HEALTH

A large hospital chain needs:

- Reduce the number of visits to specialist consultations by helping users come with the most complete information possible.
- Reduce absenteeism to consultations and tests
- through reminders.
- Increase the % of tests performed by providing patients with preparation instructions interactively.
- Reduce the costs of traditional contact processes.
- Improve the patient experience.

Carlos has been trained to assist in care processes as a means to proactively contact patients.

The digital human collaborates in the correct preparation of patients for different medical tests. The digital human assumes all the intermediate processes in a clinical care process, significantly reducing our client's administrative costs.

+38% visualization of preparatory material

+67% interactions completed successfully.

Service satisfaction survey: average rating of 4.4 out of 5.

Reduce interaction time with each user x2

CHALLENGE

SOLUTION

BENEFITS