# Parakeet Health

# Automate patient engagement with AI voice agents

Our AI agent answers your phone and calls patients to close care gaps. Fully automate repetitive admin tasks like preventative care visit scheduling and transition of care follow-ups. Engage more patients without increasing staff.

[Genome Medical](#), a national leader in genomic telehealth, partnered with Parakeet Health to manage rising patient inquiries while maintaining high standards of care. Kiley Johnson shares how Dana, their AI-powered voice agent, has transformed patient communication by answering 100% of inbound calls with zero abandonment and engaging with over 85% of inbound calls, empowering their team to focus on more complex patient needs.

Key Challenges Addressed:

1. Managing surges in patient inquiries as genetic testing gains popularity.
2. Reducing long call wait times to improve satisfaction.
3. Addressing staffing gaps while avoiding overburdening existing teams.
4. Increasing referral conversions to appointments by offloading routine inquiries.

"Parakeet has been such a huge help for us. Having Dana, our Voice AI agent, as the front line of defense for inbound calls means we can focus our team's efforts on addressing more complex questions and enhancing patient and partner interactions. It's been eye-opening to be able to more easily see and hear what patients are asking and how they're asking it through the Parakeet dashboard, which has even helped us improve training materials for our team. Plus, the Parakeet team has been so responsive and easy to work with, which makes all the difference."

– Kiley Johnson
(Chief Clinical Officer, Genome Medical)

genome MEDICAL

## Integrates with your system

eClinicalWorks   Cerner   Nextech   Epic   ModMed MODERNIZING MEDICINE   athenahealth

And dozens more...

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