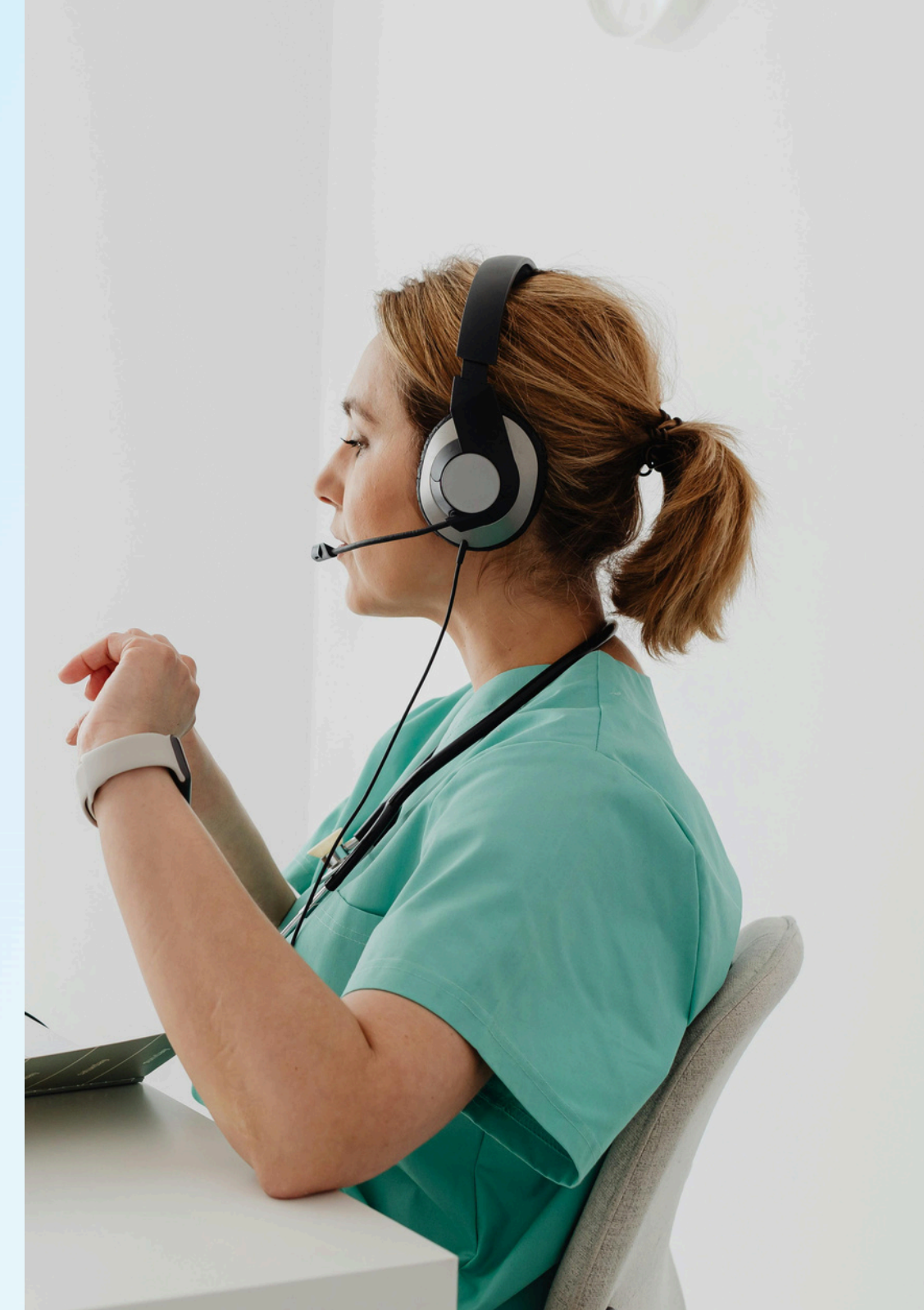


Patient Access in Healthcare How Cairo Lifted Calls Answered by 16%



Overview:

2 Months Live

Results reported after the first two months of use.

Scale

Patient calls on OMNI's existing business number.

Core Service

Cairo AI Receptionist by Kloud 7.

