

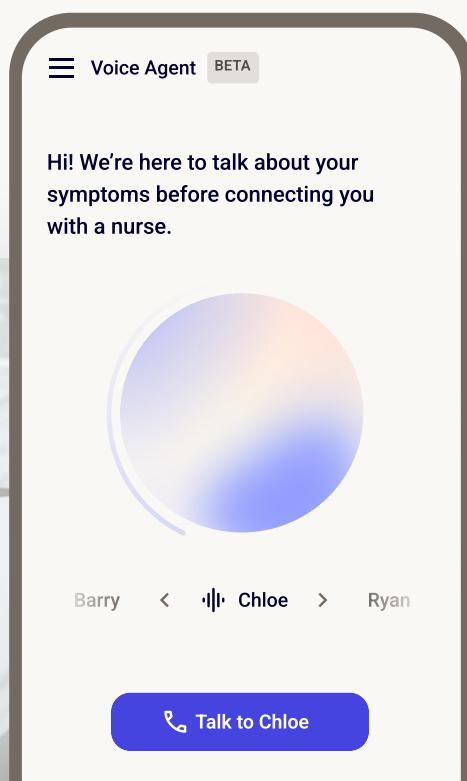
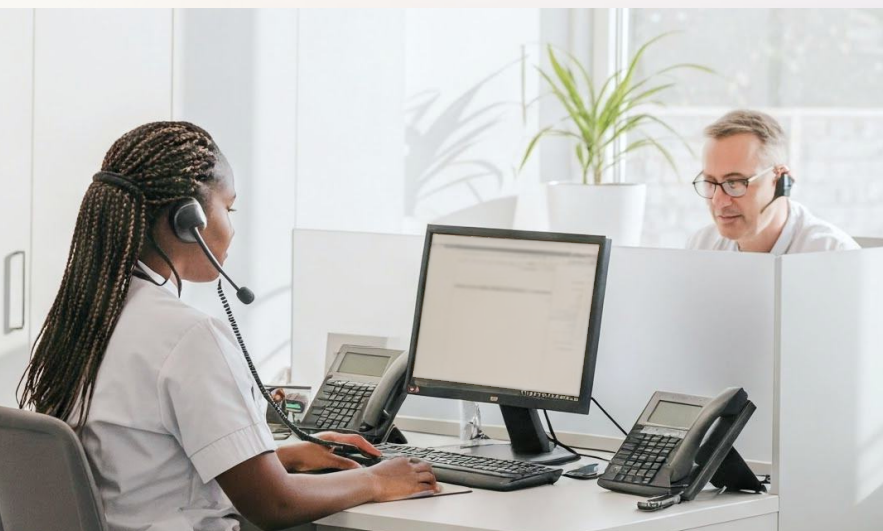
## AI on the line:

# Why pre-triage voice agents are the next big thing in contact centers

Healthcare contact centers are undergoing a long-overdue transformation. Once viewed as administrative hubs for scheduling and basic inquiries, today's centers are increasingly responsible for triaging clinical needs, managing chronic conditions, and supporting overstretched medical teams.

At the heart of this evolution is a new generation of AI tools—particularly voice agents—that can perform structured pre-triage assessments before a nurse or clinician ever picks up the phone.

While automation in healthcare isn't new, what's changing is how AI is being applied: not to replace humans, but to support them, reduce delays, and improve patient safety.



# Five reasons pre-triage voice agents are game-changers in healthcare contact centers

## 1 Save time without cutting corners

Every minute matters in a call center—especially when nurses are fielding triage calls. [67% of traditional rules based triage protocol processes](#) take 11-20+ minutes per patient.

A well-designed voice agent can shave 3–4 minutes off every call by collecting symptoms, risk factors, or demographic information before the nurse interaction begins. That adds up fast, freeing nurses to handle more calls or spend longer on complex ones, without rushing care.

## 2 Smarter triage = more time for critical cases

Call centers are often the first point of contact for patients experiencing new symptoms. With high volumes and limited staff, determining who needs urgent care and who can safely wait is a daily challenge.

AI voice agents equipped with clinical reasoning capabilities can perform structured symptom assessments, gathering the right information upfront. By automatically prioritizing calls based on acuity, they help clinical teams act faster on serious cases—without wasting time on lengthy questioning.



### 3 Built-in structure = better documentation and handoff

Manual note-taking during calls is error-prone and inconsistent. By collecting structured data using standardized medical protocols, AI voice agents ensure that nothing gets lost in translation between the patient and the provider.

