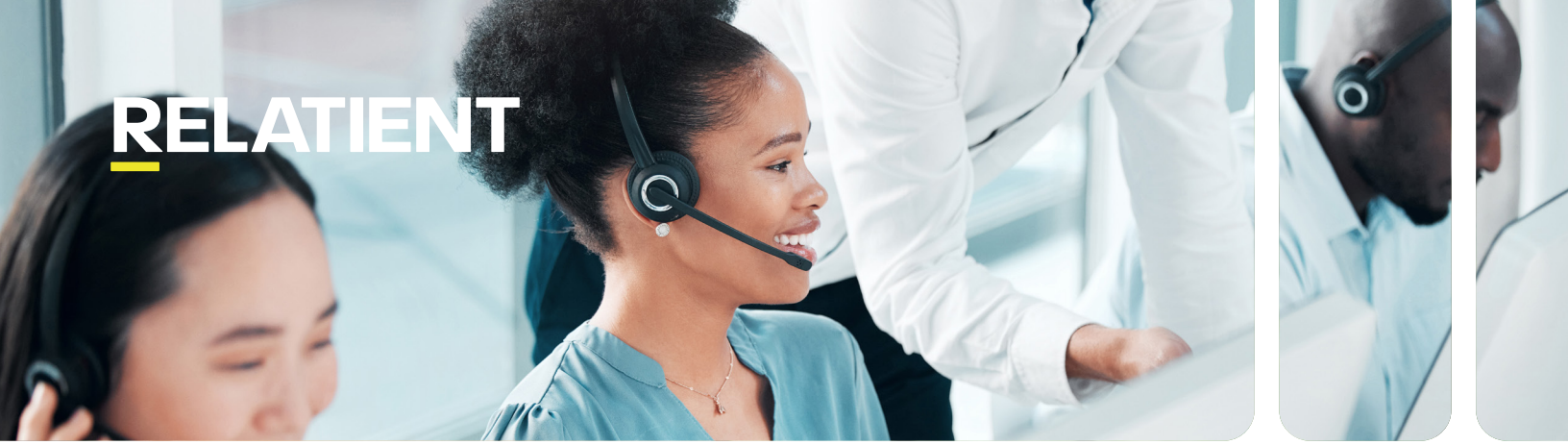



# Intelligent Automation in Action Across Every Touchpoint

Healthcare organizations of every size and specialty are redefining patient access with intelligent automation that connects centralized scheduling, online self-scheduling, and agentic AI through a single rules-based engine.

Across healthcare, organizations are turning to intelligent automation to bring precision and consistency to every point of patient access. By connecting scheduling systems and digital entry points through a single set of rules and preferences, they are improving accuracy, enhancing visibility, and creating a more reliable experience for both patients and schedulers. These three organizations are leading that transformation, each showing how intelligence and automation work together to deliver accuracy, efficiency, and reliability in every interaction.

## Complete Health®
Patients first... always.

At one of the Southeast's largest primary care networks, every call matters. With more than 175 providers and 28 locations, Complete Health needed a way to handle high call volumes without losing the personal connection patients expect. By introducing centralized scheduling, online self-scheduling, and agentic AI, the organization reshaped its contact center into a model of consistency and precision.

> *"We focused on the high call volume that bogs down our staff, and then we focused on the ease of scheduling, and it's grown since then. Last time I looked, the AI had autonomously taken care of 56% of the calls.*
>
> **- Erin Sandoval**
> Senior Director of Support Services
> Complete Health



## Key Wins

**80%**
physician utilization rate

**35%**
of self-scheduled patients seen in 1-3 days

**56%**
of inbound calls autonomously handled by AI

SINCE 1947 TSAOG — ORTHOPAEDICS & SPINE

At TSAOG Orthopaedics & Spine, patient calls come fast and nonstop. The team wanted a better way to route, respond, and schedule without adding pressure to an already busy contact center. By placing agentic AI at the front of its call flow, TSAOG turned call handling into a seamless process by triaging requests, rescheduling visits, and connecting patients to care with accuracy that never slows down.

> *"While the patient is requesting to schedule an appointment, Dash is prompting the patient with a question if they would like to receive a self-scheduling link. Patients are taking full advantage of that and self-scheduling themselves. We've seen it all in the numbers this past month."*
>
> **- Gabbie Rebolloso**
> Director of Marketing & Communications
> TSAOG Orthopaedics & Spine



## Key Wins

**31%**
of inbound calls autonomously handled by AI

**135**
days of work saved in the first month

**68%**
of self-scheduled appointments were new patients

Western New York Dermatology

With more than 160,000 appointments a year, Western New York Dermatology needed a way to keep up with growing patient demand while maintaining scheduling accuracy and care quality. By connecting self-scheduling and call automation through a single rules-based engine, the practice created a smoother, faster process that keeps schedules full, and patients confident their care is always handled correctly.

> *"I can tell you how full my schedule is. You can see the difference in the schedules from before we had Dash® versus now. I think it's completely worth its weight in gold."*
>
> **- Hillary Diegelman**
> Administrative Supervisor
> Western New York Dermatology



## Key Wins

**194**
calls handled by AI daily

**4.46**
out of 5 patient satisfaction score

**75%**
autonomous handling for cancellations

**See why 47,000+ providers trust us – Schedule your Dash® demo today**

RELATIENT

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