

SmartAnalytics™

SmartAnalytics captures every patient interaction — voice, SMS, email, fax, digital — revealing where patients drop off, where balances sit unworked, and which care gaps are widening. It also delivers HIPAA-compliant insights before any workflow changes are made.

KEY FEATURES & CAPABILITIES

-  **100% interaction capture**
Every call, text, email, fax, and digital touch — not a 2% sample.
-  **Real-time dashboards**
Live volumes, outcomes, and service levels across every location.
-  **Quality and QA**
Automated scoring of every interaction, with coaching-ready insight.
-  **Predictive intelligence**
No-show risk, demand forecasts, and revenue-at-risk flags.
-  **Opportunity detection**
Surfaces unworked balances, open care gaps, and missed demand.
-  **Shared state layer**
Every insight feeds SmartAgent and SmartEngage directly.

BENEFITS FOR HEALTHCARE ORGANIZATIONS

-  **Protect patient access**
See hold times, abandonment, and after-hours demand in real time.
-  **Close care gaps sooner**
Spot overdue recalls, referrals, and lapsed treatment plans.
-  **Audit-ready compliance**
Automated QA reviews 100% of interactions, with a complete trail.
-  **Confidence before automation**
Know exactly what's broken before changing workflows.

Real-time visibility into 100% of patient interactions — so **no patient falls through.**


100%
of interactions captured and analyzed

4.51_T
interaction records behind the models

30₊
specialties benchmarked

57_{GB}
of new data ingested daily

PRIMARY USE CASES

Patient access intelligence: Quantify missed appointment demand by location and specialty.

No-show prediction: Flag at-risk visits early — a \$150B annual U.S. problem.

Revenue cycle visibility: Surface unworked A/R driving avoidable write-offs.

Quality and QA review: Score every patient interaction automatically.

Schedule a demo
HIPAA compliance
and a BAA from
day one.



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; 4.51T records across 30+ specialties; 57GB ingested daily.

TIME TO VALUE

Go-live in weeks; 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

