## Personal Site

## Portfolio

## Skills

- Appointment Scheduling &
- Management
- Patient Intake & Triage
- Billing & Insurance
- Assistance
- Support Case Management
  Patient Engagement &
  Follow-Up
  Fluent in English, Spanish,
  French, and Portuguese and
  30+ written languages.

## Certifications & Awards

- HIPAA Compatibility
- AI Agent Product of the Year, TMCnet
- Top 10 Most Promising UCaaS Provider, CIO Review
- Easiest to do Business With, G2

# Agent Nora

## Summary

Nora is a HIPAA-compatible AI Agent, designed specifically for healthcare practices that want to deliver faster, more consistent, and more compassionate patient support, 24/7.

She specializes in handling routine inquiries and administrative tasks, allowing your staff to focus on what truly matters: your patients.

## Work Experience

**Reduces time spent on routine interactions, improving efficiency**
- Books, reschedules, and cancels appointments, reducing call backlogs and no-shows.
- Collects pre-visit details like symptoms, insurance, and visit reason

**Improves patient satisfaction with faster response times**
- Communicates by phone or chat
- Directs patients to the right department or provider
- Sends reminders, surveys, and check-in messages automatically, improving patient satisfaction while reducing staff workload

**Supports overloaded front desks and minimizes burnout**
- Handles refill requests, non-urgent clinical questions, and follow-ups
- Routes urgent matters directly to on-call providers

## References

**Kennebec Pharmacy & Home Care**
"Nora helped our staff be able to work more efficiently and not have to answer as many calls. We are mostly using it to route calls to our departments."
**Bradley Pelletier - TechnologyDirector**

**Golden CareTherapy**

"The ability to address potential clients in a timely manner has increased tremendously with Nora. This has not been a cost burden to us and has added significant value to our intake process.
**Akiva Topper - CEO**