

AI VOICE AGENT · CAPABILITIES OVERVIEW

A superhero for every patient call — always listening, always helping, always acting.

From scheduling appointments to coordinating care, ConnectAI brings superhuman speed and precision to patient communications — powered by secure, HIPAA-compliant AI. Learn how our voice agent answers the call in a live hospital environment, every time.

✓ Patient Management

✓ Provider Management

✓ Patient Front Desk

✓ Healthcare Back Office

Core Superpowers

1 Intelligent Call Routing & Transfer

No transfers. No guesswork. Every caller is routed to the right department or clinician the first time, with the context staff need to pick up the conversation seamlessly.

Instant transfer

Fast redirects, overflow, and after-hours escalation.

Warm transfer

Caller handed off with a spoken context briefing.

Agentic transfer

AI summarizes what matters for a faster resolution.

2 Appointment Booking & Scheduling

From open slot to confirmed visit, the entire scheduling workflow happens in conversation — automatically updating the right calendar and sending reminders to minimize no-shows.

Live availability

Reads open slots against up-to-date schedules.

Books in-call

Confirms the slot and writes to the right calendar.

Matches resource

Finds the right time, provider, or location.

3 Autonomous IVR Navigation

The agent powers through phone trees and keypad menus like a pro, selecting the right path every time to get the job done — no human assistance required.

Prescription verification

Refill requests

Records & status checks

Payer & benefits lookups

Heroics, from Start to Finish

Post-visit follow-ups

Proactive outbound check-ins.

Common inquiries

Hours, directions, policies, FAQs.

Humanlike & 24/7

Natural, low-latency, always on.

Voice, SMS & chat

One agent across every channel.

COMPLIANT BY DESIGN

HIPAA
COMPLIANT

SOC 1
AUDITED

SOC 2
AUDITED

Schedule a conversation with our team and see what's possible.

connectAI@continuant.com
continuant.com/connectai-for-healthcare

Let's Talk ConnectAI →