

VOICE AI PLATFORM

How a Community Health Center Transformed Patient Access with Voice AI

Every call answered instantly – 24/7, in the caller’s language.

~1,000 inbound calls handled per day	71 distinct caller intents understood	Zero hold time for initial answering	4 wks from start to live deployment
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Customer	US-based community health center (anonymized)
Industry	Healthcare – Federally Qualified Health Center
Size	~500 staff · 100+ providers · ~40,000 patients/yr · 8 locations
Region	United States
Use case	24/7 multilingual Smart IVR for a large, complex community health center – appointments, refills, referrals, test results, records, billing, urgent care, and emergency routing
Newo products	Voice – AI agent handling incoming phone calls (Smart IVR) · no integrations

The customer

A non-profit, US-based Federally Qualified Health Center serving its community for nearly four decades, this organization provides primary, urgent, dental, vision, maternity, and mental & behavioral health care across eight locations – serving nearly 40,000 patients annually, supported by ~500 staff and over 100 providers.

Phone calls are one of the primary ways patients, families, physicians, and other health facilities reach the organization. It needs to serve every caller 24/7, in the caller’s language of choice, as quickly and cost-effectively as possible – while making sure high-priority calls, such as those from doctors, are handled appropriately.

The challenge

A thousand calls a day, and every one of them matters.

With roughly 1,000 inbound calls daily across eight locations and a wide range of service lines – primary care, urgent care, dental, vision, maternity, behavioral health – the health center’s phone lines are its front door. Callers range from patients and families to physicians and other health facilities, with 71 caller intents, in multiple languages – routed to more than 40 different lines across departments and locations.

Their traditional IVR just wasn’t cutting it. It could sort calls by department and send high-priority callers — like doctors — to a dedicated line, but every single call still needed a human to answer and forward it. Callers sat on hold. Switching languages on the fly wasn’t possible. And outside business hours — save for exceptions like the nurse line — the contact center simply wasn’t there.

Something had to change: every hour skilled staff spent answering and forwarding calls was an hour not spent helping patients, insurance companies, and doctors — at a cost no non-profit can afford.

WHAT THEY TRIED BEFORE

Traditional IVR — handled department-level routing and priority lines, but couldn’t answer or resolve calls, switch languages, or remove hold time.

The solution

A 24/7 multilingual Smart IVR answering all incoming calls. Capabilities mapped to outcomes:

Multilingual, switches language on the fly

→ every caller served in the language of their choice

Instant answering, 24/7

→ no hold time at pickup, and callers reach the center outside staffed hours

Healthcare-grade handling from the first second

Emergency check (urgent callers directed to 911), prescription guidance, recording disclosure, then patient-or-provider check. → safety and compliance built into the flow

71 distinct caller intents understood and handled

Appointments and cancellations through refills, referrals, test results, records, billing, and urgent care; provider and emergency calls prioritized, spam screened out. → staff freed to help patients, insurers, and doctors

Schedule-aware routing across 40+ lines

Evening urgent care, weekend hours, holiday calendars. → every call sent to whatever is actually open at that moment

Significantly lower cost per phone call

→ more coverage than the prior operation, at less cost per call

The health center’s executive leader has described the Smart IVR’s routing as “pretty rock solid,” with “very few misdirected calls” — a misroute rate of less than 1%.

Indirect attribution; customer anonymized. Misroute figure is the speaker’s estimate.

Results

QUANTITATIVE

- ✓ ~1,000 inbound phone calls handled every day
- ✓ 71 distinct caller intents understood and handled
- ✓ Zero hold time for initial call answering
- ✓ 24/7 coverage — up from business-hours-only staffing
- ✓ Live in about four weeks

