

AI for Healthcare *Providers.*

Care navigation, patient access, referrals, documentation and RCM — automated with governed AI on Epic and Oracle Health integration patterns.

From strategy and pilots to production outcomes.

Amazon Connect

Genesys Cloud CX

Azure OpenAI

AWS Bedrock

Copilot Studio

Epic / Oracle Health APIs

60–75%

Voice AI containment on scheduling intents

60%

Fewer manual touches per prior auth

70–85%

Straight-through records indexing

2–3x

Denial rework throughput

What is under pressure today.

Care navigation, patient access, referrals, documentation and RCM — automated with governed AI on Epic and Oracle Health integration patterns.

01

Access friction

Hold times, abandoned calls and referral leakage lose patients before care starts.

02

Documentation burden

Clinicians spend roughly two hours documenting for every hour of patient care.

03

Revenue cycle leakage

Prior auth, eligibility, claims and denials each add a hand-off that leaks revenue.

WHAT GOOD LOOKS LIKE

The outcomes these programs are measured on.

60–75%

Voice AI containment on scheduling intents

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Fewer manual touches per prior auth

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Denial rework throughput

Ranges reflect outcomes observed across Pronix engagements. Your baseline is measured from your own data in the first two weeks, and every figure we report afterwards is a movement against that baseline.

Our position. We do not open with a percentage promise. We baseline the workflow, instrument it, ship one use case into production and report the delta — before anyone commits to a rollout.

DELIVERED ON YOUR STACK

Certified across the platforms this sector already runs.

**Amazon Connect****Genesys Cloud CX****Azure OpenAI****AWS Bedrock****Copilot Studio****Epic / Oracle Health APIs**

We do not ask you to re-platform to adopt AI. Where a capability is already licensed in your estate, we configure it before we build anything new.

The workflows we deliver.

Named workflows with the delivery platform behind each — every one live in production for enterprises in this sector, with an evaluation harness and audit trail from day one.



Amazon Connect **AMAZON CONNECT + LEX**

Voice AI for scheduling and reschedules

Natural-language bot on EHR scheduling APIs with healthcare-grade auth and warm transfer on clinical questions.



GENESYS + AZURE OPENAI

Agent assist for patient financial services

Grounded copilot surfaces balance, plan eligibility and script-safe payment options mid-call.



AZURE OPENAI + COPILOT STUDIO

Prior-authorization agent

Intake, payer-rules, submission and follow-up agents; humans review exceptions only.



BEDROCK IDP

Medical-records intake and indexing

Fax, PDF and portal records classified, extracted and indexed straight to the EHR.



AZURE OPENAI

Denials and appeals rework

Denial classification, root-cause tagging and appeal-packet drafting with reviewer approval.



AWS BEDROCK

PHI-safe enterprise clinical search

Semantic search across clinical, policy and coding content with PHI-aware access controls.

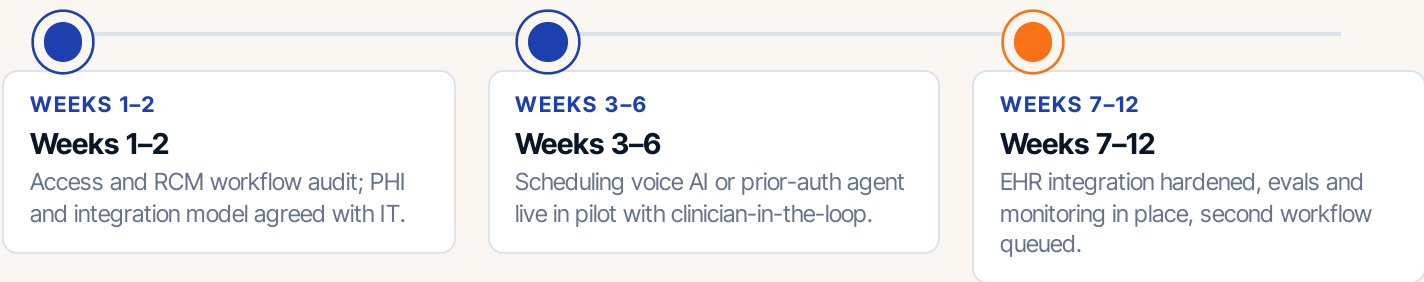
Governance built into delivery, not bolted on afterwards. HIPAA-aligned PHI handling, BAA-ready delivery, clinician-in-the-loop on clinical content and an evaluation harness retained per model version.

