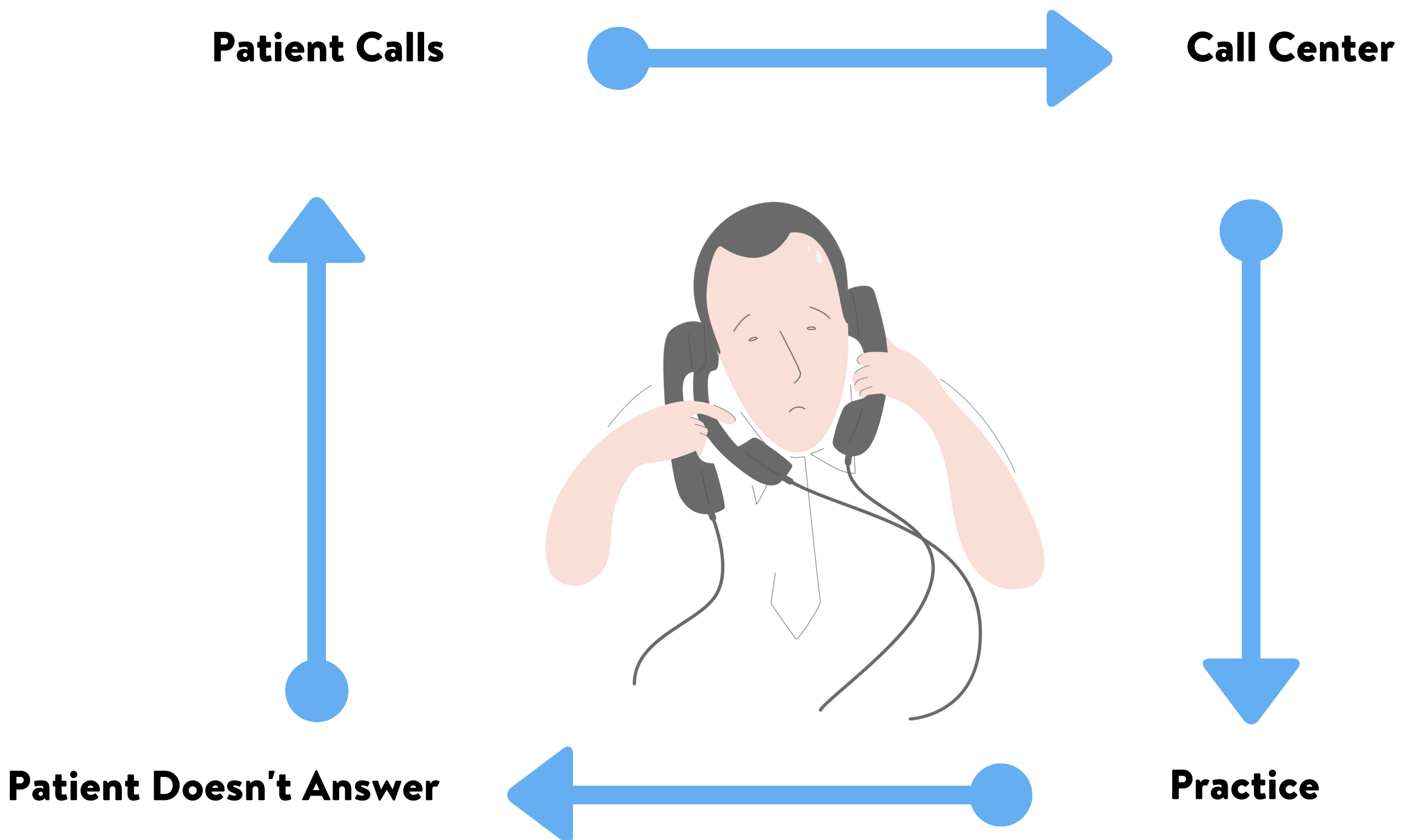


K L A R A



## Look Familiar?



# Typical challenges in a medical Call Center

- 30% of calls to medical Call Centers are typically patient callbacks
- Busy phone lines lead to drop rates of over 5% and results in a loss of patients
- Operators have to do a lot of admin tasks while triaging messages to medical staff



## Call Center Diagnosis

How many callbacks are you making in a single day?

How many new patient appointment do you book in a single day?

How do you triage medical questions to clinical teams?

