

IntelePeer SmartAgent Appointment Scheduler

AI-powered scheduling that drives efficiency and reduces no-shows

[Learn more](#)

Across the industry, medical office teams now spend an average of **34 hours each week** on administrative work — stretching staff and reducing time for patient care. **SmartAgent™ Appointment Scheduler** automates the entire appointment lifecycle, from booking and rescheduling to confirmations, reminders, and real-time calendar synchronization.

By offloading routine scheduling tasks, SmartAgent reduces administrative burden, fills open appointment slots, and improves patient satisfaction. Intelligent virtual agents deliver empathetic, accurate interactions, giving patients convenient self-service options while freeing staff to focus on high-value care.

The result: fewer no-shows, fuller schedules, and smoother operations across every location.

KEY BENEFITS



Reduce no-shows

Confirm appointments easily and rebook cancellations in real time to improve utilization.



Boost revenue

Fill empty slots and optimize schedules to maximize provider availability and reduce lost income.



Lower administrative burden

Automate scheduling and intake tasks, reducing front desk workload by up to 60%.



Improve PX and reduce churn

Deliver convenient self-service scheduling and compassionate reminders that improve patient trust and loyalty.

72%

of patients book their appointment by phone

75%

say they're more likely to show up if they can reschedule online

1 in 5

patients don't show up for their appointment, costing the U.S. healthcare industry \$150B annually¹

No-show rates range from 5.5% to

50%

²

52%

of consumers missed an appointment last year³

CORE USE CASES



Comprehensive appointment lifecycle

Simplifies every step of scheduling – from booking to last-minute changes – with real-time calendar sync to offer patients optimal time options.



Waitlist management

Automatically fills last-minute cancellations with eligible waitlist patients. Offers multiple time options, tracks acceptance rates, and protects revenue.



Intelligent rescheduling

Prevents cancellations by fetching details, proposing new times, and recording reschedules distinctly to track save rates.



New patient intake

Digitally captures insurance, demographics, and pediatric details during initial outreach, reducing paperwork and streamlining onboarding.



Late arrival management

Captures delay information, notifies staff, and suggests rescheduling if arrival falls outside the grace period.



Patient recall

Proactively contacts patients due for follow-up care or maintenance visits, ensuring continuity of care and keeping schedules full.

“We have reduced our no-show rate to just over 3% and fully automated waitlist management, resulting in a 10% improvement in overall schedule utilization.”
– Clayton Lawrence, COO, Unio Health Partner

AUTOMATED PATIENT JOURNEY: WHY IT MATTERS

SmartAgent improves outcomes across the entire payment lifecycle



Pre-visit

“I can schedule or reschedule appointments on my time, communicate if I'm running late or need directions.”



Office visit

“Allows me to share my insurance and preferences digitally, making my visit efficient and seamless.”



Post-visit

“Having my follow-ups and reminders in one spot is so convenient.”

- How can I locate a clinic near me?
- What are the hours of operation?
- What insurance do you accept?
- I need to schedule an appointment
- I have a question about my bill
- I need to change my appointment
- Do you take weekend appointments?
- I'm looking for directions to the office



- Do you accept my insurance?
- Reschedule my appointment
- I am calling to confirm my appointment
- Do you speak Spanish?
- Are you accepting new patients?
- Español, por favor
- I'm calling to pay my bill
- Do you take walk-ins?

Sample intent category	%	Potential use case
Appointment scheduling	50%	Calendar look-up and book appointment
Reschedule / cancel appointment	10%	Reschedule appointment
Office hours, directions, procedures	20%	General FAQs
Billing and payments	12%	FAQ/payment processing
Medical records access	8%	EMR look-up, patient validation

**IntelePeer understanding from intent analysis conducted across multiple large healthcare organizations*

Boost utilization and revenue with AI-powered appointment management.

Start now



Attend a Weekly Live Demo.

ABOUT INTELEPEER

IntelePeer streamlines customer interactions, enabling businesses to lower costs, improve customer experience, and accelerate return on investment. Harnessing the power of agentic AI, IntelePeer's conversational AI solutions deliver speed, observability, visibility, and flexibility — all built on top of a global, secure communications network. Producing human-like interactions, IntelePeer solutions automate voice and digital customer service capabilities, work seamlessly with existing enterprise software and infrastructure, have easy-to-use tools that can be utilized by anyone, and provide industry-leading time-to-value. For more information, visit intelepeer.ai.

