Summa Health & Summa Care Expand Access to Care with *98% AI Accuracy*

76%	**+55**%	**85**%	**24/7**
Successfully Routed Calls	Deflected Calls YoY	Engaged Calls	Patient & Member Access

THE CHALLENGE
Driving Access to Care

Summa Health's patients sought greater control and insight into their healthcare journeys, along with the flexibility to engage on their own schedules across multiple channels. However, workforce constraints and the limitations of a traditional patient portal made it difficult to meet rising expectations. Summa Health needed a scalable, low-maintenance solution that could measurably improve access to care while supporting a positive patient experience.
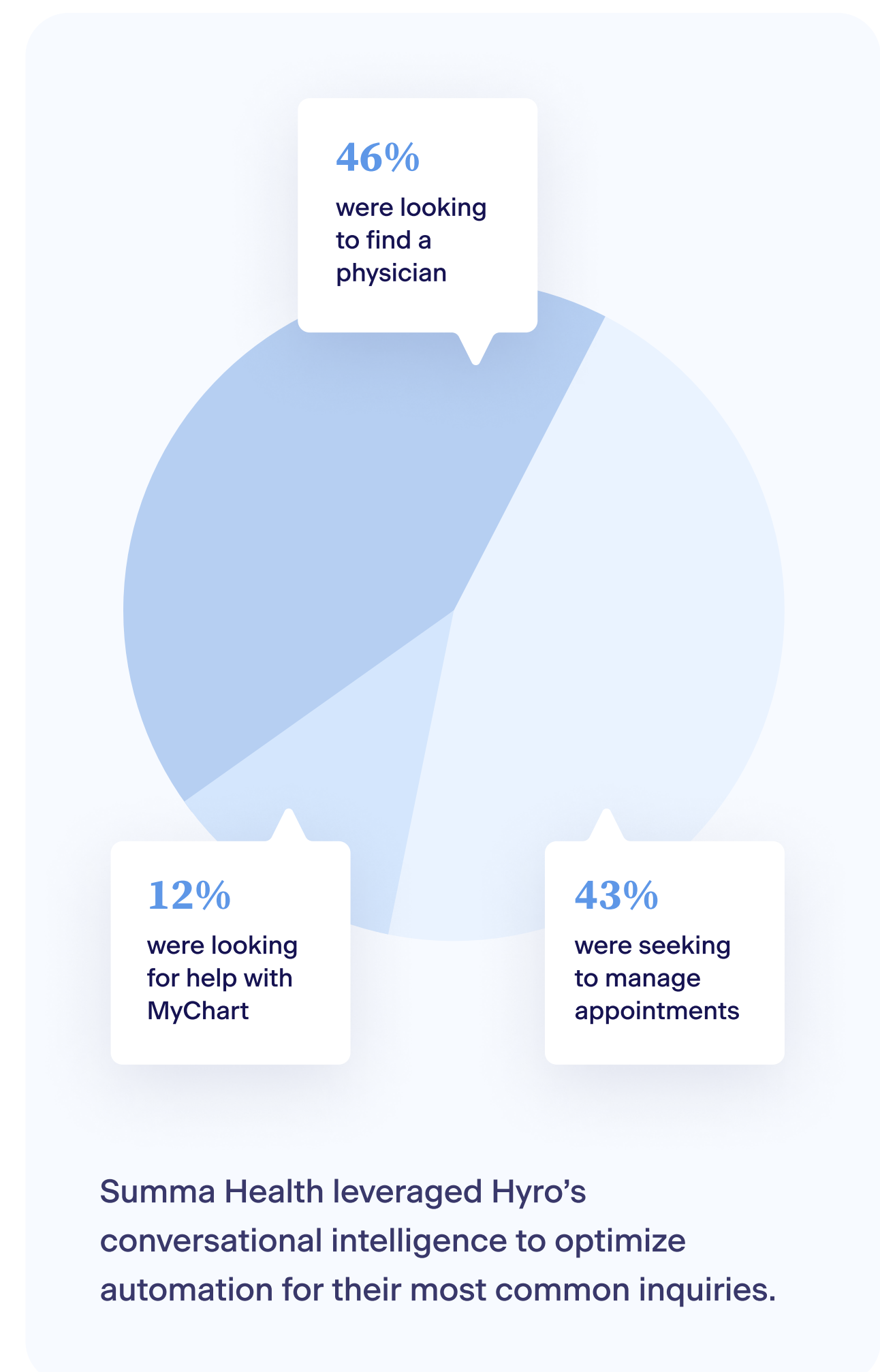
THE SOLUTION
AI Agents to Empower Patients & Members

