

Agent Advantage™ for Salesforce

Patient Services – Intake Agent

BUSINESS CHALLENGE

Pharma companies offer broad patient services to provide patient's relief when dealing with significant treatment journeys. Unfortunately, patients face significant hurdles when onboarding to the program, facing lengthy onboarding times, unforeseen barriers to treatment and lack of understanding in the process; due to manual intake processes and long turn around times. This delays in therapy initiation divert Care Managers from patient-centric activities.

AGENTIC SOLUTION

Our autonomous AI Intake Agent, built on top of Salesforce Life Sciences Cloud, streamlines patient enrollment by autonomously collecting missing information, mapping enrollment data, and enabling round-the-clock services. This AI agent is designed to enable rapid, accurate patient enrollment and frees Care Managers to focus on direct patient support.

VALUE PROPOSITION

Autonomous Patient Onboarding

Autonomous intake process, significantly reducing enrollment time, accelerating access to therapy and elevating human resources to high value tasks

Engagement First

Deploy your human workforce strategically to areas of the journey empathy or emotional support will be the differentiator

Increase Conversion Rates

Tasks are influenced by Embedded Analytics to cognitively understand how to achieve the goal and continuously enhance eliminating delays due to time zones or staffing and supporting patients whenever they need help.

Decreased Time To Value

Stand up new programs, services and workstreams, with limited resources, limited change management, or time to rollout

AGENT CAPABILITIES

Autonomous Enrollment Forms processing

Autonomously processes incoming enrollments, efficiently checks & resolves duplicate patients based on advanced reasoning with high confidence score, unresolved cases are escalated to human agents

Missing Information detection

SOP-based missing information detection to proactively flag missing information for downstream processing.

Document Triage Agent

Autonomous categorization, linking and assignment of documents using Natural Language Processing.

Autonomous Missing Information Collection

Triages the pathway to collect missing information, performs the AI-generated patient or provider follow up, and then updates the missing info

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