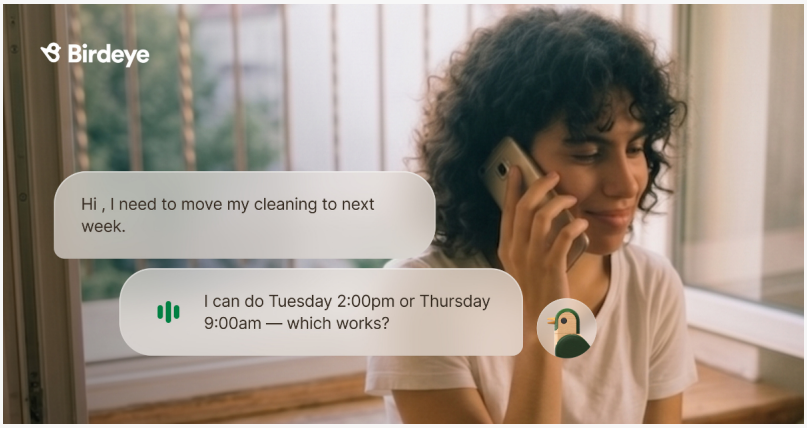
Birdeye Unveils Myna, the AI Coworker That Books More Patients into Care

Myna answers every patient call 24/7, booking 47% more appointments so staff can focus on the patients in front of them.



PALO ALTO, CA, UNITED STATES, September 9, 2026 /EINPresswire.com/ -- At Birdeye View 2026, Birdeye, the company building AI Coworkers for multi-location brands, announced the general availability of Myna, its AI operations coworker for healthcare and dental.

Available around the clock, Myna answers every patient call and orchestrates AI agents across the work of the front desk. She books and confirms appointments, runs recalls, manages intake and waitlists, verifies insurance, and responds to patient questions across voice, text, chat, and email.

> Myna answers every call, in the patient's preferred language, at every location. She books the appointment, handles the follow-up, and gives front-desk teams back the time to focus on the patients”
>
> *Neeraj Gupta, co-founder and president of R&D, Birdeye*

Myna joins Jay for marketing and Robin for customer experience as one of Birdeye's three AI Coworkers. All three run on BirdAI, Birdeye's Agent OS.

For healthcare and dental practices, a patient's relationship with a provider often starts and ends at the front desk. When patients call, they are ready to get care. If the call goes unanswered, they often don't wait or leave a voicemail. They call somewhere else. Every missed call is a patient who couldn't get care when they reached out.

At the same time, front-desk teams are stretched thin. Staffing shortages, peak-hour call volumes, and after-hours demand force a constant choice: care for the patient in the room, or answer the phone.

Myna eliminates that tradeoff.

"Patients shouldn't have to wait for the front desk to be free before they can access care," said Neeraj Gupta, co-founder and president of R&D, Birdeye. "Myna answers every call, in the patient's preferred language, at every location. She books the appointment, handles the follow-up, and gives front-desk teams back the time to focus on the patients in front of them."

Measurable outcomes for practices and patients
- Access: 24/7 patient access, including after hours and during peak call volumes.
- Answered: Resolves 85% of patient calls autonomously.
- Staff relief: Takes 44% of front-desk work off the team.
- More patients seen: 47% more appointments booked.
- Simplicity: Consolidates 8 tools into 2.

From patient intent to booked care
Traditional IVRs and scripted voice bots follow predetermined paths. Myna reasons through each patient interaction in real time. She identifies the caller, matches their details to their EHR profile, and understands why they are calling. She applies the practice's scheduling and clinical rules to determine the right appointment type and location. Then she finds availability that fits the patient's preferences, books the visit, and confirms by text.

The result is an immediate, knowledgeable response every time, without hold music or voicemail. Each organization sets its own guardrails, determining where Myna acts autonomously and where human approval is required.

Myna is designed specifically for multi-location healthcare systems and dental groups. She is voice-first and omnichannel, supporting inbound and outbound calling as well as chat, text, and email. She is multilingual, communicating with patients in their preferred language. She is multi-location, allowing agents and workflows to be configured by site while remaining centrally supervised. And she works across front-desk jobs including appointments, recall, intake, waitlists, insurance verification, FAQs, and billing follow-up.

Purpose-built for multi-location healthcare
Myna is more than a standalone voice bot added to an existing phone system. She runs on BirdAI, Birdeye's Agent OS. It brings together 13 years of multi-location data infrastructure, 3,000+ integrations, and context spanning brand, location, and customer interactions.

That foundation enables Myna to operate consistently across hundreds or thousands of locations while adapting to the specific workflows of each practice.
Security and integration depth are critical for enterprise healthcare and dental organizations. Myna uses a security-first architecture with HIPAA and SOC 2 compliance, protecting patient data at every touchpoint. She provides deep, bi-directional native integrations across 30+ EHR, PMS, and CRM systems. These include Epic, athenahealth, NextGen, eClinicalWorks, Dentrix, Eaglesoft,

and Open Dental, plus support for major CCaaS platforms.

Because Myna is agentic rather than scripted, she makes real-time decisions within organizational guardrails. Teams spend more time with patients and less time managing the phone.

One system of AI Coworkers

Myna operates as part of a broader team. As Birdeye's operations coworker, she works with Jay and Robin using the same brand and location memory. For example, a booking pattern Myna identifies can trigger a Robin follow-up survey or a Jay listings update.

In this way, operations, marketing, and customer experience become connected rather than isolated workflows. Together, Birdeye's AI Coworkers turn customer signals into action across the entire customer journey.

Availability

Myna is generally available today for healthcare and dental organizations. Existing Birdeye customers can enable Myna through their account team; new customers can learn more at myna.ai. Availability for additional industries is coming soon.

About Birdeye

Birdeye builds AI Coworkers for multi-location brands. Jay for marketing, Myna for operations, and Robin for customer experience orchestrate AI agents to win AI visibility, book appointments, and drive consistent customer experiences at every location.

They run on BirdAI, the Agent OS built on 13 years of multi-location data infrastructure and 3,000+ integrations—consolidating every signal, reasoning with industry, brand, and location context, and acting autonomously or with a human in the loop.

Birdeye is trusted by the world's largest multi-location brands across healthcare, dental, restaurants, financial services, automotive, retail, and property management. Birdeye holds the #1 position in 30 G2 categories, with top rankings sustained for as long as 17 consecutive quarters, and was named to G2's 2026 Best Agentic AI Products list.

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