

CASE STUDY

AI Voice Agent Transforms
Patient Access

THE CHALLENGE

Cambridge Health Alliance (CHA) needed a reliable, multilingual way to answer every patient call and safely route high-volume requests.

485,000 residents served

CHA spans multiple hospitals and care sites across Cambridge, Somerville, and Boston's Metro-North region.

4 major academic affiliations

As a teaching affiliate of Harvard and Tufts' medical and health schools, CHA needed a solution that matched its scale and complexity.

44% non-English-speaking patients

Nearly half of all patients prefer a language other than English, creating real barriers on a 1,000-call/day operator line.

High-volume routing risks

Patients were sometimes unable to reach the right destination in their preferred language, leading to delays and reported safety events.

SOLUTION

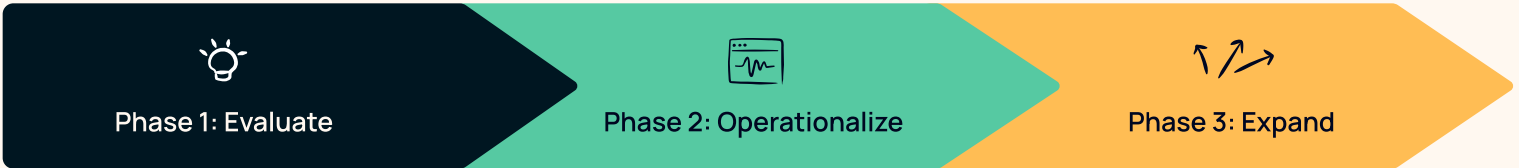
Attuned's AI Voice Agent

“CHArlotte”



- 1 No EHR integration required to get started
- 2 Handles calls in English, Spanish, and Portuguese
- 3 Real-time human oversight for safe, compliant automation
- 4 Analytics dashboard gives CHA full visibility into call reasons, routing and outcomes

Impact in Three Phases: Rapid, data-driven improvement



- Launched CHArlotte on the operator line (3 languages; no EHR integration).
- Used analytics and call listening to map call drivers and validate routing.
- Rapid, data-driven iteration to refine routing and performance.
- Analytics surfaced Radiology, Surgical, and Lab as high-impact expansion areas.
- Departments began pulling CHArlotte in after seeing operator-line success.
- Operator workflows created the foundation for faster downstream rollout.

3-5K

daily calls handled

30%

total call volume reduction

45+

destinations managed by CHArlotte

< 1%

routing error rate

5X

return in projected first year ROI



Attuned Intelligence has consistently demonstrated a strong commitment to understanding our business needs, which has resulted in the delivery of a world-class product. The implementation of their solution has significantly reduced our call volume, enabling the manager to focus on more critical tasks. Additionally, it has increased patient satisfaction by providing multiple language options to our diverse patient population.”

— Howard Langham, Cambridge Health Alliance

LOOKING AHEAD

CHA and Attuned will continue expanding into high-value service lines, guided by real call insights and upcoming Epic integration. All future rollouts will follow the same data-driven, ROI-first approach that built early momentum.

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intelligence

To learn more about Attuned, contact us at hello@attuned-intelligence.com or [click here](#) to schedule a demo.