

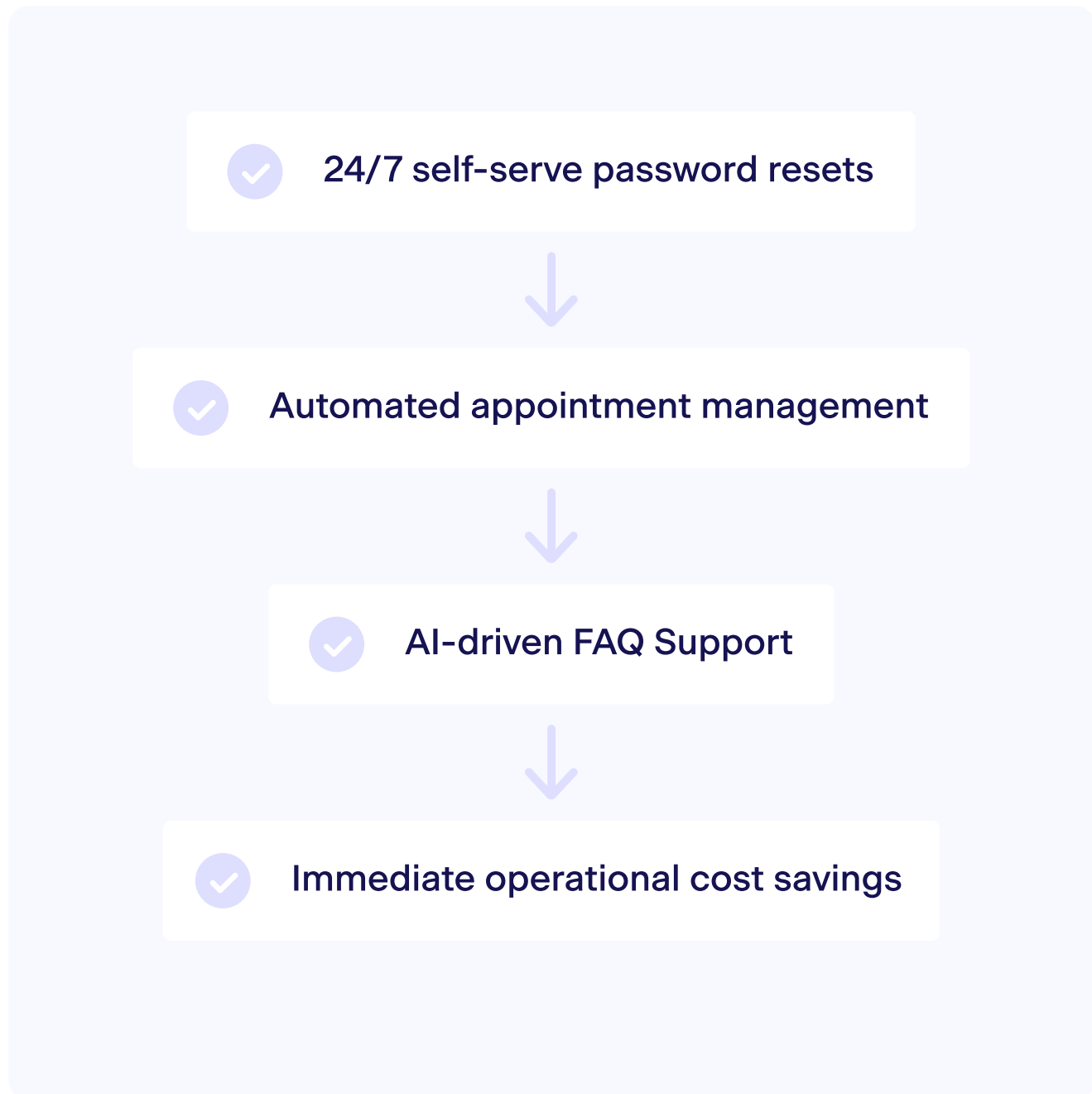
Baptist Health Realizes Nearly \$1 Million in Savings Within 3 Months of AI Agent Rollout



In a Nutshell

Facing a constant stream of patient inquiries, Baptist Health leaned on external call centers to help internal staff keep up with demand. Repetitive tasks—such as troubleshooting patient portal access, managing appointments, and responding to frequently asked questions—were driving significant operational costs and burdening staff.

To address these inefficiencies while enhancing the patient experience, Baptist Health implemented Hyro’s Responsible AI Agents across their key channels. By automating these high-volume workflows, the organization achieved three key goals: improving internal SLA performance, increasing patient satisfaction, and realizing measurable ROI.



