

Intermountain Health achieves *multi-digit ROI* using Conversational AI



Summary

In a successful effort to improve operational efficiency and patient access, Intermountain Health deployed omnichannel AI Assistants to their websites, mobile apps, and call centers. With Hyro's Responsible AI-Powered Communications platform they were able to safely increase self-service success rates across channels for patients. Of patients who opt into available self-service capabilities, 79% of chats are successfully resolved end-to-end by the AI Assistants.



The Challenge

Intermountain Health faced rising call volumes across their multiple call centers. With agents struggling to meet increasing demand, patients found themselves waiting longer on hold, creating a less than satisfactory service experience. Recognizing patient expectations for the quality and speed of self-service options offered by retail brands, Intermountain Health sought to provide an omnichannel experience that would bring care to their fingertips.

Following many structural changes due to M&A work in the last several years, Intermountain Health was grappling with disparate technology solutions and siloed service lines. They aimed to centralize their services and create a unified view for their agents to better serve patients. The goal was to select key partners across conversational AI, telephony, and CRM to help centralize patient information and patient journey insights while elevating the patient experience across the entire health system.

Meet Intermountain Health

📍 Salt Lake City, UT

🌐 [intermountainhealthcare.org](https://www.intermountainhealthcare.org)

39K+

Providers

28K+

Nurses

33

Hospitals

385

Clinics

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Many patient inquiries and tasks can now be resolved end-to-end by Hyro's AI assistants. Patients get what they need quickly and easily without waiting on hold, and agents can focus on the most complex calls.

Craig Richardville, Chief Digital and Information Officer

The Solution

Intermountain Health chose best-in-class vendors, including Salesforce, Genesys, and Hyro, to centralize operations and elevate patient experiences. Hyro’s seamless integrations, including with Intermountain’s Epic EHR, enable a 360-degree view of patient engagement.

Hyro’s AI Assistants guide patients via responsible, natural language-enabled conversations, resolving their inquiries end-to-end or navigating them to the correct point of care. Having implemented Hyro’s platform across their websites, mobile apps, and call centers, Intermountain Health quickly discovered that 27% of all inbound patient inquiries occurred outside of work hours—unanswered inquiries that are now being handled by Hyro’s AI Assistants 24/7.



With Hyro’s Smart Routing in our call centers, we saw a 85% drop in our abandonment rates and 79% improvement in speed to answer. That’s great performance and such a win for our patients!”

Mona Baset,
VP Digital Services



Intermountain Health registered a 85% drop in call abandonment rates and a 79% rise in speed to answer. Moreover, patients were able to better self-serve, with 79% of chats resolved without agent involvement.

Deployment with Hyro:

Live Channels:

Website

Mobile App

Call Center

Use Cases:

Spot: GPT-Powered Search

Smart Routing

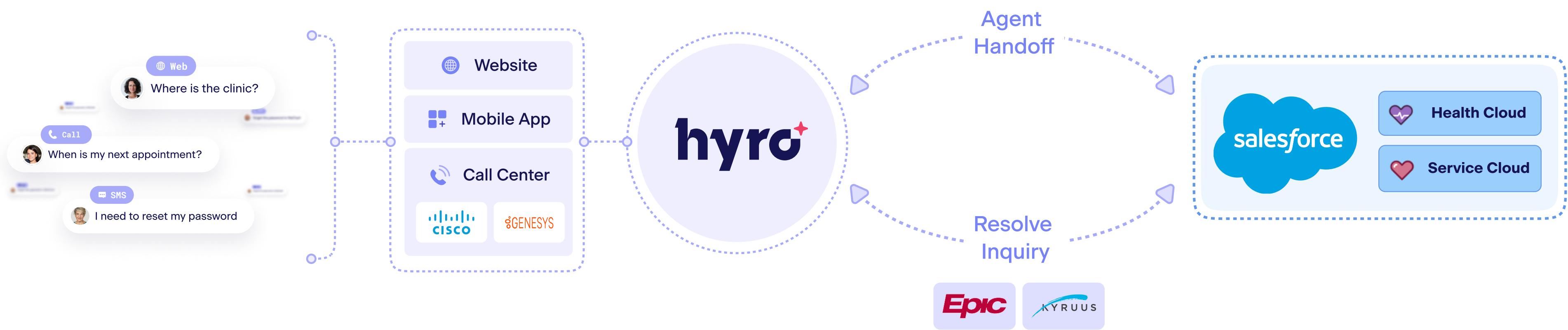
Physician Search

IT Help Desk

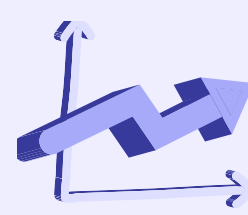
Scheduling Management

Test Results

Integrations:

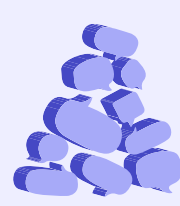


Results



91%

Routes Successfully Identified



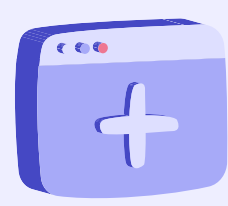
44%

Repetitive Calls Automated



-85%

Call Abandonment Rate



79%

Online Goal Completions