How Virginia Urology Cut Call Abandonment by 53% with Dash Voice AI

SPECIALTY: UROLOGY

PROVIDERS: 47

LOCATIONS: 7

PM/EHR: ATHENAHEALTH



Key Wins

53%
call abandonment rate reduction

19%
reduction in staffing overhead

88%
of calls autonomously handled or intelligently escalated by Voice AI

2,100+
voicemails deflected through case creation per month

> “There hasn’t been a time when Dash® was wrong. Having all of this and being able to see exactly what happened with a phone call is so powerful. AI is only as good as the people who are behind it telling it what to do.



Megan Kerrick
Director of Administrative Operations
Virginia Urology

The Goal

Virginia Urology, a leading multi-physician urology group serving the Greater Richmond area, faced challenges common to many growing specialty groups. High call abandonment rates, long hold times, and excessive handle times were creating barriers to care. Matching patients to the right sub-specialty provider added further complexity. Virginia Urology set out to find a smarter approach to patient access, one that reduces friction for patients, staff, and providers alike.

The Solution

Virginia Urology implemented Dash®’s contact center scheduling platform along with an AI-powered voice agent. The solution handled routine patient calls, intelligently routing each one based on patient needs and provider preferences. Clinical requests previously left on voicemail were now captured and delivered directly to the care team via a case in their EHR. “When we turned that on to the AI, it was like instantly the whole practice quieted,” said Megan Kerrick, Director of Administrative Operations.

The Relatient Difference

Dash Voice AI brought more than automation. It brought intelligence. Configured to reflect the unique rules and preferences of each provider, every interaction was handled with precision. Real-time analytics and call transcriptions gave the team full visibility into every call. But the most telling sign of success came from the staff.

“Within two days, one of our call center agents was referencing Dash as their co-worker,” noted Kerrick, “The frustration that they were feeling on the phone was going away.”