

# Improving patient flow with an AI tool for call centers

**BUSINESS TYPE**

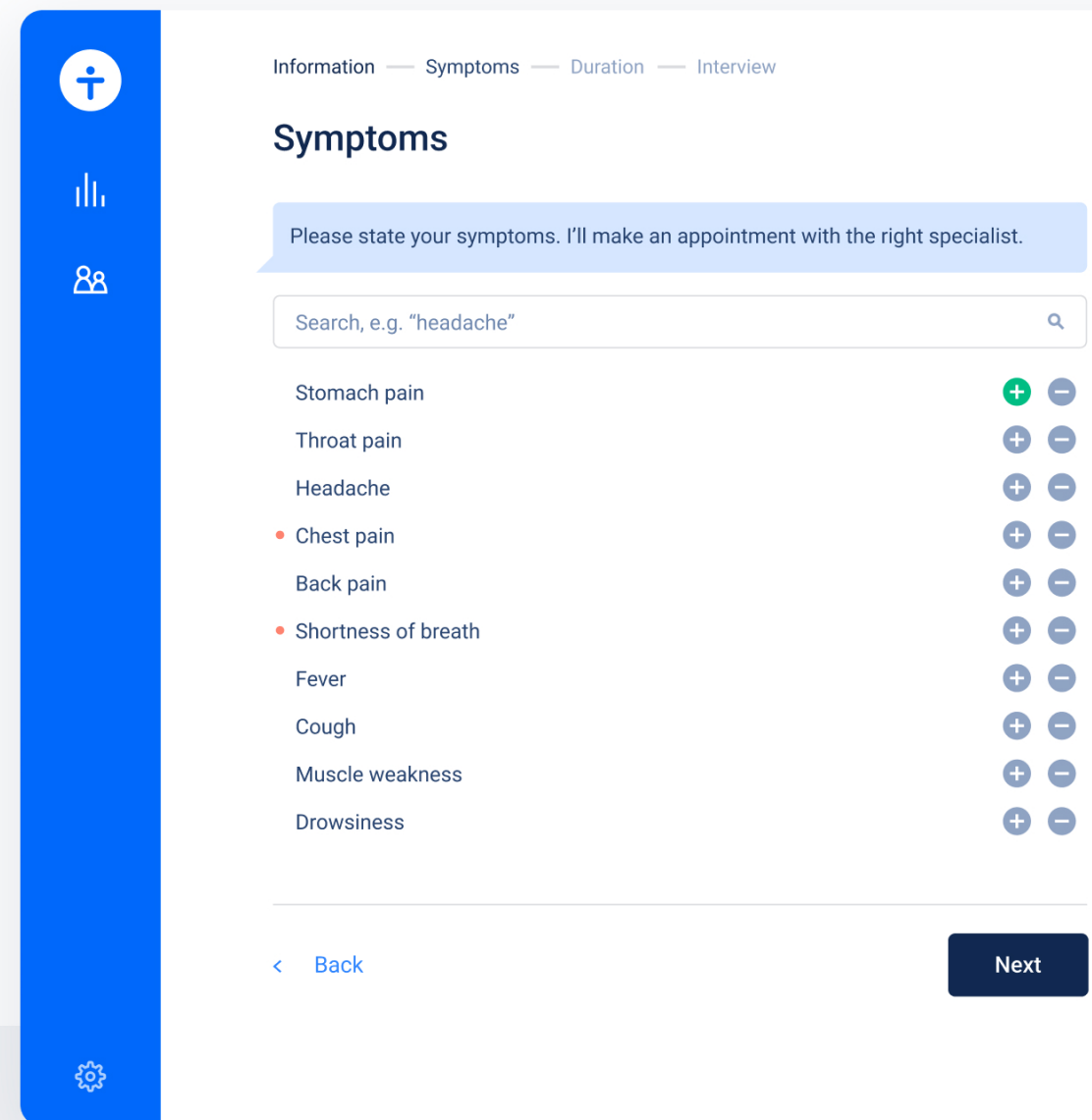
Private healthcare provider

**PRODUCT**

Triage for Call Centers

**LOCATION**

Poland



## Key insights

**37%**

of patients with new health conditions were directed to telemedicine

**33%**

of patients who intended to see a doctor instead sought teleconsultation

**50%**

of patients who intended to go to the ED changed their minds

**28%**

of patients who intended to go to the ED instead sought teleconsultation

## The challenge

PZU Zdrowie is one of the top 3 private healthcare providers in Poland, serving over 2.5 million clients. Receiving over 15,000 calls daily, PZU Zdrowie implemented a symptom-checking tool in its call center to:

- Assist operators with prompt and accurate triage and symptom assessment
- Prevent unnecessary appointments
- Convert face-to-face to telemedicine visits
- Detect urgent cases quickly
- Standardize the process of triage interviews

## The solution

The solution used by PZU Zdrowie is based on Infermedica's intelligent core—made up of our medical knowledge base and inference engine. Triage for Call Centers is integral to booking systems, and it supports call center operators with a symptom checker. The tool uses patients' symptoms and risk factors to create dynamic interviews, verify present and absent information, identify red flags, calculate triage levels, and propose the best-suited medical care.

The solution was implemented in 2019 and helped PZU Zdrowie direct 39% of its new patients to telemedicine services. The standardized triage process was appreciated by the operators who rated it 2.98/3. Today, a symptom checker is also being used in PZU's patient portal.