



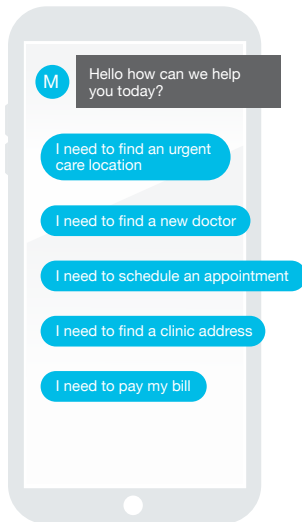
# Iris Conversational AI Virtual Assistant

Meet Iris, your health system's omnichannel virtual assistant for your patients at every step of their care journey. Iris is a breakthrough Conversational AI experience that accurately and immediately answers a wide range of questions and completes common tasks—improving customer experience, reducing call volumes and easing staff burden.

## Why choose Iris to be your virtual assistant?

- ✔ **Patient-initiated interactions:** patients can start conversation at their convenience
- ✔ **Omni-channel experience:** meet your patients where they are via SMS, web, or voice.
- ✔ **Knowledge base:** answers questions powered by the information from your website and other documentation; with zero setups from your IT department
- ✔ **Live chat:** seamless and contextual escalation to your staff as appropriate
- ✔ **EMR-integrated self-service:**
  - Appointment management: look up, confirm, cancel, reschedule appointments
  - Prescription refill: prescription management and support
  - Bill pay: lookup and pay bills related to past and future care
  - Procedure eligibility and estimates: get information on procedures, eligibility, and estimates

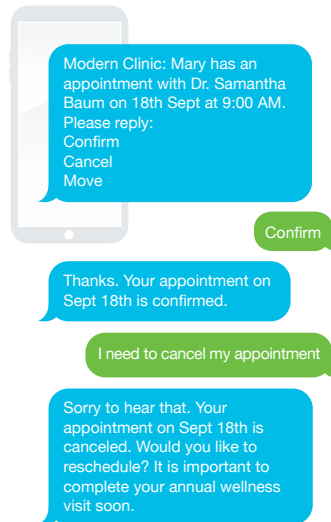
### Web



### Voice



### SMS



## Iris

### Iris can bring several benefits to your organization, including:

-  **Enhance customer experience**  
Engage your patients by giving personalized guidance throughout the care journey.
-  **Improve efficiency**  
Automate the common interactions, while reducing the workload on your clinical and operational staff.
-  **Increase appointments booked**  
Grow revenue by making it easy to find relevant physicians, services and booking appointments.
-  **Improve staff workload**  
Minimize the non-value communication tasks by your staff members with an always available self-service platform that helps patients get the information they need without waiting on hold, while reducing the level of exertion for routine tasks.