DATASHEET

AI for orthopedics: Simplifying complexity, amplifying impact

As orthopedic practices expand across locations, they face mounting challenges: rising technology costs, reduced reimbursements, and increasingly complex care coordination. From managing patient access and revenue cycle performance to reducing administrative burden, today's orthopedic leaders must do more with less-while maintaining surgical precision and superior outcomes.

IntelePeer's AI-powered automation platform helps orthopedic practices modernize without operational disruption

Seamlessly integrating with EMRs, scheduling software, and billing systems, it enables real-time patient engagement, streamlined workflows, and intelligent insights across every location. The result? A high-performance orthopedic network built for growth, patient satisfaction, and financial sustainability.

Key benefits

Practice-wide efficiency
Automate patient communications, appointment management, and intake workflows to reduce staff burnout and improve throughout.

System-wide interoperability
Integrate across EMRs, billing platforms, and third-party tools to ensure unified patient and operational data.

Intelligent revenue optimization
AI-driven workflows help prevent missed charges, reduce denials, and improve collection rates.

Elevated patient experience
Enable 24/7 conversational AI for scheduling, FAQs, and follow-up— meeting expectations for access and responsiveness.

Centralized oversight with localized control
Maintain brand consistency and compliance while empowering location-specific customization.

Future-proof automation
Leverage scalable automation that grows with your locations, your patient base, and your innovation roadmap.

Click here for more information

Top use cases

1. AI-driven scheduling and no-show mitigation

Empower patients to book, modify, or cancel appointments 24/7 with conversational AI that integrates directly with your scheduling systems.

- Automate appointment confirmations, reminders, and pre-visit instructions across SMS, voice, and portal.
- Use predictive analytics to flag high-risk no-show patients and trigger custom follow-up workflows.
- Free up staff from manual outreach while improving visit adherence and resource planning.

2. Streamlined patient communication across channels

Centralize outreach and engagement with intelligent automation that adapts by location, patient type, and care episode.

- Deliver personalized messages about prep instructions, test results, and post-op follow-ups-automatically.
- Enable omnichannel self-service for FAQs, insurance verification, procedure prep, and more.
- Reduce call center volume and communication latency with AI that scales.

3. Staff workload reduction and burnout prevention

Alleviate administrative overhead with automation that handles routine tasks and enhances staff focus.

- Automate intake, referrals, and documentation workflows triggered by patient behavior or system events.
- Route inquiries dynamically to the right teams or bots, reducing interruptions and triage complexity.
- Gain insights into bottlenecks and staff interaction quality to refine operations continuously.

4. Intelligent billing, payments, and collections

Streamline RCM processes with proactive, AI-supported engagement that boosts collections and improves patient satisfaction.

- Notify patients of outstanding balances and enable secure, frictionless payments via voice or SMS.
- Automate balance reminders, payment plan offers, and early interventions for at-risk accounts.
- Reduce costly denials and underbilling with AI-aided charge validation and documentation alerts.

5. Multi-location operations optimization

Scale your practice seamlessly with automation that offers centralized visibility and localized adaptability.

- Standardize workflows while customizing communications and intake for site-specific nuances.
- Monitor performance metrics, campaign outcomes, and patient sentiment across all locations in real-time.
- Enable consistent quality of service while supporting growth, M&A, and care delivery innovation.

Ready to modernize your orthopedic practice? <u>Contact us</u> today to explore how AI can reduce overhead, improve patient access, and strengthen multi-site performance.

About IntelePeer

IntelePeer streamlines customer interactions, enabling businesses and contact centers to lower costs, improve the customer experience, and accelerate return on investment. Harnessing the power of agentic AI, IntelePeer's Conversational AI Platform delivers speed, observability, visibility, and flexibility — all built on top of a global, secure communications network. Producing human-like interactions, the platform automates voice and digital customer service capabilities and provides industry-leading time-to-value with solutions that work seamlessly with existing enterprise software and infrastructure, and easy-to-use tools that can be utilized by anyone.

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