



Hyro

Adaptive Conversational AI platform purpose-built for healthcare to automate patient interactions across all digital and voice channels.

<https://www.hyro.ai/>

Overview

Hyro is an Adaptive Communications platform that deploys Responsible AI Agents to automate a high percentage (up to 85%) of routine patient and member interactions across all digital and voice channels, including call centers, websites, mobile apps, and SMS. The platform is specifically engineered for the complex workflows of healthcare organizations, enabling end-to-end task resolution for use cases like appointment scheduling, prescription refills, physician search, and FAQ resolution.

Unlike traditional, rigid chatbots and IVR systems that rely on extensive training data and manual flow building, Hyro uses a language-based approach powered by a proprietary knowledge graph and Natural Language Understanding (NLU) engine. This 'plug-and-play' and 'no-code' architecture allows for lightning-fast deployment (often within three days) and minimal ongoing maintenance, delivering a 60x faster time-to-value.

Key Capabilities:

Omnichannel Automation: Seamlessly handles interactions across voice, chat, web, mobile, and SMS, with contextual handoff to live agents.

Deep EMR/CRM Integration: Integrates with leading systems like Epic EMR (MyChart), eClinicalWorks, and Salesforce to perform secure, HIPAA-compliant actions like patient identification and record updating.

Responsible AI: Features built-in safeguards (Control, Clarity, Compliance) to prevent hallucinations, ensure data privacy (PII/PHI redaction), and maintain regulatory adherence.

Conversational Intelligence: Provides real-time analytics and insights into patient journeys, call drivers, and knowledge gaps to inform data-driven operational improvements.

Hyro's solution helps leading health systems and payers reduce call center wait times, alleviate staff burnout by offloading administrative tasks, and improve patient access and satisfaction.

Key Features

- Adaptive Conversational AI (Voice & Chat)
- Omnichannel Automation (Call Center, Web, SMS)
- Deep EMR/EHR & CRM Integration (Epic, Salesforce)
- Responsible AI Safeguards (Control, Clarity, Compliance)
- No-Code Deployment & Maintenance
- Conversational Intelligence & Analytics
- Routine Call Automation (Up to 85% resolution)
- Seamless Live Agent Handoff

Pricing

Model: enterprise

Subscription-based, typically structured per skill and per channel via tiered pricing for enterprise healthcare systems. Pricing details are not publicly listed; contact the vendor for a personalized quote. Discounts may be available for non-profits.

Target Company Size: medium, enterprise

Integrations

Epic EMR, Salesforce, Cisco (Webex Contact Center, Finesse), Genesys Cloud CX, eClinicalWorks EMR, Twilio Flex, Zendesk

Compliance & Certifications

HIPAA, SOC2, GDPR, CCPA

This document was generated by IntuitionLabs.ai with the assistance of AI. While we strive for accuracy, please verify critical information independently.