slingr Case Study

> From Idea to Full Implementation

Transform9

"Slingr offered HIPAA compliance and the degree of control over data security that made it possible for us to trust their platform, and then also delivered on exponentially reducing our development timetable. It was so easy. Anyone working in healthcare technology should be using Slingr."

Alan L. Crighton, President & CEO

slingr

Let's build something great together.
www.slingr.io

Our Client

transform⁹

Transform9 brings together many years of experience in telecom, technology, healthcare, and call center management to solve an age-old problem: Patients not being able to get in touch with their doctor's office. Practices should be able to seamlessly handle patient communication, no matter how large call volume grows.

Using artificial intelligence and natural language processing (NLP), Transform9 offers a virtual healthcare call center giving patients the tools to communicate with their doctor's office on their terms, whenever they want, and without learning new technology.

Our Work

Alan (T9's CEO) approached us with the idea of providing an automated solution for practitioners' office scheduling, engaging the Slingr team from the beginning.

This collaboration kicked off a committed three-person Slingr team who designed and developed an automated bot that could process voice commands. Our low-code

platform allowed us to deliver the first version of T9's application integrated to LEX (Amazon's NLP) within six months.

The next step in transforming the clinical scheduling experience was customizing the bot behavior according to each customer's needs and seamlessly integrating a toolkit for maintaining data integrity. Slingr's data tools allowed scheduling done through the bot to sync in real-time with existing appointments, dynamically merging all the information.

The outcome was a framework that integrates the practitioner's patient database, existing appointments, automated scheduling, and connects to EMR, resulting in significant improvements in efficiency and customer satisfaction in the medical office management of T9's clients.

Our Impact

- No more patients left on-hold or missed calls.
- Call center staff reduction.
- High volume of simultaneous calls with over 70% managed completely without any human interaction.
- Initial development done by Slingr and then successfully transitioned to T9's in-house IT team. Currently, both teams work cooperatively on improvements and support.
- Fully customizable bot behavior for each customer on the platform's front end.
- Analytics included for reporting purposes include details and transcripts for continuous improvement.