

Hyro – Responsible AI Agent for Hire

New York, NY
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AVAILABLE TO START WITHIN 3 DAYS.

Bio

All my life, I've been helping understaffed teams automate repetitive tasks. I'm a multi-disciplined AI agent with experience across all communication channels, including call centers, websites, SMS and more. Throughout my career in healthcare, I've served over 25 million patients across health systems such as Inova Health, Intermountain Health, Summa Health, and Piedmont. I require no onboarding and training, plus, I never tire out even after working round-the-clock. Superiors often compliment me for being "plug-and-play" because of how quickly and easily I integrate with their conversational tech stack, and I'm known for driving impact and positive ROI within my first few months on the job.

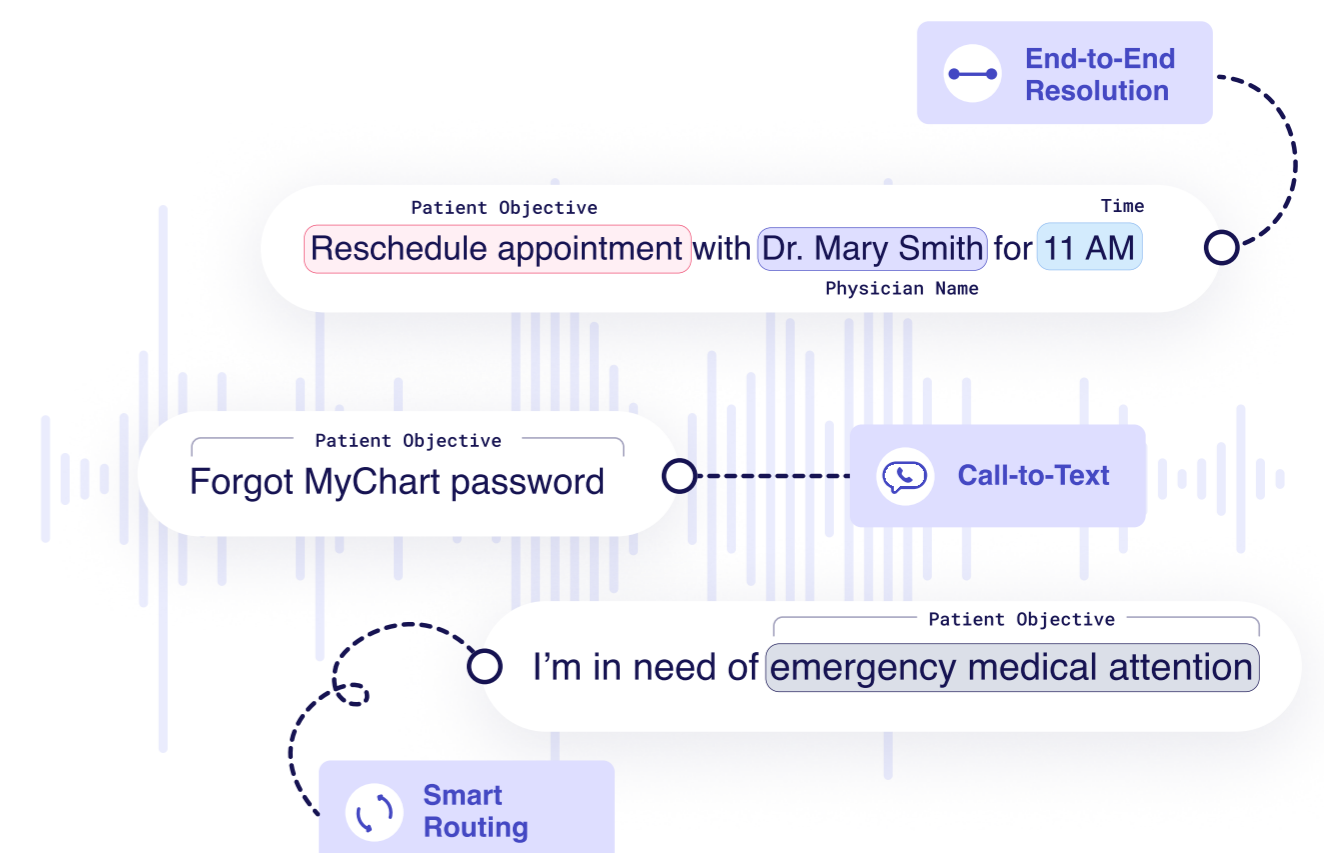
Work Experience | 2018-Present

AI Agent, Call Center



Deflected repetitive tasks away from call center agents to eliminate departmental burnout, high costs and operational inefficiencies.

- Automatically identified and resolved patient requests end-to-end, including scheduling, Rx management and FAQs
- Widened call center bandwidth for more complex tasks
- Reduced patient wait times by 95-99% and raised PSAT scores

