

Hyro – AI Assistant for Hire

New York, NY
www.hyro.ai
contact@hyro.ai

AVAILABLE TO START WITHIN 3 DAYS.

Bio

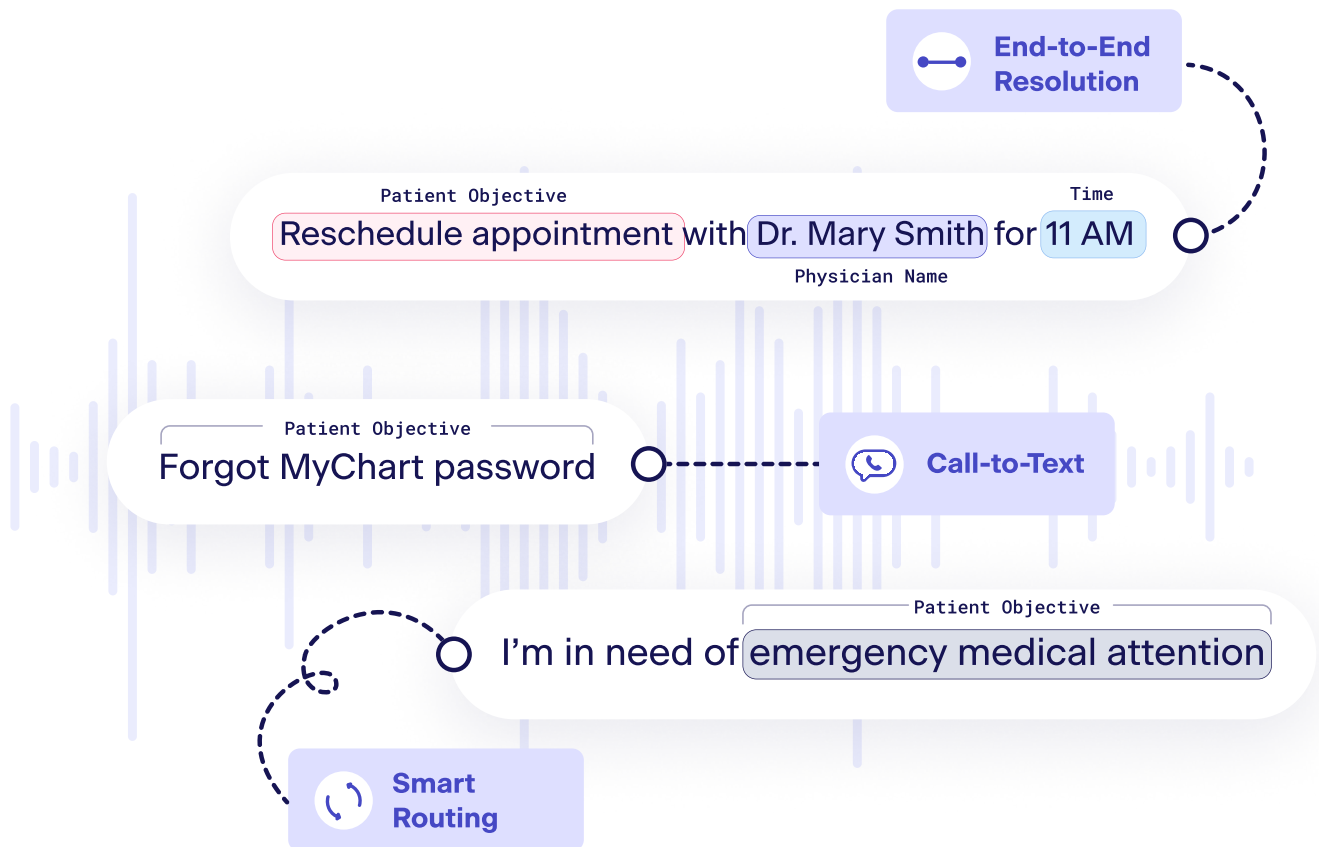
All my life, I’ve been helping understaffed teams automate repetitive tasks. I’m a multi-disciplined AI assistant with experience across all communication channels, including call centers, websites, SMS and more. Throughout my career in healthcare, I’ve served over 5 million patients across health systems such as Baptist Health, Mercy Health and Weill Cornell Medicine. 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 Assistant, Call Center



