

AI Workflow

Enhancing Telehealth Efficiency through Agentic Workflows

The Background

A mid-sized healthcare provider with multiple clinics offering telehealth services to urban and rural patients

Our Goal

Plan, implement, and review the telehealth program for a rural health care facility.



Stages

- 1 SWOT Analysis of the opportunity
- 2 Creation and Implementation Plan
- 3 Ongoing Tracking of Telemedicine Usage

Agentic workflow Implementation in Telehealth

Key Features of the Agentic Workflow Solution:

Automated Scheduling Agent: An AI scheduling agent handled appointment booking and coordination. It provided real-time availability to patients, allowing them to book or reschedule appointments seamlessly, reducing manual errors.

Virtual Triage Agent: A virtual triage agent conducted initial assessments through a symptom questionnaire before connecting the patient to the appropriate healthcare provider. This streamlined the process and ensured that each patient received timely care.

Follow-Up and Reminder Agent: This agent automatically sent follow-up reminders via email and SMS, and it collected post-consultation feedback. It also checked for recurring appointments or prescription refills, ensuring patients did not miss critical steps in their care.

Data Integration and Insights: The agentic workflow integrated with the clinic's EMR (Electronic Medical Records) system, updating patient records in real-time. It also provided data insights on patient trends, appointment adherence rates, and patient feedback

Obstacles

- 1 **No telehealth program** existing before COVID-19 Public Health Emergency.
- 2 **No reimbursement** options for telemedicine services.
- 3 Telehealth options that require high-speed Internet connection.
- 4 41% of the local population **don't have a smartphone** with a wireless data plan.

The Results

The agentic workflow reduced administrative tasks by 40% and improved appointment adherence by 30%, significantly boosting patient satisfaction.

Automated scheduling, triage, and follow-up enhanced patient care access, while data insights optimized staffing. Overall, the healthcare provider achieved greater efficiency and resilience, making telehealth seamless and patient-centric.

Discover how agentic workflows can transform your telehealth services. Reach out to our team at info@boaient.com to explore a tailored solution for your healthcare needs."