Gridspace AI phone agent Grace helped a national healthcare provider improve patient outcomes and reduce strain on internal resources by automating the majority of their follow-up phone communications.

**Background**
Patient follow-up is a critical part of healthcare strategy. However, our client found it to be a significant drain on internal resources.

**Well executed follow-up is a major contributor to improved patient outcomes. Including:**
- Smoother transitions from hospital to home care
- Higher likelihood of medication adherence
- Improved patient education
- Fewer preventable readmissions
- Higher patient resource utilization
- Improved patient satisfaction

**Healthcare providers face various obstacles in implementing an effective patient follow-up system:**
- **Patient availability:** Finding an overlap between patient availability and staff working hours can be challenging, leading to missed calls and multiple connection attempts.
- **Documentation:** Recording follow-up call information accurately and integrating it into medical records is time-consuming and prone to errors.
- **Internal resources:** Limited staff or resources hinder conducting follow-up calls for all patients, prioritizing those with higher risks or complex needs.
- **Consistency:** Ensuring all patients receive timely follow-up calls is challenging, particularly in larger healthcare facilities.

**Implementation**
Our client aimed to use AI to reduce the strain on their staff and overcome the hurdles hammering their patient follow-up strategy. By selecting Gridspace and leveraging our AI assistant Grace as the first step in their patient follow-up process, our client saved their internal teams hundreds of hours a month, improved documentation accuracy, and reached a higher percentage of their patients.

**Why Gridspace?**
Grace’s unique feature set allows her to significantly outperform other automated telephone agents. In fact, Grace’s natural speaking pattern and ability to hold free flowing conversations puts her on par with the best human agents.

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<th>Notable features</th>
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<td>Grace can handle over 50,000 concurrent conversations per deployment.</td>
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<td>She can hold free flowing, friendly conversations.</td>
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<td>Increased efficiency in handling outbound calls, completing symptom checking, and health risk assessments.</td>
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<td>Grace integrates with top business tools and can automatically sync information collected during calls.</td>
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<td>Rapid onboarding: Grace can be trained using existing documentation, procedures, and website content.</td>
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Grace is handling over 200,000 calls per month.

How our client uses Grace:

✓ Post-discharge ED follow-up: Grace ensures patients receive timely care and support after leaving a medical facility, reducing the risk of complications and readmissions.

✓ Annual wellness visit scheduling and reminders: Grace helps patients stay proactive about their health by reminding them about upcoming wellness check-ups.

✓ Congestive heart failure patient follow-up: Grace provides critical monitoring and support for CHF patients, helping them manage symptoms and prevent hospital readmissions.

✓ Payment collection and billing reminders: Grace streamlines collections. She securely collects patient payment information, improving revenue cycle efficiency and reducing administrative burden.

✓ Medication adherence follow-up with patients: Grace helps patients take their medications as prescribed, improving treatment outcomes and reducing the risk of health complications.

✓ Specialty pharmacy: Grace manages refill requests, delivery schedules, and updates, making it simple for patients to maintain their treatment regimen.

✓ Preventive care and health screening: Grace conducts follow-up surveys and regular screenings to monitor patient progress, improve preventive care, and detect health issues early.

CASE STUDY

January 2024 Preventative Care Patient Survey Results:

- 25% survey completion
- 3,008 average call duration
- 5,469 total calls
- 1,220 patients reached
- 59 nurse transfers
- 280s average call duration

Improve Patient Outcomes with AI: How a National Healthcare provider leverages Gridspace’s Grace AI for health line follow-ups

GET STARTED