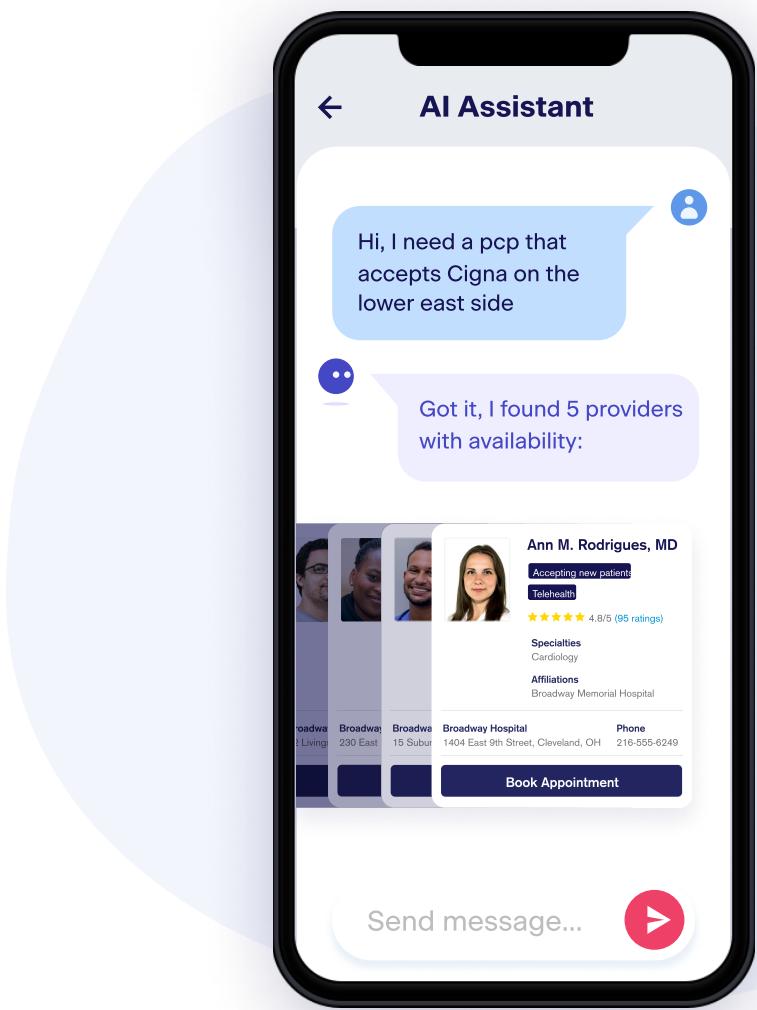
- Deflected repetitive tasks away from call center agents to eliminate departmental burnout, high costs and operational inefficiencies.
- Automatically identified and resolved patient requests end-to-end, including scheduling, Rx management and FAQs
 - Widened call center bandwidth for more complex tasks
 - Reduced patient wait times by 95-99% and raised PSAT scores



AI Assistant, 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 conversions 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
Gartner Cool Vendor, 2022
in NL and Conversational Technology



CBINSIGHTS
Digital Health 150, 2022



JUNIPER
Platinum Winner, 2022
Best Conversational AI Solution


60x
Faster Time to Value

+47%
Appointments Booked Online

-99%
Average Wait Time (AWT)


+65%
Call Center Automation Rate

Skills




Provider & Location Finder

Search for providers and clinics easily, with multiple attributes, using natural language




Smart Routing

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




Prescription Support

Automatically refill prescriptions and get instant access to pharmaceutical information




Scheduling Management

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




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 SMS for faster resolution



IT & Help Desk


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



FAQs & Site Search


Instantly answer frequently asked questions & simplify how patients search for care

References



We found that 85% of calls were routed to Hyro, where callers were able to get their questions answered without having to go through a live agent, which provided a lot of lift for our call center teams.

Michael Guerin,
Director of Product Development, Novant Health



We found Hyro to be the right solution to scale automation across multiple channels and help us enhance service levels for our team members, medical staff and patients alike

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

I'm Easy to Work With