Call Coverage

Always on answering during busy periods and outside office hours.

Patient Experience

A reported 10% increase in patient satisfaction.

Live Capabilities

Appointment booking and call routing alongside routine answers.

Executive Summary & Partnership

In healthcare, a phone call is often the first step toward care. Patients call to ask a question, book an appointment, or reach the right department, and any delay at that first step reaches the patient before the visit begins. OMNI by Kloud 7 supports healthcare systems with patient access and administrative operations.

OMNI's front desk teams were handling repeated routine enquiries alongside calls that needed personal attention. To make routine support easier to reach, OMNI added Cairo, the AI receptionist from Kloud 7, to its incoming call workflow as an additional layer of support on its existing business number.

In the first two months, OMNI reported a 16% increase in call answer rates and a 10% increase in patient satisfaction. The deployment has been defined by three core principles:

• **Accessible Support:** Routine answers and booking patients can reach without waiting for staff.

• **Coverage When It Counts:** Better call handling during busy periods and outside office hours.

• **Human Judgment Where It Matters:** Requests needing personal attention routed to the right team.

- **Organization:** OMNI by Kloud 7, a Kloud 7 Healthcare business division.
- **Website:** omni.kloud7.com
- **Focus:** Patient access and administrative operations for healthcare systems.
- **Solution:** Cairo AI Receptionist on the existing business number.
- **Results Window:** The first two months of live use.



In patient access, "access" begins with the first call. OMNI needed a front door that could handle routine requests with consistency while keeping its people available for the conversations that need their judgment.

PROFILING THE CLIENT OMNI BY KLOUD 7

Supporting the Teams Behind Patient Access

OMNI by Kloud 7 works with healthcare systems on the operational side of care. To understand the scope of the engagement, it helps to look at where OMNI focuses its work:

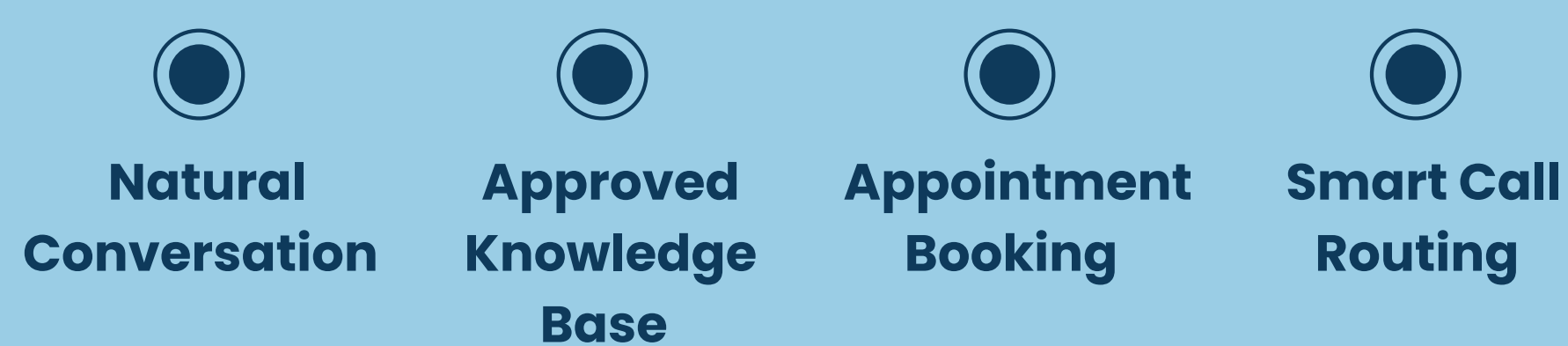
- Patient Access:** Supporting the processes patients rely on to ask questions, book appointments, and reach the right department.
- Administrative Operations:** Helping healthcare teams manage the daily workload that keeps a practice or health system running.
- Complex Workflows:** Bringing structure to processes that involve multiple teams, handoffs, and follow up.
- Patient Experience and Revenue Cycle:** Addressing operational gaps early, before they affect the patient experience or the revenue cycle.

