orbita
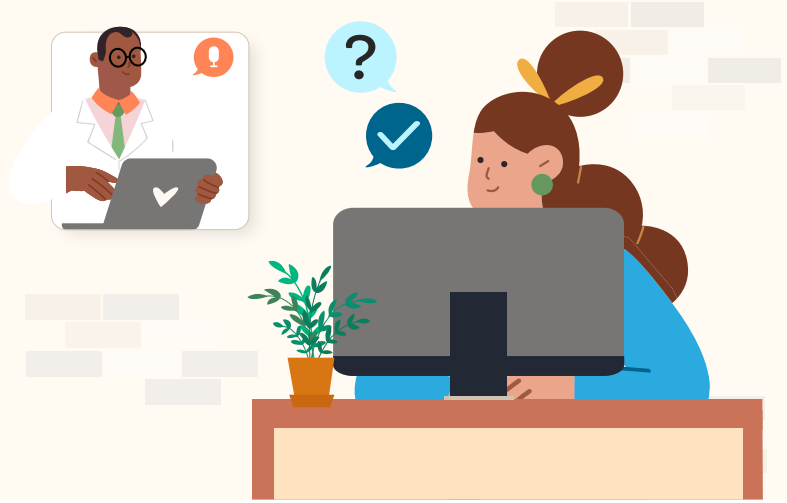Conversational AI for Healthcare & Life Sciences

Healthcare's Digital Front Door

Streamline access, improve patient experience, close gaps in care and reduce costs

Now more than ever, healthcare consumers are demanding digital and virtual care experiences that provide frictionless access to the resources and services they need, when they need them. The future of healthcare's digital front door is self-service automation that empowers patients.

Orbita's intelligent and empathetic voice and chatbot virtual assistants for healthcare's digital front door automate engagement and streamline support of patients throughout their healthcare journey.

> " We see great potential in Orbita's Digital Front Door Solution to enhance thepatient experience while improving our operational efficiency. Since launching it earlier this year, we are already seeing patients quickly gravitating to our chatbot."
>
> - Amy Porwoll, Chief Information Officer at CentraCare

Simplify Access:

81% percent of patients want the virtual tools adopted during the COVID-19 pandemic to remain a regular part of their healthcare experience.

- McKinsey

Improve patient experience:

41% of patients surveyed said they would stop going to their healthcare provider over a poor digital experience

- Fierce Healthcare

Close gaps in care:

Health literacy increases with education, but only **12 percent of U.S. adults are** considered proficient in health literacy.

- U.S. Department of Health and Human Services

Reduce Costs:

Virtual assistants cut customer service costs by **up to 30%**

- IBM
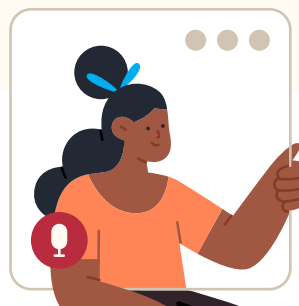
Features and Benefits:

Symptom checker and care recommendations – support automated assessments for information gathering and guidance

Scheduling – integrate with existing systems to streamline scheduling and reduce no-shows

Call Center automation and escalation – off-load call center volume while integrating with existing live chat and call center for escalation and intervention

Provider & Location Directory – provide directly lookups to direct patients to the right provider or location

Patient outreach campaigns – automate outreach campaigns and reduce patient communication costs

See the solution in action:
hello@orbita.ai | +1-617-804-5550

Schedule a demo →

MedStar Health

CentraCare

ThedaCare

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