

## USE CASE

# Post-visit discharge follow-up checks

Automate post-visit discharge follow-up with Grace virtual agent

**Take the strain off valuable trained staff and improve the patient experience.**

### Healthcare challenge

Post-discharge follow-up care can be critical to driving positive healthcare outcomes. In addition to helping to identify potential complications earlier—and therefore improving the potential to mitigate any issues that can impact recovery—follow-up checks offer opportunities to confirm medication use, schedule follow-up appointments and communicate pending test results. Timely and consistent follow-up checks across service lines can also reduce hospital readmissions, which dramatically influence financial outcomes for healthcare providers.

Although post-visit discharge checks have become an industry best practice, driven by demands to improve the patient experience and quality of care and increase the bottom line, connecting with every single patient is not only time and resource intensive, it can also divert valuable trained staff from essential activities. And, because each line of service requires its own post-discharge instructions,

staffing the process and ensuring that at-risk patients are prioritized can add complexity and cost to the process.

Healthcare providers need to be able to automate post-visit discharge checks without sacrificing the ability to effectively identify adverse events, customize follow-up by service line or provide a positive patient experience.

### The Gridspace solution – Grace virtual agent

The Gridspace Grace virtual agent enables healthcare providers to more conveniently and cost effectively perform post-visit discharge follow-up. As the most advanced, natural-sounding virtual agent, Grace is a task-specific, next-generation conversational voice bot that can handle customer interactions in a natural and friendly manner, giving patients a timely, easy way to engage with providers after discharge, while also ensuring that adverse events are identified and escalated.

### Key features

- Limitless, natural-sounding virtual nurses and administrators.
- Fluent, consistent and friendly conversations.
- Integrates with existing voice technology and data systems.
- AI orchestration interweaves voice technology with existing human workflows.
- Inbound API interfaces and outbound APIs support integration into clinical systems.

### Key benefits

#### Voice automation addresses human talent challenges

- Allows voice bots and high-value staff to tag team when needed.
- Scale immediately and elastically to meet demand.
- Conform to the same QA standards and methods as human staff.
- Triage opportunities to utilize human labor more effectively.

#### Promotes a patient-centered experience

- Indistinguishable from a capable human nurse or administrator.
- Creates seamless handoffs when escalation is needed.
- Better procedure adherence for service consistency.
- Scale multiple Grace voice bots to complete all patient calls by a certain time.

#### Easy to deploy and manage

- Purpose built for healthcare, enabling high-accuracy task completion.
- Zero integration to quickly start and scale.
- Compatibility with Gridspace Sift enables standardized monitoring and QA.
- Auditability with 100% visibility into every conversation.



**Hear for yourself –  
experience Grace today!**

Listen to Grace perform a post-visit discharge follow-up call [here](#) and discover how Gridspace is pioneering real time speech infrastructure for healthcare.



#### About Gridspace

Gridspace was formed in 2012 as a collaboration between SRI Speech Lab, the lab behind Siri and Nuance, and a multidisciplinary team of designers and engineers. The company's software makes it easy for contact centers and developers to automate calls, quickly understand customer requests, synchronize agent responses and drive successful outcomes. The company's HITRUST-certified product scans for customers in regulated industries. The company is already one of the largest Kubernetes cluster operators for streaming speech and has analyzed billions of call minutes with our cloud-agnostic speech technology. **To learn more, visit [gridspace.com](https://www.gridspace.com).**