

How Healthcare Saves \$40K Daily with AI Patient Communication Solutions

New data from PanTerra Networks and Five9 reveals AI is making healthcare more human by freeing staff from administrative burden

CA, UNITED STATES, October 24, 2025 /EINPresswire.com/ -- Healthcare organizations implementing [AI-powered communication systems](#) are saving up to \$40,000 per day in operational costs while simultaneously improving patient care, a counterintuitive outcome that challenges common fears about artificial intelligence replacing human connection in medicine.



Transforming Healthcare Communications with PanTerra + Five9

This striking data emerged during a recent industry discussion between PanTerra Networks and Five9, where healthcare technology leaders demonstrated how AI-powered solutions are addressing critical communication challenges in healthcare facilities across the United States.

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We're talking about AI that actually improves both the patient experience and operational efficiency. Gone are the days of calling into a phone number and having to listen to that auto attendant.”

Shawn Boehme, Director of Sales at PanTerra Networks

"We're seeing fragmented systems, manual processes, compliance complexity, and poor patient experiences," explained Roni Jamesmeyer, Senior Healthcare Marketing Manager at Five9, outlining the four major challenges.

"There's a lot of staff still doing manual scheduling of appointments and handling routine inquiries that can be automated."

The Hidden Crisis

The numbers paint quite a picture of healthcare's communication breakdown:

91% of patients expect responses within 24 hours, yet most wait days
Healthcare contact centers experience 5-15% call abandonment rates on average

Facilities without AI face a projected shortfall of 23 agents just to handle routine requests

"Healthcare call centers that don't use AI to handle routine requests will face significant staffing shortfalls," noted Jamesmeyer. "But throwing more bodies at the problem isn't the answer, it's about working smarter."

Real-World Transformation

Three healthcare organizations demonstrate the measurable impact of AI-powered communication:

US Radiology Specialists processes 2.4 million calls annually across multiple imaging centers. Before implementing AI, over 6,500 calls monthly were routed incorrectly, requiring staff to handle each call twice. Their complex IVR system with eight menu options frustrated patients who couldn't remember options past the fifth prompt.

Results after AI implementation:

\$4 million in previously lost revenue recovered

25% increase in call volume (capturing previously abandoned calls)

Eliminated need to hire 15 additional agents

22 seconds saved per call through

PanTerra | Five9

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Healthcare call centers that don't use AI to handle routine requests will face a shortfall of 23 agents

— Roni Jamesmeyer, Five9

panterrannetworks.com

AI patient communication improving efficiency in healthcare call centers.

PanTerra | Five9

From 35% Chaos to 20% Calm

-15%

Penn Medicine reduced call abandonment from 35% to 20% by integrating AI into its patient communication workflow — giving thousands of patients faster access to care.

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Penn Medicine improves AI patient communication with 15% reduction in call abandonment.

intelligent routing
Full ROI achieved within three months

Exact Sciences, makers of the Cologuard test kit, faced overwhelming call volumes across multiple service lines including UPS pickups, provider inquiries, and critical 24/7 cases.

Their AI deployment delivered:

15 FTEs worth of work automated on the UPS pickup line alone
6% of total call volume now handled by AI (targeting 20%)
Direct integration with Epic EHR for proactive patient outreach

Penn Medicine, managing 5 million calls annually with over 800 agents, discovered patients were making an average of two additional calls just to reach the right specialty department. Their 35% IVR abandonment rate was creating significant patient access issues.

Post-AI metrics show:

Call abandonment reduced from 35% to 20%
10% increase in new patient appointments
Bilingual support in English and Spanish
Streamlined routing eliminating unnecessary transfers

The Technology Making It Possible

The breakthrough comes from combining PanTerra's [Luna AI intelligent receptionist](#) with Five9's advanced [contact center](#) capabilities, now featuring the industry's first native integration with Epic—the electronic health record system used by 36% of U.S. hospitals.

"We're not talking about AI that frustrates the patients or creates more work for the staff," said Shawn Boehme, Director of Sales at PanTerra Networks. "We're talking about AI that actually improves both the patient experience and operational efficiency. Gone are the days of calling into a phone number and having to listen to that auto attendant".

During live demonstrations, the integrated system showcased:

Natural language processing that eliminates traditional "press 1 for..." menus
Voice biometric authentication ("My voice is my password")
Automated appointment scheduling with SMS confirmations
Prescription refill processing in under two minutes
Seamless handoff to human agents with full context preserved

"We're seeing a reduction in handle time by about 33% just deploying an auto summary,"

explained Neal Pearson, Partner Technology Manager at Five9.

The Human Element

The technology showcased reveals how AI enhances rather than replaces human interaction. As Pearson showed during the live demo, virtual agents handle routine tasks like appointment scheduling and prescription refills, freeing staff to focus on complex patient needs.

The system's 24/7 availability means routine questions get answered immediately, while human agents remain available for cases requiring empathy and complex problem-solving.

Industry Implications

The Epic integration announcement marks a watershed moment for healthcare technology adoption. With Epic's 36% market share, this native integration removes previous middleware barriers that prevented many organizations from deploying AI solutions.

"Our healthcare providers have been asking for this for a couple years now, and we listened," said Jamesmeyer, referring to the Epic integration.

For healthcare executives evaluating AI solutions, the metrics provide a compelling business case: typical ROI within 3-6 months, measurable improvements in patient access, and significant operational savings that can be redirected to patient care initiatives.

The combination of PanTerra's unified communications platform with Five9's AI-powered contact center capabilities represents a significant step forward in addressing healthcare's communication challenges.

About the Webinar:

Healthcare organizations can access the complete webinar recording, including live demonstrations of the Epic integration and AI agent interactions, at www.youtube.com/@panterra-networks. The session features detailed implementation timelines and additional case studies from healthcare facilities across the United States.

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