TQA and PatientGenie Partner to Bring Agentic AI-Powered Patient Outreach to Health Plans and Health Systems

Giving health plans and health systems a complete solution for closing care gaps and improving patient access with AI voice and text agents, fully integrated.



TQA & PatientGenie logo

AUSTIN, TX, UNITED STATES, August 19, 2026 /EINPresswire.com/ -- TQA, an Agentic AI consultancy, and PatientGenie, an AI platform, today announced a strategic partnership to bring AI-powered patient outreach and care gap closure directly into health system workflows.

The partnership combines two complementary capabilities. PatientGenie's voice and text AI agents automate the high-volume administrative work behind patient access and care delivery, including patient outreach, appointment scheduling, care gap closure, and post-discharge follow-up. TQA delivers the enterprise integration layer that connects these agents seamlessly to a health system's existing systems, removing the friction that has historically slowed AI adoption in clinical operations.

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>
> *Steven Gerhardt, SVP Industries, TQA*

Together, TQA and PatientGenie give health plans and health systems a complete solution: intelligent AI agents that automate patient outreach at scale, integrated directly to existing systems, like electronic health records, from day one.

“Health systems already have EHRs, scheduling systems, and care coordination workflows in place, and any AI agent that sits outside of those systems just creates more work for staff, not less. What we've built with PatientGenie writes discharge events, scheduling outcomes, and follow-up data directly back into the systems care teams are

already using, so the record stays accurate, without anyone having to check a second dashboard.

” — Steven Gerhardt, SVP Industries, TQA

"Steven's right that integration is the whole game here. We can build the best voice and text agents in the world, but if a patient's follow-up appointment or medication check doesn't make it back into the record a care team is actually looking at, we haven't really solved anything. TQA is the reason our agents show up inside a health system's existing workflow instead of next to it, and that's what turns a good conversation with a patient into something the care team can actually act on. ” — Alex Zoller, CEO, PatientGenie

Health plans and health systems face mounting pressure to close care gaps, reduce no-shows, and improve population health outcomes, all while managing rising administrative costs and stretched care-coordination staff. The TQA and PatientGenie partnership is designed to address that pressure directly: PatientGenie's agents reach every patient and every provider without adding headcount, while TQA's integration work ensures those agents operate inside a health system's existing clinical and administrative systems rather than alongside them as a disconnected point solution.

The two companies will jointly go to market to health plans and health systems seeking to scale patient engagement and administrative automation without disrupting critical operations or compromising compliance.

About TQA
TQA is an agentic AI consultancy that turns AI into real-world business advantage. TQA designs and delivers adaptive, agent-driven systems for enterprise clients across healthcare, financial services, and other industries, connecting legacy, cloud, and new platforms to drive measurable, outcome-focused impact. It is headquartered in Austin, Texas, USA, with offices in the UK, Romania, and the Philippines. More information at tqa.ai

About PatientGenie
PatientGenie is a B2B healthcare AI company that deploys multimodal AI agents to automate administrative workflows for health plans and health systems. Its agents handle patient outreach, appointment scheduling, care gap closure, and post-discharge follow-up at scale, reaching every patient and every provider without adding headcount. Headquartered in Austin, Texas. Learn more at patientgenie.ai

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