

healow Genie

Better Engagement between Patients and Providers

Strengthen patient engagement, improve patient satisfaction, and save time, money, and resources at your practice. healow Genie is a comprehensive, AI-powered contact center solution that connects patients to the information and assistance they need 24/7/365 while reducing the burden on front-office medical staff, improving compliance, extending care throughout the day, and helping reduce practices' overall operational costs.



24/7/365

Patients can get access
to their records



100%

Incoming calls answered
immediately



Instant Answers

Patients' questions answered
instantly

Self-Service Mode

Genie never puts care on hold

healow Genie delivers far more than a traditional contact center. A patient's wish for knowledge or connecting with their doctor becomes Genie's command. Using Self-Service Mode, patients can get instant answers from Genie via voice, text, chat, or chatbot — everything from when your office is open to managing appointments, paying a bill, or requesting a referral or medication refill. Patients can get the information they need quickly, with no delays or on-hold time.



Manage appointments



Pay bills



Request a referral



Get medication refills

Intelligent Assistant

Genie only seems like magic

Behind the curtain, Genie is backed by machine learning, data science, and human beings who understand that what matters most in healthcare is connecting patients and providers. Intelligent Assistant lets your practice set rules for when Genie should escalate a patient's inquiry to a human. Backed by Genie's resources, agents provide any additional help patients need, including the option of having a provider call them back.



Access lab results



Get details on procedures



Ask detailed questions



Reach a doctor

Automated After-Hours Service

Genie never sleeps

Automated After-Hours Service is available around the clock to connect your patients to qualified medical providers — nights, weekends, lunch hours, or even on a day when your office is particularly busy. Whether it's a middle-of-the-night call about sick child, a question on medication dosage, or a patient unsure whether they should seek immediate medical attention, Genie routes calls to designated on-call providers, who can provide the answers and peace of mind patients need.



Access care 24/7/365



Reach on-call providers



Collect data for providers



Gain peace of mind

Conversational Smart Campaigns

Genie is natural and outgoing

Genie has a natural and outgoing personality that isn't limited to one-way intake. Genie specializes in two-way communication — a feature we call Conversational Smart Campaigns. Genie generates outgoing calls and campaigns that engage patient in natural-language conversations. Your practice decides which patients you need to reach, and Genie's automated outreach does the rest, quickly and efficiently. That can lead to higher compliance and better medical outcomes.



Enjoy natural chats



Connect in multiple modes



Get health reminders



Improve compliance

No-Show Prediction

Seeing the future — and doing something about it

Genie's no-show prediction estimates the likelihood each appointment will be kept, generates intervention calls for patients with a high probability of no-shows, and can make open slots available to patients on a waitlist or accommodate those who call with last-minute requests. Seeing even one or two additional patients per day can improve your show rates and help secure thousands more dollars in revenue for your practice annually.



Keep schedules full



Improve show rates



Better serve patients



Secure more revenue

