

AI PATIENT CONCIERGE

Patients are ready to act. Too often, the digital experience slows them down.

When care is difficult to find, schedule, or navigate, patients call, wait, search elsewhere, or abandon the process. Patients expect a more interactive approach to finding and getting care. When those expectations aren't met, friction increases service costs, weakens conversion, and drives patient leakage.

FROM FRAGMENTED SEARCH TO INTELLIGENT CARE NAVIGATION

Perficient's **AI Patient Concierge** provides patients with 24/7 conversational support across voice and chat — helping them get answers, take action, and navigate care with less friction. By leveraging existing content, videos, and other digital assets, it delivers relevant information to patients and care providers when they need it.

Built for healthcare, the concierge integrates with EHR platforms to deliver personalized, plain-language support across the patient journey.

BENEFITS

- Reduce routine contact center volume
- Improve appointment and referral conversion
- Decrease patient leakage from poor digital experiences
- Increase satisfaction with consistent, accessible support
- Give staff more time for higher-value interactions

CAPABILITIES

- Find-a-doctor by specialty, condition, location, language, and insurance
- Appointment scheduling and rescheduling

- Referral and care pathway guidance
- Procedure and coverage-based cost estimation
- Post-discharge follow-up and care transition support
- Directions, visitor policies, billing, and general FAQ support

ENGAGEMENT OVERVIEW

We move clients from strategy to MVP in 16–20 weeks, then scale to full rollout within eight months.

Core deliverables include:

- Patient journey and contact center assessment
- Use case prioritization and ROI model
- EHR integration architecture and data blueprint
- UX/UI concepts and portal prototype
- Conversation design, patient intent library, tone guidelines, and escalation model
- Functional MVP with core patient use cases
- Analytics dashboard for call deflection, satisfaction, top intents, and escalation trends

GET STARTED

Make care easier to find, schedule, and navigate. Reach out to your Perficient representative or get in touch with us at perficient.com/contact-us.

Perficient is the global AI and technology consulting firm disrupting the traditional consulting model. Powered by 7,000+ advisors, engineers, and designers, we implement AI-first solutions that break conventions and deliver outcomes that matter by bringing deep industry expertise, data-driven design, and a powerful technology partner ecosystem to redefine how businesses run and succeed.