

SmartAgent™

When 6 in 10 patients hang up after a minute on hold, missed calls become missed care. SmartAgent handles every patient-initiated interaction — scheduling, billing, intake, referrals — end to end, HIPAA-compliant, writing directly to your EHR and PM system.

KEY FEATURES & CAPABILITIES



Omnichannel inbound

One agent brain across voice, SMS, MMS, email, fax, and digital.



16 inbound use cases

Spanning patient access and patient accounting.



Context-rich escalation

Warm handoff to staff with full conversation history.



24/7 end-to-end resolution

Scheduling, billing, and intake completed without human intervention.



SmartCare™ assessment

Specialty-aware clinical triage and intake, leading with orthopedics.



Writes to systems of record

Books the appointment, updates the account, posts the payment.

BENEFITS FOR HEALTHCARE ORGANIZATIONS



No patient falls through

Every call and message answered instantly, 24/7.



Clinical-grade conversations

SmartCare™ adds structured specialty assessment.



Relieve front-desk burnout

Jefferson & Benevis automated 46% of appointment calls, cutting related headcount 50%.



Compliance built in

HIPAA-compliant handling with a full audit trail.

AI agents that
answer every patient,
*on every channel,
around the clock.*



46%

appointment calls automated
(jefferson & benevis)

52%

reduction in labor costs

24/7

coverage on every inbound
channel

16

inbound use cases

PRIMARY USE CASES

Scheduling & recalls: Book, reschedule, and confirm directly in the PM/EHR.

Intake & referrals: Collect demographics, insurance, and referral details pre-visit.

Patient accounting: Balance questions, payment plans, and payment in one conversation.

SmartCare™ triage: Route orthopedic patients to the right visit type.

Every patient answered. BAA and compliance review included. *Schedule a demo* with your own call scenarios.



TECHNICAL SPECIFICATIONS

DELIVERY

Cloud-native, multi-tenant SaaS — no on-prem hardware.

SECURITY & COMPLIANCE

HIPAA (BAA); HITRUST r2; SOC 2; ISO 27001:2022; ISO/IEC 42001:2023; PCI-DSS 4.0; GDPR; CCPA; TX-RAMP. AES-256 at rest, TLS 1.2+ in transit; TCPA-governed outreach.

IDENTITY & ACCESS

SSO (SAML 2.0 / OIDC), SCIM provisioning, role-based access, audit logs.

INTEROPERABILITY

70+ EMR/PMS integrations; connects to existing phone systems; native, bidirectional write-back to the system of record.

DATA FOUNDATION

1B+ real-world interactions; 4.5T records across 30+ specialties; 57GB ingested daily.

TIME TO VALUE

Deployment timeline depends on the use cases you're launching and the integration timeline with your EHR or PMS; measurable ROI in under 90 days.

INTEGRATIONS

70+ EMR/PMS integrations · Existing phone systems — no rip-and-replace · Native, bidirectional write-back · One integration across all three products · Patient data stays in your EHR

Agents write back to the system of record — appointments booked in the PMS, payment plans recorded, care gaps closed, billing resolved with the patient's actual account data. Not screen-scraping or an API workaround.

ABOUT AQURIO



Aqurio (*uh-cure-rio*) is a purpose-built Agentic AI company for healthcare and high-stakes industries. It puts AI agents to work across the full patient and customer journey — closing care gaps, automating revenue cycle operations, and ensuring no patient and no dollar slips through. Built for regulated environments where getting it wrong isn't an option, Aqurio delivers real-time operational visibility, seamless enterprise integration, and outcomes that compound over time. For more information, visit aqurio.com.

Check out our *Weekly Live Demo*

