

PtEverywhere Launches Paige, an Embedded AI Assistant for Physical Therapy Clinics

The new in-app assistant helps clinic staff find information, navigate the platform, and complete tasks more efficiently.

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PtEverywhere has announced the launch of Paige, a built-in AI assistant designed to help physical therapy clinics navigate the PtEverywhere [practice management software](#) more efficiently. Embedded directly within the web application, Paige provides users with contextual guidance, answers product questions, and helps staff locate the tools and information they need without leaving their workflow.



Unlike standalone help chatbots, Paige is clinic- and user-aware. The assistant operates within each user's existing permissions, allowing it to provide relevant information about patients, schedules, services, settings, and other read-only data the user already has access to. It can also direct users to the appropriate screen within the platform, reducing the time spent searching through menus or documentation. The latest update expands Paige's capabilities beyond information retrieval and navigation, enabling the assistant to complete selected administrative tasks via natural language requests.

Clinic staff can now ask Paige to create standard packages and memberships, set package and membership pricing, update provider, location, and service allocations, identify active providers, and modify which services providers offer at specific clinic locations. Rather than navigating through multiple settings screens, users can complete these tasks directly within a conversation with Paige.

When additional information is needed, Paige presents a multi-select panel that allows users to

choose from multiple providers, locations, or services before completing a request. This approach helps ensure changes are applied to the intended records while reducing manual configuration.

The update also includes improvements to how Paige manages provider, location, and service relationships behind the scenes, helping reduce duplicate service allocations during the configuration changes. Users are prompted to review and confirm setting updates before they are applied.

Paige is available within the PtEverywhere web application as a chat bubble that greets first-time users and can be customized to match each clinic's branding.

The assistant runs on AWS Bedrock within PtEverywhere's existing HIPAA-compliant AWS environment, which is covered by the company's AWS Business Associate Agreement (BAA). Patient data remains within PtEverywhere's controlled environment, and Paige cannot access or perform actions beyond the permissions already assigned to each user. Current capabilities include both read-only assistance and selected administrative updates, with additional tools being tested and introduced over time. PtEverywhere also encourages users to submit feedback to help improve Paige as new features are introduced.

About PtEverywhere

PtEverywhere is the leading practice management platform for cash-pay and hybrid physical therapy clinics. Built for modern practices, PtEverywhere combines [scheduling](#), documentation, [clinical notes](#), billing, and patient engagement tools to help clinics operate efficiently, deliver exceptional care, and grow profitably.

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