THE CHALLENGE

Offloading High Volume, Low Complexity Tasks

Baptist Health identified password resets as a high-volume, low-complexity call driver that was straining resources. A significant dollar spend was allocated to external call centers to manage these inquiries. Meanwhile, appointment scheduling and FAQ resolution were flagged as repetitive tasks burdening internal teams. While seeking a solution to streamline operations, Baptist Health struggled to find a technology partner malleable enough to operate within existing workflows—and robust enough to ensure transparency with built-in safeguards for AI-generated responses.

*We were **spending considerable dollars** contracting with external entities to handle large volumes of calls.*



Aaron Miri
SVP, Chief Digital & Information Officer

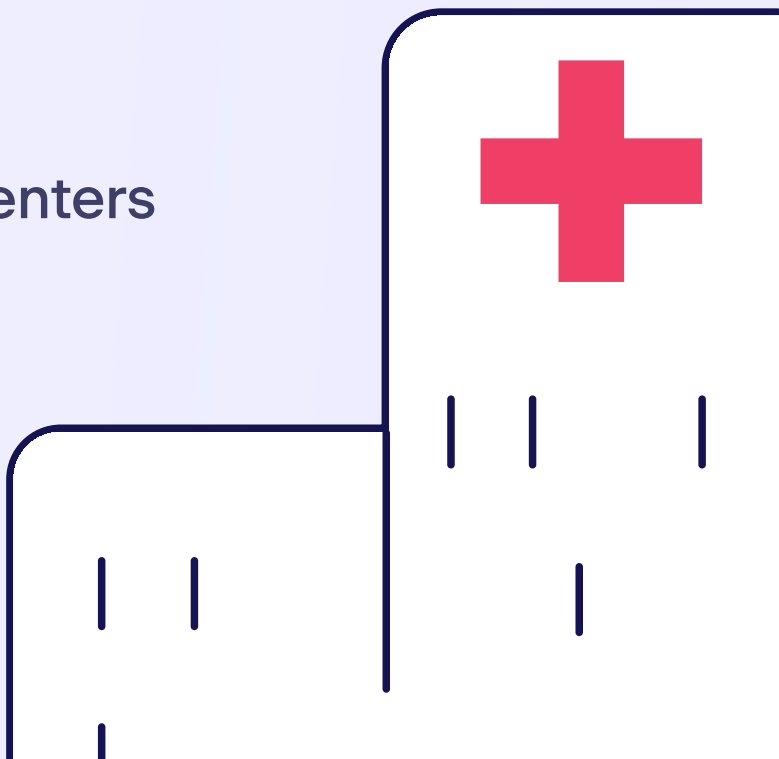
Meet Baptist Health

📍 Jacksonville, Florida
🌐 www.baptistjax.com

2.5K+
Specialists

200+
Locations for outpatient care

16
Hospitals & Emergency Centers



For more information regarding Hyro’s Responsible AI Agents please visit www.hyro.ai, or email contact@hyro.ai



Deployment with Hyro:

Live Channels:

-  SMS
-  Call Center
-  Mobile App

Use Cases:

