

Patient experience that keeps your customers moving

Combat rising labor costs, staffing shortages, and increasing patient expectations with SmartAgent for physical therapy, an AI-powered patient experience automation solution. Automate your *inbound* and *outbound* interactions through voice and digital agents — enhancing engagement, improving efficiency, and driving profitable growth.



Instant impact

Designed for fast deployment with same-day turn up across locations



Personalized experiences

Built to drive patient loyalty and satisfaction at every touchpoint



Centralized control

Manage system-wide standards with site-level customization



Learn more at intelpeer.ai

Appointment scheduling



Waitlist management



Insurance verification



Marketing campaigns



Outbound collections



Reminders



FAQs / Q&A



Procedure follow-up



Billing & payment



Patient recalls

Boost revenue with better scheduling, faster payments, and fewer no-shows!

Analytics and business insights

SmartAnalytics™ delivers real-time, actionable insights and KPI tracking for full visibility into patient experience, operational performance, and areas for improvement.

Seamless integration

SmartAgent includes pre-built integrations with leading telephony, CCaaS, PMS, and EHR systems. Our Managed Services team provides rapid configuration and deployment to get you up and running fast.

Improve the patient experience

Never miss a call again — intelligent, conversational voice agents handle every patient interaction 24/7 across voice, SMS, and chat. Keep your schedule full and your patients satisfied!

All the features you need to automate the patient journey

Appointment scheduling

- Single patient and family appointment scheduling via self-serve phone calls
- Easy cancellations and rescheduling
- New patient intake with insurance info collection and special handling for minors

Waitlist management

- Automatically contact waitlisted patients to fill cancellation slots
- Keep your schedule full and your patients happy

Insurance verification

- Automate prior authorization calls to streamline insurance eligibility checks
- Follow-up calls to collect missing insurance information

Marketing campaigns

- Automate NPS and customer satisfaction surveys
- List-based promotional campaigns for discounted treatment specials on teeth whitening and Invisalign®

Outbound collections

- Automate payment collection calls and provide flexible payment plan options including partial and final balance settlement
- Configurable messages based on severity/duration of delinquency



Reminders

- Confirm appointments via text and voice with easy options to reschedule when needed
- Automate payment reminders

FAQs / Q&A

- Never miss a call — virtual agents handle patient inquiries 24/7 with zero hold time
- Caller ID auto-identifies patients for streamlined interactions
- Answer calls about appointments, locations, and insurance

Procedure follow-up

- Automate outbound follow-up calls and post-visit symptom triage
- Answer questions about post-procedure instructions

Billing & payment

- Answer inbound calls about bills, account balances, and provide affordable payment options
- PCI DSS-compliant call handling to collect payment

Patient recalls

- Proactive outreach for recall appointment reminders before six-month cleaning checkpoint
- Periodic reminders to stay on schedule with preventive care