SmartAgent for Eyecare

Keeping patient and employee experience in focus

IntelePeer®

Combat staffing strain and meet growing patient demands with SmartAgent™ for Eyecare. It delivers a 24/7 digital front door that automates your front office by pairing intelligent scheduling with automated revenue recovery. SmartAgent captures every booking opportunity and resolves unpaid balances, freeing your staff to refocus on exceptional clinical care.

24/7 patient access
Our "front door" answers every call, closing the 34% unanswered gap.

Focus on the patient
Automate scheduling and refills, freeing staff for face-to-face care.

Automate collections
Engage patients via voice or SMS to resolve outstanding balances.

> *Our partnership with IntelePeer is focused on transforming the patient experience while driving operational efficiency as a critical value-leveler.*
> — Clayton Lawrence, COO, Unio Health Partners

Appointment scheduling

Waitlist management

Insurance verification

Marketing campaigns

Outbound collections

Learn more at intelepeer.ai

Reminders

FAQs / Q&A

Procedure follow-up

Billing & payment

Patient recalls

Boost revenue with better scheduling, faster payments, and fewer no-shows!

Improve the patient experience
Never miss a call again — intelligent, conversational voice agents handle every patient interaction 24/7 across voice, SMS, and chat. Keep your schedule full and your patients satisfied!

Seamless integration
SmartAgent includes pre-built integrations with leading telephony, CCaaS, PMS, and EHR systems. Our Managed Services team provides rapid configuration and deployment to get you up and running fast.

Analytics and business insights
SmartAnalytics™ delivers real-time, actionable insights and KPI tracking for full visibility into patient experience, operational performance, and areas for improvement.

eClinicalWorks · Allscripts · ModMed · athenahealth · Epic · Cerner

SmartAgent for Eyecare

Keeping patient and employee experience in focus

IntelePeer®

All the features you need to automate the patient journey

Appointment scheduling

- Single patient and family appointment scheduling via self-serve phone calls
- Easy cancellations and rescheduling
- New patient intake with insurance info collection and special handling for minors

Waitlist management

- Automatically contact waitlisted patients to fill cancellation slots
- Keep your schedule full and your patients happy

Insurance verification

- Automate prior authorization calls to streamline insurance eligibility checks
- Follow-up calls to collect missing insurance information

Marketing campaigns

- Automate NPS and customer satisfaction surveys
- List-based promotional campaigns for discounted treatment specials on teeth whitening and Invisalign®

Outbound collections

- Automate payment collection calls and provide flexible payment plan options including partial and final balance settlement
- Configurable messages based on severity/duration ofdelinquency

Reminders

- Confirm appointments via text and voice with easy options to reschedule when needed
- Automate payment reminders

FAQs / Q&A

- Never miss a call — virtual agents handle patient inquiries 24/7 with zero hold time
- Caller ID auto-identifies patients for streamlined interactions
- Answer calls about appointments, locations, and insurance

Procedure follow-up

- Automate outbound follow-up calls and post-visit symptom triage
- Answer questions about post-procedure instructions

Billing & payment

- Answer inbound calls about bills, account balances, and provide affordable payment options
- PCI DSS-compliant call handling to collect payment

Patient recalls

- Proactive outreach for recall appointment reminders before six-month cleaning checkpoint
- Periodic reminders to stay on schedule with preventive care