Summa Health selected Hyro to provide personalized, end-to-end support across its website and call centers. By deflecting repetitive inquiries—accounting for 20% of call volume—Hyro's Responsible AI Agents allowed support teams to focus on more complex cases. Integration with Epic's EHR enabled data-driven, personalized experiences. As a result, Summa Health handled higher inquiry volumes without increasing staff, boosting operational efficiency and patient satisfaction.

Building on this success, Summa Health expanded Hyro's solution to SummaCare, offering members scalable, intuitive support to navigate their healthcare plans and enhancing the overall experience across its ecosystem.
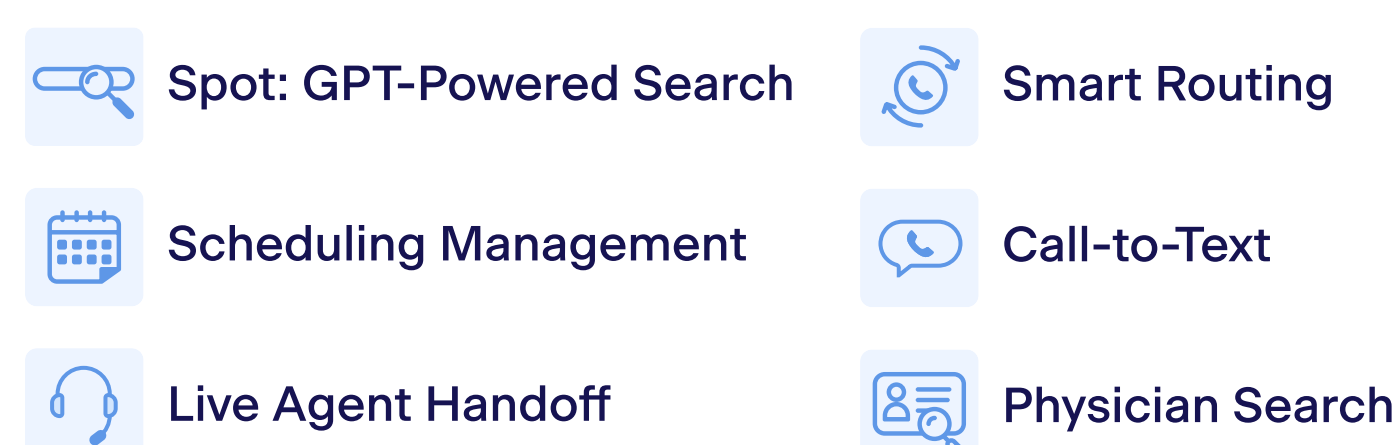
46% were looking to find a physician

12% were looking for help with MyChart

43% were seeking to manage appointments

Summa Health leveraged Hyro's conversational intelligence to optimize automation for their most common inquiries.

Deployment with Hyro

Live Channels:

- 🌐 Website
- 📞 Call Center

AI Skills:

- 🔍 Spot: GPT-Powered Search
- 🔄 Smart Routing
- 📅 Scheduling Management
- 💬 Call-to-Text
- 🎧 Live Agent Handoff
- 📇 Physician Search

Integrations:

- Epic
- twilio
- CISCO
- AMAZON CONNECT

Using Hyro, 98% of patient questions over the last 90 days have been answered 100% correctly.
That's a 98% AI accuracy rate.

Elbridge Locklear
SVP Chief Information Officer

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

HIPAA COMPLIANT   SOC 2 TYPE 2