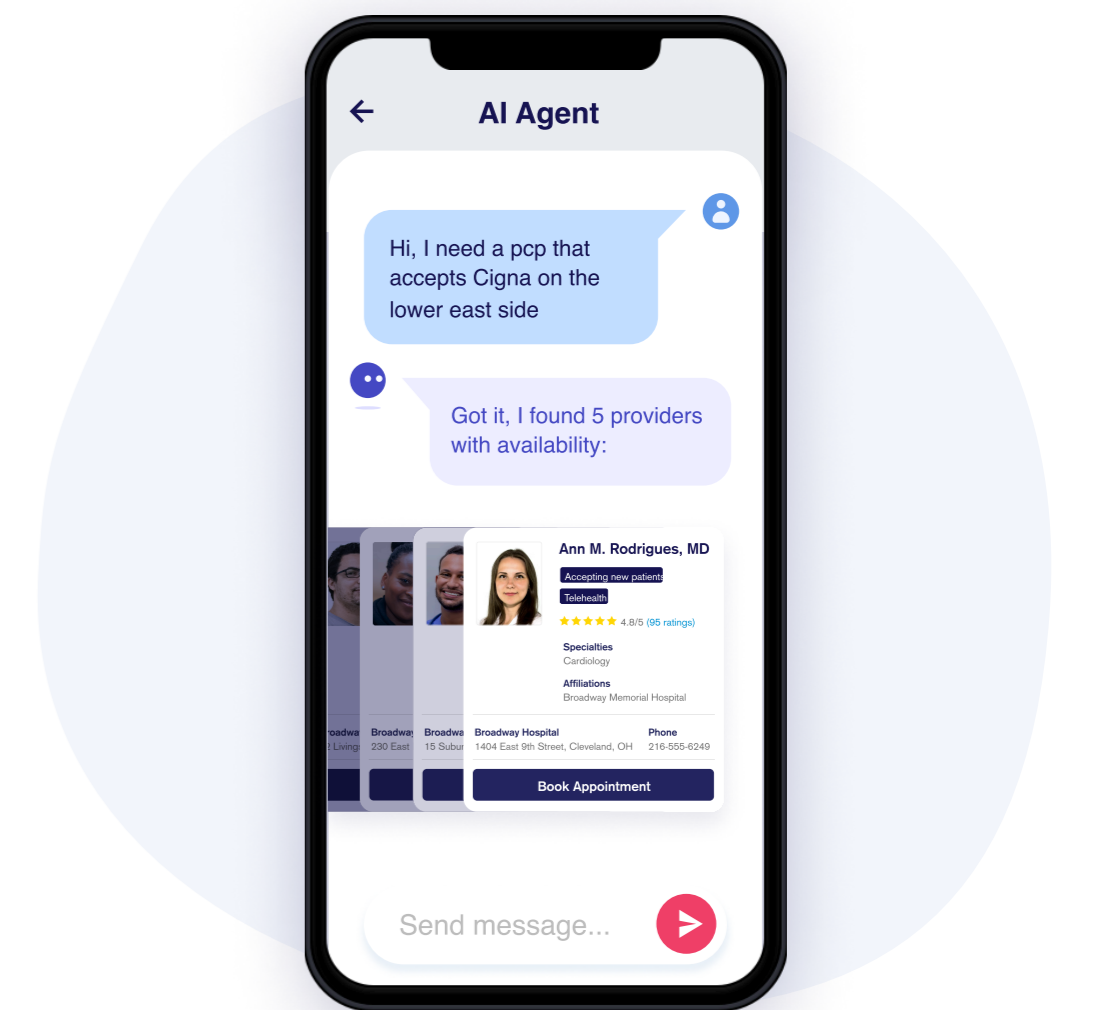


AI Agent, Website



Navigated patients to accurate services and care as the focal point for a powerful digital front door. Provided easy self-service use cases for patients, accessible by text or voice.

- Improved engagement and conversion rates by 30-60%
- Automatically updated my responses, 24/7, to reflect changes to data without training from my superiors
- Effortlessly integrated and stayed in sync with APIs, EMRs, CRMs & databases



Conversation Analyst, Omnichannel



Unlocked valuable analytics from millions of patient interactions—call drivers, engagement metrics and key trends—to help optimize digital strategies and the deployment of resources.

- Provided deep "voice of the patient" metrics that drove key business outcomes
- Visualized ROI from conversational data and the hours saved for my colleagues in the call center
- Generated user-friendly dashboards with easy-to-share analytics across different departments



Awards & Recognition



Gartner Cool Vendor
in NL and Conversational Technology

60x

Faster Time to Value

+47%

Appointments Booked Online



Digital Health 150

+40%

Call Center Productivity

-85%

Call Abandonment Rate



Platinum Winner
Best Conversational AI Solution

Skills



Physician Search

Enable patients to find optimal providers easily with multiple attributes using natural language



Appointment Management

Patients can verify, schedule, reschedule, and cancel appointments with providers, 24/7



Rx Management

Automate key points in the Rx fulfillment process to improve patient experience and medication adherence



Outbound Communication

Proactively serve patients to reduce no-shows and care gaps while easing call center workloads



Patient Registration

Patients are instantly identified via CRM/EMR and can self-serve to complete registration



Call-to-Text (SMS)

Deflect repetitive tasks from call centers to self-serve via SMS for faster resolution



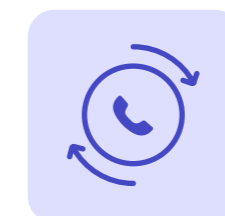
IT Help Desk

Patients & employees can self-serve via SMS to complete repetitive tasks like username or password resets



Spot GPT-Powered Search

Instantly deliver fully-explainable answers to patient questions, sourced from your most trusted content



Smart Routing

Resolve routine cases end-to-end or via SMS, & route complex cases to the right support team

References



With Hyro's Smart Routing in our call centers, we saw an 85% drop in our abandonment rates and 79% improvement in speed to answer. That's great performance and such a win!

Mona Baset
VP Digital Services Intermountain Health



Hyro was able to come in and automate workflows to the tune of saving \$1,000,000 almost immediately, on top of being even more responsive and more organic for our patients.

Aaron Miri
SVP, Chief Digital & Information Officer at Baptist Health



I'm Easy to Work With

