

Total Experience

Healthcare AI Agents

THE CHALLENGE

Healthcare providers struggle with fragmented patient engagement, high administrative workloads, and poor visibility across the patient journey. Patients experience friction scheduling appointments, managing care details, and accessing support, leading to frustration and lower satisfaction.

THE SOLUTION

Presidio Total Experience (TX) AI Agents are purpose-built solution accelerators designed to enhance the patient journey across Pre-Visit, Post-Visit, and Support Services. Integrated into leading contact center and EMR platforms, these intelligent agents automate common interactions, reduce administrative overhead, and improve patient experience.

- ◆ **Pre-Visit:** AI Agents streamline registration, scheduling, provider search, and insurance pre-checks. Patients can easily find doctors, update information, and receive timely reminders via text, email, or call.
- ◆ **Post-Visit:** AI Agents handle pharmacy requests, prescription refills, and billing inquiries. They simplify payment processing and resolve disputes quickly while ensuring patients receive the medications and follow-up care they need.
- ◆ **Support Services:** AI Agents provide portal assistance, password resets, and a comprehensive FAQ engine—reducing dependency on human support and enabling patients to self-serve whenever possible.

By addressing each stage of the patient journey, Presidio TX Healthcare AI Agents remove friction points, increase operational efficiency, and empower patients with a seamless healthcare experience. Providers benefit from higher patient satisfaction, reduced no-shows, faster billing, and improved care accessibility.

KEY BENEFITS

- ◆ **Streamlined Patient Experience:** Patients enjoy frictionless scheduling, easy access to provider information, and timely reminders that minimize appointments (no-shows).
- ◆ **Operational Efficiency:** Automating administrative tasks reduces staff burden, lowers operating costs, and accelerates response times.
- ◆ **Revenue Protection:** Automating billing support reduces errors, speeds up payment cycles, and minimizes charges disputes.
- ◆ **Improved Care Access:** Intelligent provider search and pharmacy support ensure patients get the right care, prescriptions, and immunizations on time.
- ◆ **Scalable & Flexible:** Built on leading contact center platforms, these accelerators integrate easily with existing systems and scale with organizational growth.
- ◆ **Enhanced Patient Satisfaction:** Self-service capabilities proactive reminders, and 24/7 accessible FAQs improve patient confidence and engagement with their healthcare providers.



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WHAT MAKES US DIFFERENT

Presidio's TX practice is a mature organization with a 20-year track record of delivering innovative solutions across seven key disciplines: Carrier and Colocation, Collaboration, M365/Digital Workspace, End-User Devices, Process Automation, Contact Center, and Immersive AV. We empower organizations to achieve their digital transformation goals by leveraging our expertise and strategic partnerships to serve more than 6,000 clients and support millions of users, devices, and agents. We have deep relationships and thousands of technical certifications with all the leading Total Experience manufacturers.

- ◆ Cisco Master Certified Partner w/ over 30 Cisco Specializations
- ◆ 300+ Microsoft Certifications
- ◆ Zoom Platinum Partner with 140+ accreditations
- ◆ Amazon Premier Consulting Partner with Amazon Connect Specialization
- ◆ Google CCAI Expertise
- ◆ Citrix Partner of the Year (multiple times)
- ◆ FIVE9 Gold Partner
- ◆ Genesys Accredited Partner
- ◆ UiPath Platinum Partner
- ◆ Automation Anywhere Platinum Partner

WHY PRESIDIO

Presidio is here to guide your digital journey and help you navigate the fast-changing tech landscape. As the bridge between where you've been (foundational IT) and where you're going (ultra-modern AI and cloud services), we measure success in your terms. We strive to build lifetime relationships with those that give us their business, and we do so by being fearless, fast, flexible, and compassionate. It's our mission to earn your trust and deliver innovative, high-quality results at the speed your business needs to succeed.

Presidio is synonymous with Services. We help you buy better, finance more creatively, bring projects to life faster, design with end users in mind, set and work a smarter strategy, and then we manage everything. Call it 'digital transformation,' call it 'cloud-first,' call it a 'full services lifecycle.' Just make sure you call Presidio. Let's do great things, together.

PRE-VISIT



Scheduling Agent



Find-A-Doc Agent



Pre-Reg Agent



Remind Agent

POST-VISIT



Pay Agent



Pharmacy Agent

SUPPORT SERVICES



Patient Portal Agent



FAQ Agent

Contact Presidio today: www.presidio.com