This structured format not only improves documentation quality, but also makes it easier to integrate information into EHRs, decision support tools, or downstream triage systems

### 4 Support (not replace) the human touch

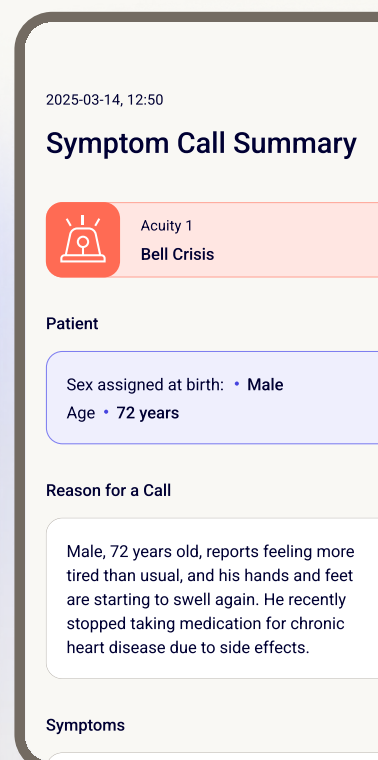
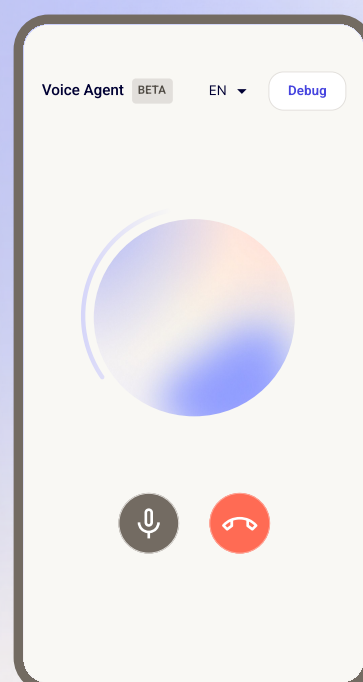
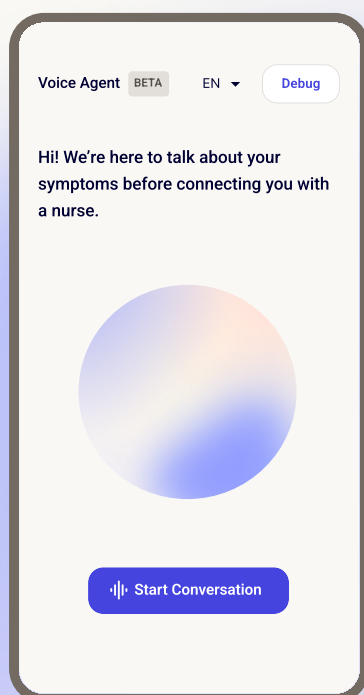
There's a natural hesitation when we hear "AI" and "healthcare" in the same sentence. But this isn't about removing humans from the loop—it's about making their jobs more manageable.

Pre-triage voice agents act as clinical assistants, not replacements. They hand off the right data to nurses before the call starts, so staff can enter the conversation with context and confidence. It's automation designed to augment, not overshadow, human expertise.

## 5 Around-the-clock access without 24/7 staffing

Emergencies and anxious questions don't follow business hours. But staffing call centers 24/7 with nurses or agents is expensive and difficult—especially amid ongoing workforce shortages.

AI voice agents can provide first-line symptom assessment anytime, guiding patients toward the right next step—whether that's connecting with a live nurse, seeking in-person care, or self-managing with appropriate resources. That means fewer unnecessary ER visits, more efficient routing, and a smoother experience for patients and staff alike.



# A better first five minutes

For most patients, the first five minutes of a healthcare interaction determine whether they feel heard, safe, and guided. With pre-triage voice agents, healthcare contact centers can make those first moments more efficient, more accurate, and more empathetic—without compromising clinical rigor.

As AI continues to evolve, its role in healthcare will deepen. But the most promising applications—like pre-triage voice agents—are the ones designed to enhance human care, not compete with it.

In the contact center of the future, AI won't be the voice replacing the nurse. It will be the voice helping the nurse get to what matters faster.

## From next in line to next in evolution: Why voice agents are more than a trend

Pre-triage voice agents aren't just streamlining call center workflows—they're reshaping the patient experience from the very first hello. By engaging callers upfront with natural, conversational AI, these tools gather symptoms, assess acuity, and route calls to the right destination—before your staff even picks up the line.

Powered by generative AI and clinically validated, voice agents like Infermedica's don't guess—they guide. They listen, ask the right questions, and pass

structured data directly to your nurses, ensuring no critical information gets lost and no urgent case gets stuck waiting in a queue.

## The result?

Faster triage. Fewer bottlenecks. A safer, more human experience for every caller —whether it's 3 PM or 3 AM.

## See the **voice agent** in action

Curious how pre-triage voice agents like Infermedica's can transform your nurse advice line or contact center?

**Book a quick demo to experience how it:**

- ✓ Saves 3–4 minutes per call
- ✓ Prioritizes urgent cases faster
- ✓ Reduces staff burnout while improving patient satisfaction

[Schedule your personalized demo](#)

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