THE KLOUD 7 SOLUTION CAIRO AI RECEPTIONIST

Redefining the "Front Door" to Care

Kloud 7's solution was to add a conversational layer to OMNI's incoming call workflow. By deploying Cairo on the existing business number, OMNI gave patients one entry point where they can explain what they need in natural conversation, get routine answers, book appointments, and reach the right team.

Kloud 7's Specialized Solution for OMNI



THE CHALLENGE OF ROUTINE CALL VOLUME

Identifying the "Access Gap" in Patient Calls

Before Cairo, OMNI's patient access teams faced pressures common across healthcare front desks:

- 1. The "Routine Call" Problem** Repeated enquiries about common topics competed with interactions that required personal assistance. Time spent on repeated questions was time unavailable for patients who needed individual help.
- 2. Busy Periods and After Hours** When front desk teams were occupied, even straightforward requests became harder to complete. OMNI wanted better call handling during peak periods and outside office hours.
- 3. No Single Entry Point** Callers needed a more direct route to answers, booking, and the right team, without depending on staff availability for every step.

Technical Features of the Cairo Deployment:

- Existing Business Number:** Cairo works on the number OMNI already uses. Patients do not need a new line or a new way to reach the organization.
- Approved Knowledge Base:** Cairo answers routine questions from information OMNI has approved, which gives every caller a consistent foundation for common answers.
- Live Appointment Booking and Routing:** Booking runs live through Cairo's calendar integration, and configured routing directs each caller to the appropriate person or team.
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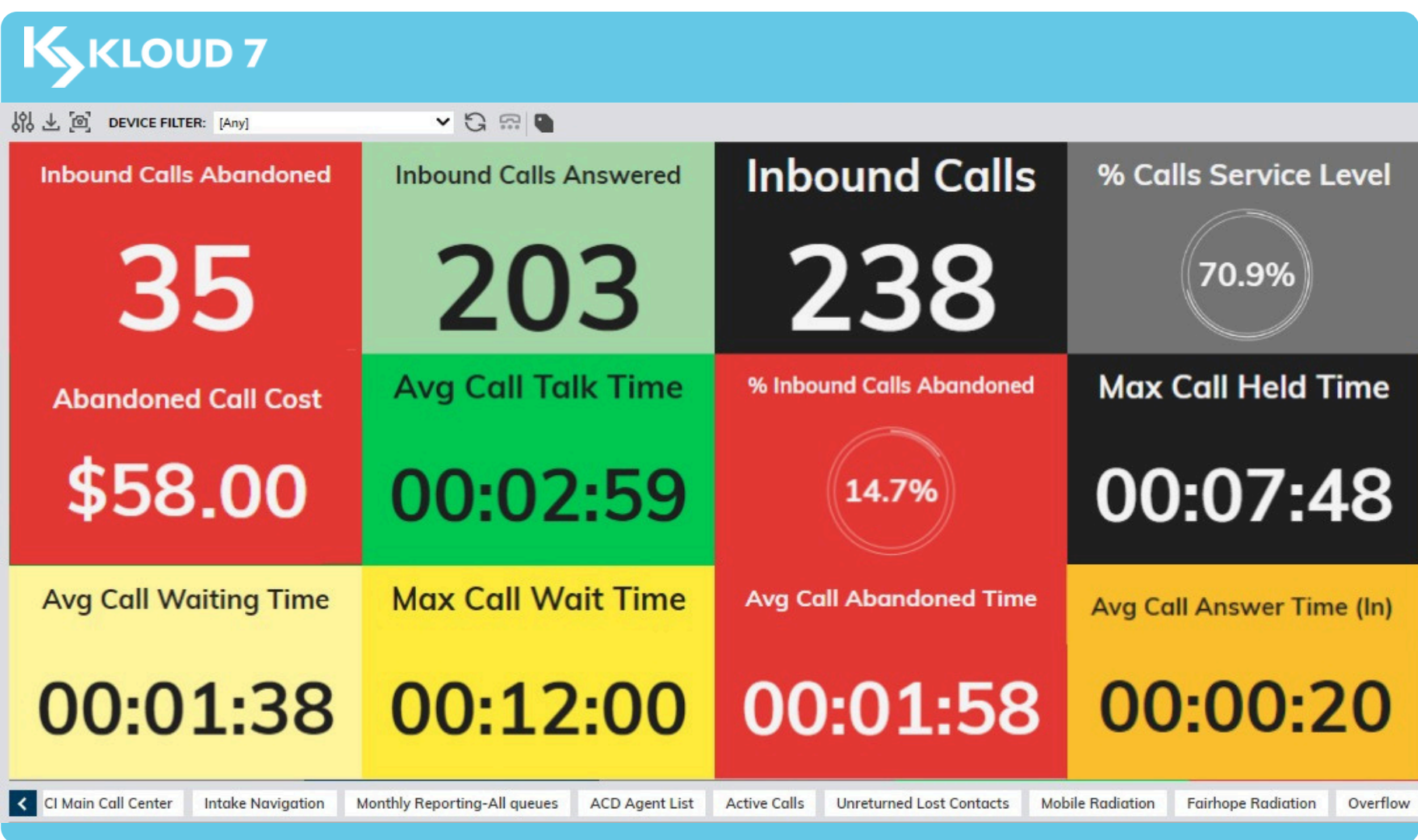
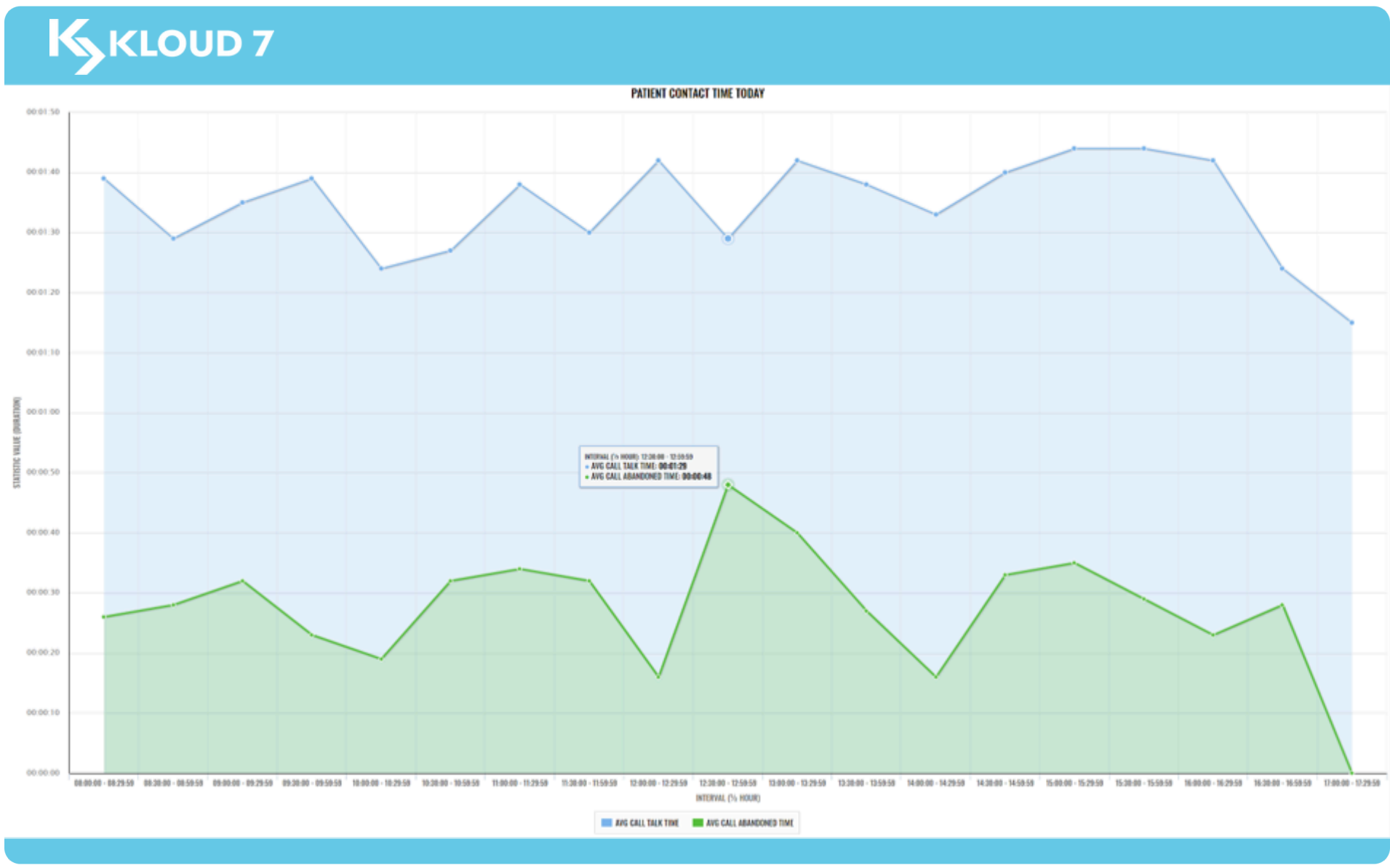
CALL HANDLING & THE HUMAN HANDOFF

