

# Boston-Based Healthcare Company Elevates Customer Satisfaction Scores with an AI-Powered Chatbot



Learn how an AI-driven solution led to reduced response time and significant cost savings

## Client Profile

The client is a US-based healthcare provider headquartered in Boston, Massachusetts. Founded in 2011, the company has rapidly expanded to 20+ locations across 4 states, employing over 1,200 healthcare professionals. They specialize in primary care and telemedicine services, serving approximately 300,000 patients every year.

## The Challenge

A fast-growing healthcare company, the client was facing a critical problem-as their patient inquiries continued to rise to unprecedented levels, the customer service staff was pushed to their limits. The patients had to wait much longer to get a response from the support team. This also threatened to compromise the company's commitment to swift, high-quality patient care. They wanted to efficiently manage the rising volume of inquiries without expanding their support staff - a tall order in an industry where personal touch is paramount.

The client had recognized the need for a solution that could automate routine inquiries, freeing up human staff for complex, high-value interactions. The solution should seamlessly integrate with their existing support systems to ensure a cohesive patient experience.



Rising patient inquiries put undue pressure on service staff



Longer response time affected service quality



Need for a solution to automate routine inquiries



The solution should help deliver a seamless patient experience

# The Solution

Multi-lingual, feature-rich AI chatbot to support the customer service team

## Requirement Gathering

Through regular discussions with key stakeholders, Damco's AI experts gained a deep understanding of the client's customer service process. By involving their support team throughout the process, the experts could identify their pain points, prioritize features, and design an [AI healthcare chatbot](#) that perfectly matched the client's unique requirements and workflows.

## AI-Powered Healthcare Chatbot

The AI chatbot was integrated with the client's existing support system to help them start quickly without disruption. The chatbot was programmed to follow the same standard operating procedure as their human staff did. It also interfaced directly with their existing software applications.

## Phased Implementation: Chatbot for Routine Inquiries

The AI chatbot was implemented in two phases to ensure a smooth transition. In the first phase, the chatbot was deployed to handle routine, high-volume patient inquiries-around 60% of the total inquiries. This enabled their staff to focus on complex patient issues.

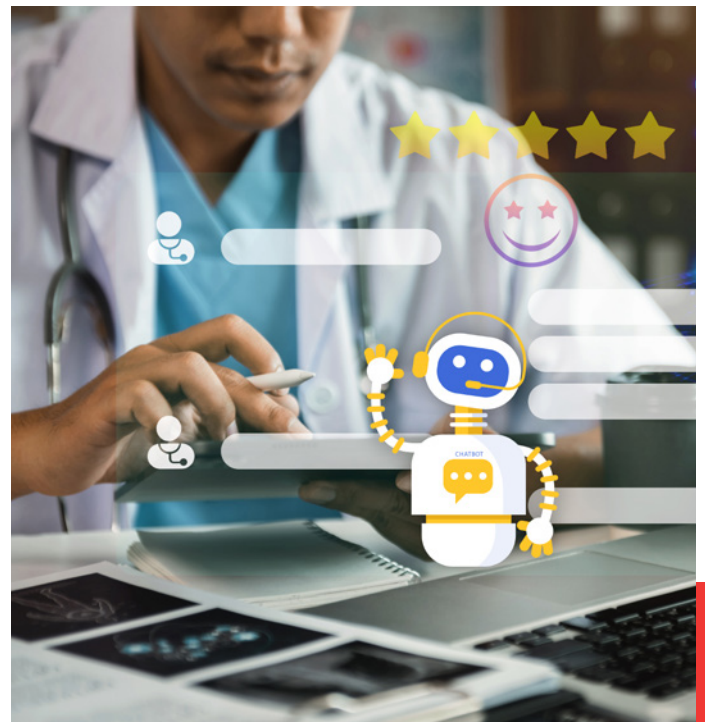
## Enhancement of AI Chatbot

In the subsequent phase, the existing AI chatbot was augmented to handle more nuanced questions. The chatbot was integrated with multiple systems which helped it gather comprehensive information from various sources. This led to a marked improvement in the accuracy, depth, and relevance of the AI's responses to a wider range of inquiries.

## Value Delivered

Improved response time, enhanced net promoter score, and reduced operational costs

- Around 60% of the patient inquiries were handled by AI, so the support team could focus on complex, more nuanced interactions.
- An impressive 55% decrease in average response time meant patients received faster responses to their queries.
- Quicker responses combined with personalized attention to patient inquiries drove customer satisfaction, resulting in a staggering 11% boost in NPS scores.
- Deployment of AI eliminated the need to hire additional staff, leading to substantial cost savings.



**Need a future-ready AI healthcare chatbot like this one?**

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### About Damco

Damco Solutions is a trusted technology and digital transformation partner for businesses around the globe. We engineer software products, create new digital experiences, modernize applications and automate business processes for greater agility and business growth. With 27+ years of leadership in software engineering and digital solutions, our mission has remain constant - complete client success.

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