

SmartAgent Clinical Assessment Agent

Voice-powered AI assessments that deliver decision-ready clinical summaries

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Specialty healthcare practices face a growing mismatch between rising surgical volumes and post-procedure support capacity. Clinical staff are stretched thin fielding high volumes of inbound patient calls – often without the complete context needed to act efficiently.

IntelePeer's SmartAgent™ Clinical Assessment Agent automates structured, procedure-adaptive clinical assessments for inbound patient calls. Natural-sounding voice AI agents conduct comprehensive check-ins across pain, wound status, functional recovery, and medications – generating SOAP-format clinical summaries that are ready for physician review.

The same assessment framework can be easily adapted for outbound patient engagement as well, enabling clinics to automate structured check-ins for chronic and specialty care programs such as cardiology, diabetes management, and other longitudinal follow-up needs.

Red-flag symptoms are identified in real time and escalated immediately via EMR task creation and care team notifications.

KEY BENEFITS



Reduce clinical call burden

Automate structured post-procedure assessments for inbound calls, freeing clinical staff from repetitive triage and documentation tasks.



Accelerate clinical decisions

Deliver complete, decision-ready SOAP summaries directly into EMR workflows – eliminating rounds of callbacks for missing information.



Improve patient outcomes

Identify red-flag symptoms in real time with intelligent escalation, reducing unnecessary ER visits and catching complications earlier.



Enhance patient experience

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

92M+

surgical procedures performed annually in the U.S.¹, with outpatient volumes projected to grow 25%+²

28 hrs/wk

spent by clinicians on administrative duties³ – a leading driver of burnout

Up to

60%

of all ER visits are non-urgent and potentially avoidable⁴

35%

of clinician working hours consumed by clinical documentation⁵

82%

of clinicians report burnout symptoms⁶, with admin burden cited as a top contributor

CORE USE CASES



Structured post-procedure assessment

Voice AI agents conduct procedure-adaptive assessments covering pain, wound/incision status, functional recovery, and medications – all through natural, conversational interaction on inbound calls.



AI-generated SOAP summaries

Every patient interaction produces a comprehensive, patient-approved clinical summary in SOAP format, automatically exported as a PDF to EMR workflows.



Intelligent red-flag screening and escalation

Automated identification of concerning symptoms with immediate classification as routine or urgent – triggering EMR task creation and care team notifications.



Medication review and adherence check

Proactively asks about current medications, adherence, side effects, and prophylaxis compliance – tailored to the specific procedure and recovery protocol.



Seamless live-agent escalation

Instantly transfers to a live clinical team member when needed – preserving full assessment context so the patient never has to repeat themselves.



Analytics and compliance visibility

Track assessment completion rates, escalation patterns, and red-flag frequency with built-in dashboards. Maintain HIPAA compliance with secure PHI handling throughout.

ADAPTIVE ASSESSMENT FRAMEWORK

Assessment schemas are configurable per specialty and procedure. Example domains include:

Pain and symptom assessment

- Intensity
- Location
- Characteristics
- Timing and trend
- Effectiveness of pain control

Wound/incision status

- Redness/warmth
- Drainage/discharge
- Fever or systemic signs
- Incision pain
- Wound care compliance

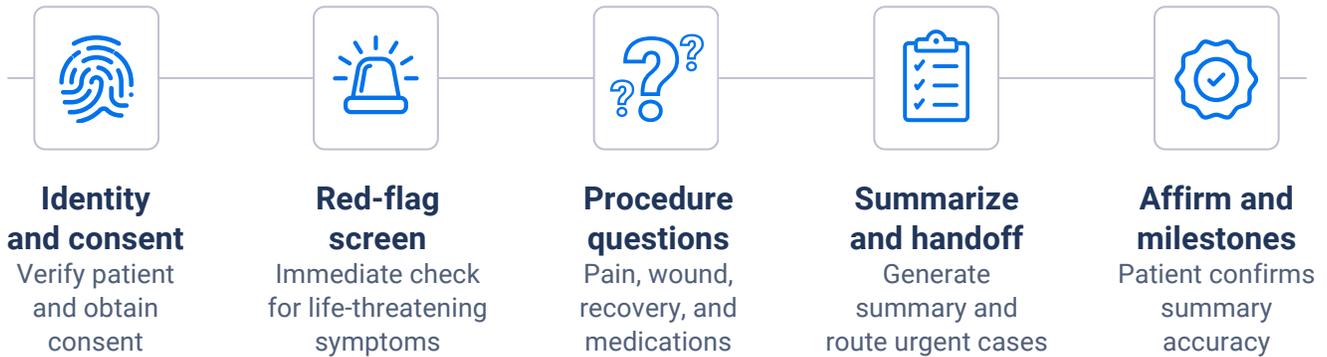
Functional recovery

- Mobility
- Weight-bearing
- Range of motion
- Use of supports
- Daily activity limitations
- Return-to-activity

Medications and recovery factors

- Medication use/adherence and side effects
- Prophylaxis
- Compliance
- General health status

ASSESSMENT WORKFLOW



MEASURABLE IMPACT



Improve outcomes. Reduce call burden.
Enhance recovery.

[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.