Bridging Routine Support and Personal Care with Cairo

For OMNI's callers, help starts the moment the call connects. Cairo connects routine assistance with human support in a single call flow, so common requests are handled at first contact and anything that needs a person reaches the relevant team.

The Power of Cairo:

- **Conversational Understanding:** Patients explain the request in their own words, and Cairo identifies what they need.
- **Routine Assistance:** Cairo answers questions from an approved information or helps book appointment through its calendar integration.
- **Staff Support:** Requests needing individual attention, judgment, or specialized expertise are routed to the relevant team.



Calls by hour report

COVERAGE, CONTINUITY, AND PATIENT ACCESS

Communication as the First Step to Care

In healthcare, being reachable is part of the patient experience. A patient who cannot get through may delay a booking or need to call back, which adds friction before care begins.

Coverage Beyond the Front Desk Cairo adds answering capacity when teams are busy or unavailable. Because it runs on OMNI's existing number, patients reach the same front door whether staff are free, occupied, or out of the office.

- **Always On Answering:** Routine requests can be handled during peak periods and outside office hours, when staff are not available to pick up.
- **Healthcare Governance:** Cairo supports controls that set clear boundaries on what it answers, including no clinical advice and minimal collection of protected health information.

The ROI of Conversational AI

OMNI's early results show value in how the team's time is used as much as in how many calls are answered.

- 1. Less Repetitive Work** Common enquiries are handled through approved responses, which leaves staff more capacity for individual assistance.
- 2. More Room for Personal Attention** When Cairo handles routine requests, staff can focus on interactions that need human care, judgment, or expertise.
- 3. Visibility for Follow Up** Where enabled, call reporting and important call alerts help teams review interactions and identify callers who need follow up.

THE SUCCESS STORY: A BETTER FIRST CALL FOR PATIENTS

The "Busy Morning" Scenario (Illustrative)

In healthcare, the busiest hours at the front desk are often the hours patients most want to call. A patient calls OMNI's business number to book an appointment while the team is already helping others. Cairo answers, the patient explains the request in plain language, and Cairo helps complete the booking through its calendar integration. If the patient needs individual attention, the call is routed to the relevant team, so a routine call becomes a clear path to the next step.

Patient Experience: A 10% Increase in Satisfaction

OMNI reported a 10% increase in patient satisfaction after the first two months of using Cairo, alongside a 16% increase in call answer rates.

OMNI also reported feedback that callers received accurate information and had their requests handled more quickly. With appointment booking and routing already live, Cairo supports practical next steps for patients as well as routine enquiries, which keeps patient access professionals focused on the requests that need them.

THE KLOUD 7 VISION: A PARTNERSHIP BUILT ON TRUST

The Authoritative Verdict

OMNI's first two months show how conversational AI can support the first step toward care and the professionals behind it. Cairo makes routine support easier to reach, while patient access staff stay central to every request that needs personal attention.

Kloud 7 builds Cairo around each organization's approved information and routing preferences, on the business number patients already use. That approach brings consistency to routine calls without changing how patients reach their provider.

The Kloud 7 Promise: As OMNI builds on its early results, Kloud 7 stands ready. Whether it is refining approved answers or adding new routing paths as patient access workflows grow, we remain committed to our guiding principle:

"Knowledge is Power. Powering your communication allows you to take actions that grow your business, protect your people, and secure your future."

