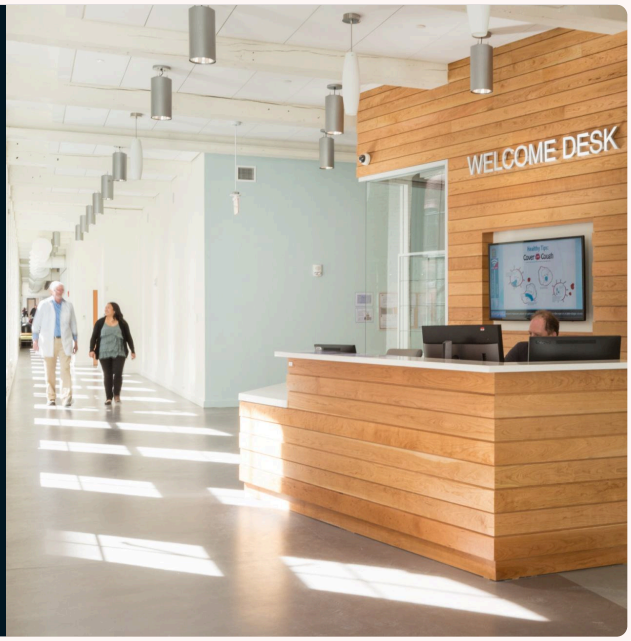
attuned intelligence

LOWELL COMMUNITY HEALTH CENTER

CASE STUDY

AI Voice Agent Delivers Immediate Impact for Healthcare Workforce Operations



Lowell Community Health Center (Lowell CHC), a federally qualified health center serving 40,000 patients, partnered with Attuned to deploy its AI Voice Agent.

Attuned went live in just 10 days, answering every patient call and taking on 10% of the call center's workload. That immediate offload gave Lowell CHC staffing relief while also surfacing valuable insights, including why patients were calling.

Those analytics became the foundation for a targeted 70%+ automation roadmap, creating a clear path toward sustainable, customized call center automation.

THE CHALLENGE

Access to care in the U.S. is under tremendous strain. Most patients use the phone to schedule care, but frequently those calls go unanswered, or are subjected to lengthy hold times.

At Lowell CHC, leadership was committed to maximizing service to their community despite resource constraints. The Community Health Center serves a diverse, high-need population, where over 50% of patients are best served in a language other than English. With over 6,000 weekly calls while maintaining language accessibility, their Patient Access Center needed innovative solutions to deliver on their mission to provide exceptional patient access. Leadership partnered with Attuned to enhance their service delivery capabilities and better serve their community.

Lowell CHC needed a call solution that could answer every patient call, in their language and at all hours, without adding more strain to an already stretched workforce.

6,000
weekly calls received

50%
of patients speak other languages

SOLUTION

1. Natural-language, multilingual AI Voice Agent
2. Live in days with no integration via call forwarding
3. Real-time multi-layer AI and human oversight for safety
4. Roadmap to Epic EHR integration for full automation

RESULTS

Stage 1: Immediate Relief + Insights

100%
of calls answered from day one

10%
of workload offloaded instantly

25%
drop in abandonment rate in first month

3000+
additional calls captured

1st time
visibility into all call reasons

Stage 2: Insights → Automation

Analytics revealed top call drivers

70%
call automation

$1.3M
projected annual savings

> At Lowell CHC, our commitment to innovation is always guided by the needs of our community. Streamlining patient access, ensuring language access, and maintaining an exceptional experience at every touchpoint are at the heart of everything we do. Our work with Attuned has been an important step in supporting our team to deliver on these goals."
>
> — Padma Sastry, Chief Information Officer at Lowell Community Health Center

LOOKING AHEAD

To further improve access, Attuned and Lowell CHC are partnering on Epic EHR integration to expand automation capabilities (e.g. confirming and canceling appointments, prescription renewals, dynamic scheduling).

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