **goto.com/offer/connect/healthcare** to get in touch

Request a Demo