“

60%

Of all calls to medical Call Centers are appointment scheduling related

”

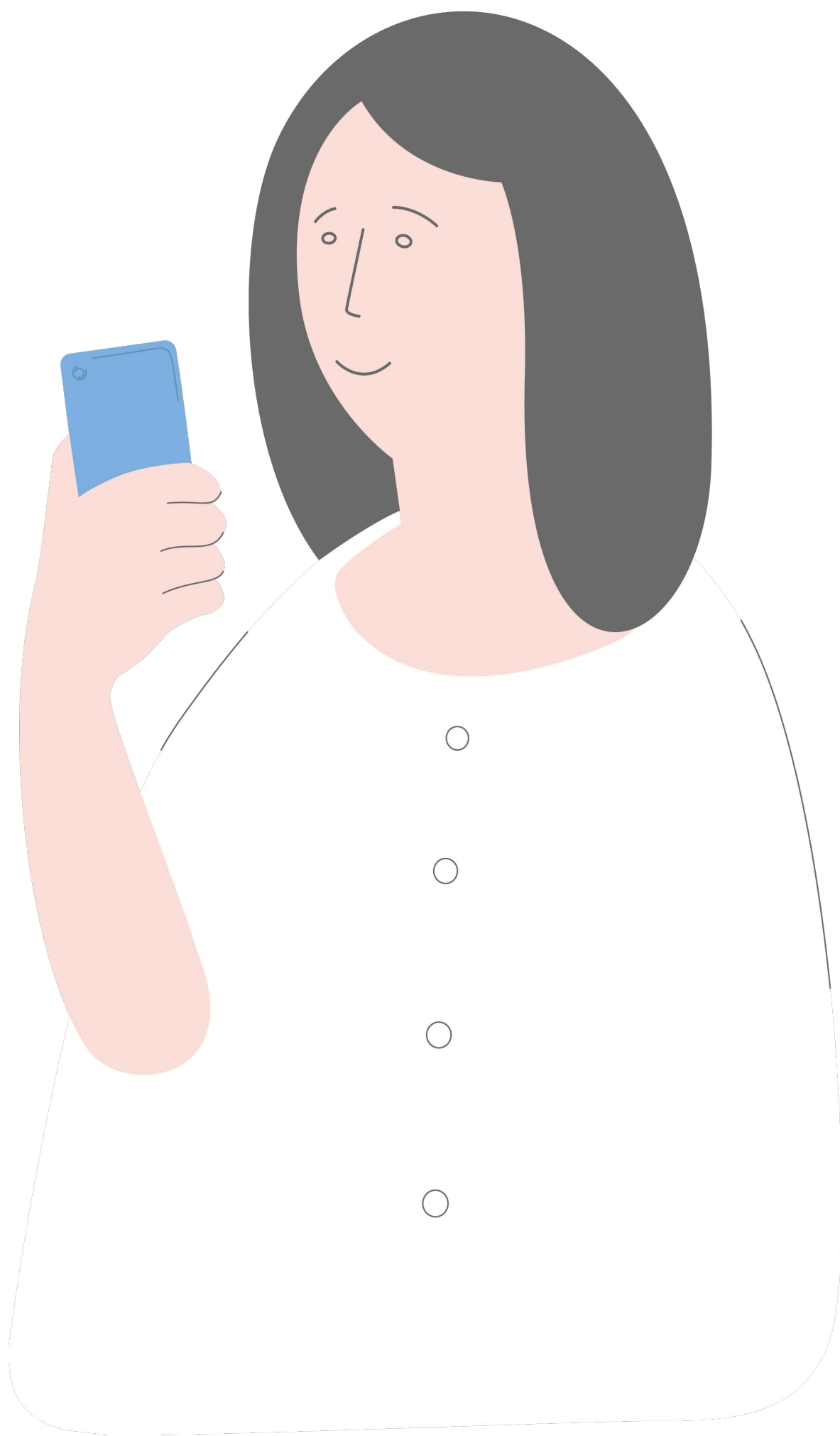
96%

Of all patient complaints are communication related

K L A R A

## Phones Cost Practices Time and Money

- Eliminate phone tag by simply messaging back
- Automatically transcribe voicemails using Klara: free up valuable operator time documenting calls
- Increase appointments booked by clearing congested phone lines
- For clinical queries, directly triage questions to medical teams in one click
- Offer a premium customer experience by supplementing messaging on top of phones



Medical  
Communication via  
Klara is:

**100%**

**Error Free**

**100%**

**HIPAA  
Compliant**

**K L A R A**