-  Appointments & Scheduling
-  Password Reset
-  Smart Routing
-  IT Help Desk



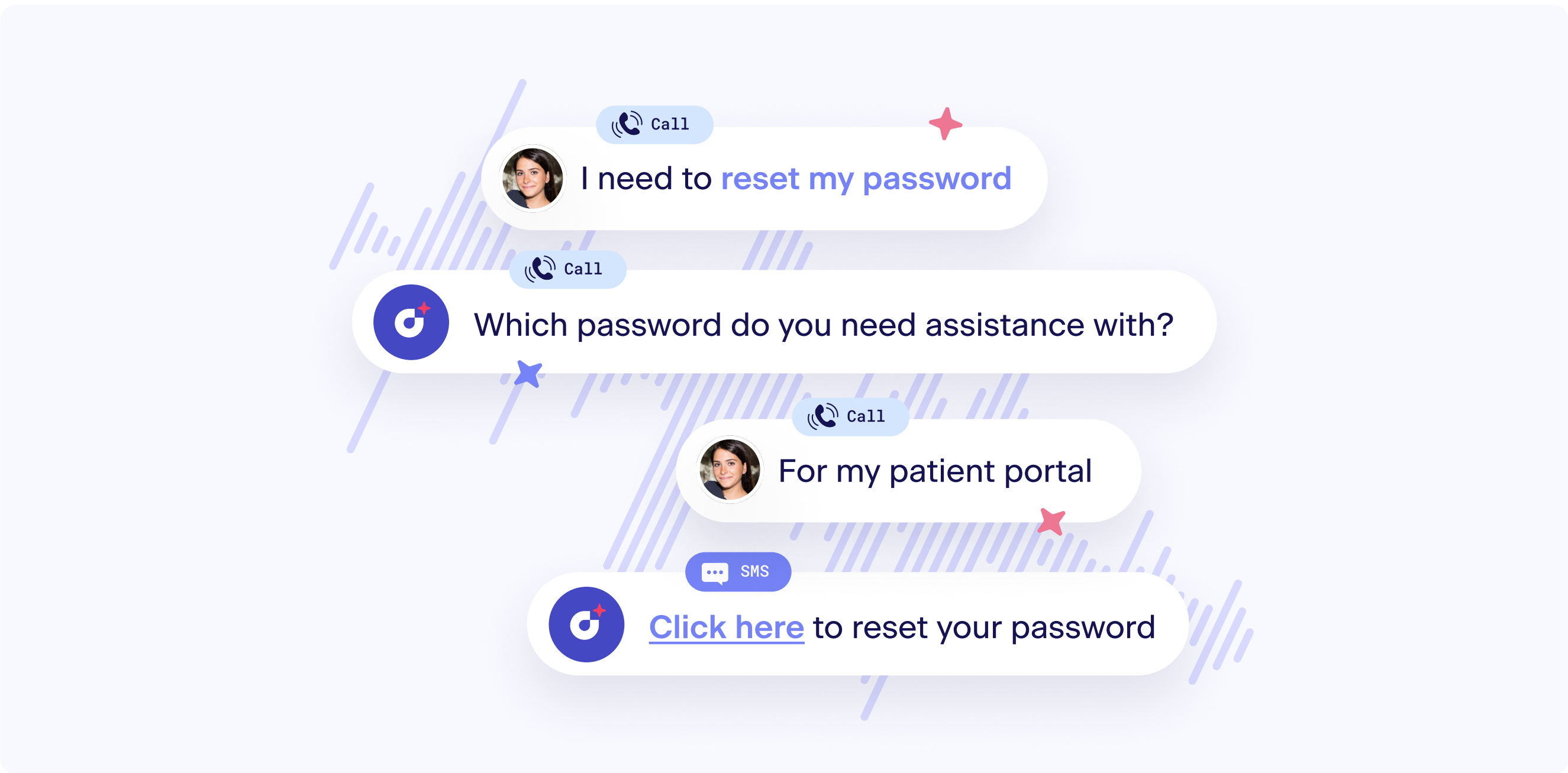
THE SOLUTION

Responsible AI Agents for Multi-Channel Support

Baptist Health began its AI journey with Hyro’s Responsible AI Agents by automating patient calls related to IT help desk support. Following a seamless deployment—reinforced by immediate cost savings and positive feedback from both patients and staff—AI Agents were deployed across additional channels and use cases.

With AI Agents for its call center, website, and mobile apps, Baptist Health created a consistent omnichannel experience that engages patients on their terms. AI Agents help patients verify, cancel, or reschedule appointments, find providers, and get answers to frequently asked questions—with zero wait time. Despite introducing automation, Baptist Health successfully upheld its goal of maintaining interactions that feel natural and warm.

Hyro’s AI Safeguards ensure accurate and safe responses through robust controls over AI output, transparency into decision-making, and a strict adherence to healthcare-specific compliance standards. Attention to AI-generated conversational quality—and to the broader patient journey—ensures Baptist Health patients enjoy seamless, compassionate access to care.



THE RESULTS

A Million Dollar Idea

Baptist Health’s decision to automate its highest-volume call driver—password resets for patient electronic health records—delivered major impact out of the gate, generating nearly **\$1 million in savings** for a single use case in the first 3 months. Voice AI agents now successfully **deflect 79%** of calls surrounding service desk credentials, general IT information and MyChart password resets.

That early success laid the groundwork for broader AI adoption. With Hyro’s AI Agents now handling scheduling tasks, Baptist has achieved a **64% resolution rate and 70.5% patient identification success** rate across 57 clinics. By targeting low-complexity, high-volume workflows, Baptist unlocked meaningful gains in efficiency without sacrificing the patient experience.

Patients now report smoother appointment scheduling and faster access to information. Staff are no longer bogged down by repetitive tasks, thanks to workforce augmentation via AI Agents. With a human-in-the-loop model built in and Hyro’s robust AI safeguards, Baptist Health keeps automation accountable—ensuring every interaction is compliant and patient-centric.



\$1M

in Cost Savings
Within 3 Months



64%

Appt. Management
Automation Rate



Aaron Miri
SVP, Chief Digital & Information Officer

*Hyro was able to step in and automate workflows, to the tune of savings of almost a **million dollars** immediately realized, on top of being even more responsive and organic for our patients.*