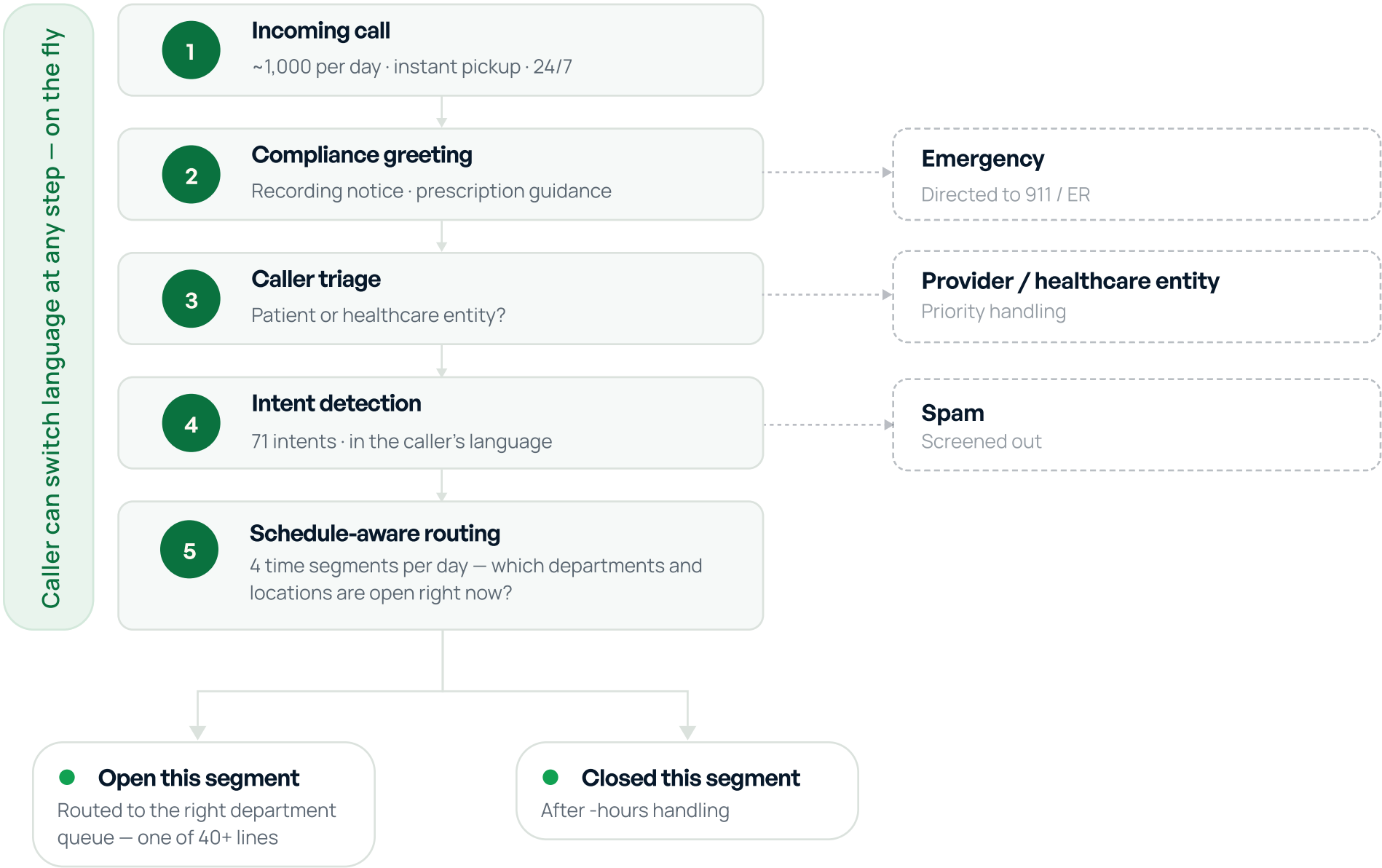
QUALITATIVE

- ✓ Every caller served in the language of their choice, switched on the fly
- ✓ Significantly lower cost per phone call
- ✓ High-priority calls — like those from doctors — recognized and routed appropriately
- ✓ Contact center staff freed to focus on helping patients, insurance companies, and doctors

SMART IVR · CALL FLOW

How every call is handled

Every call, handled like the front desk would — instantly, in the caller’s language, around the clock



Hear it answer a call before you decide.

Watch Newo answer a call and book the appointment, live. Free, no commitment.

[Book a demo →](#)