How the first workflow reaches production.

A sequenced 90-day plan, an engagement model that matches how you want to buy, and the evidence pack a steering committee needs to fund the next wave.

THE FIRST 90 DAYS

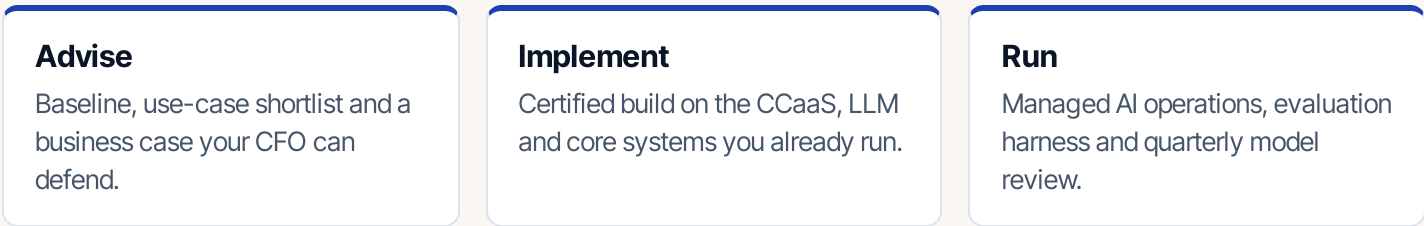
One workflow in production, measured against baseline.



Shadow mode, then A/B by team, then production — with guardrails agreed before build and no SLA movement without evidence.

HOW WE ENGAGE

Three engagement models, one accountable partner.



Outcomes our clients audited.

Selected engagements in this sector — the baseline, what we shipped and the measured result.

CASE STUDY · HEALTHCARE PROVIDERS

38% call containment in 90 days for a regional healthcare provider — healthcare-safe conversational AI

Regional healthcare provider, 42 clinics



Call volume was up 34% year over year, driven by appointment scheduling, medication refills and pre-visit intake. Hiring couldn't keep pace and abandon rates were climbing. Any AI rollout had to stay inside healthcare guardrails, integrate with Epic and never mis-triage a clinical symptom.

- Bounded intents, clinical guardrails
- Voice + chat from day one
- Epic-native tool layer
- PHI guardrails and HITL



“Our access center finally has room to breathe – and patients are getting appointments booked at 11pm on a Sunday.”

— VP Patient Access

CASE STUDY · HEALTHCARE PROVIDERS

Agent assist across 900 seats at a healthcare provider — 22% AHT reduction with healthcare guardrails

Integrated healthcare provider, 900 patient-access seats



Agents were flipping between five apps per call and after-call notes into Epic were inconsistent — CMIO flagged clinical-documentation risk. Prior agent-assist pilots had stalled because summaries were too generic to paste into an Epic encounter note.

- Overlay, not replacement
- Real-time next-best-action on approved KB
- Epic-shaped auto-summary
- Supervisor coaching loop



Where to start.

Start with one workflow. Prove it against baseline. Then scale.

01**Baseline workshop**

Two sessions to size volume, cost-to-serve and the quality baseline we will be measured against.

02**Pilot in six weeks**

One workflow live in shadow mode, then A/B, with the evaluation harness in place from day one.

03**Scale and operate**

Production rollout, integration hardening and managed AI operations against agreed SLAs.

WHAT YOU GET IN THE FIRST 90 DAYS

One workflow live in production

Baseline and measured delta

Evaluation harness and audit trail

Rollout plan costed by line of business

PRONIX AT A GLANCE

200+

Certified engineers & architects

15+

Average years of enterprise delivery experience

9

Named CCaaS/CX, Conversational AI & Cloud partnerships

100+

Enterprise Clients Worldwide

3

Global delivery regions

24x7

Managed operations across three regions

NEXT STEP

Model the business case before you commit.

Run the sector ROI model, or book a working session with the practitioners who ship these programs.

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