



Automating administrative tasks in a medical clinic

HEALTHCARE

RESULT

60%

ADMIN TIME REDUCED

22%

BAD DEBT REDUCTION

and stronger patient engagement.

THE CHALLENGE

Admin staff burdened by labour-intensive scheduling, manual patient documentation and physician referral correspondence — driving operational inefficiency and bad-debt risk.

HOW AI WAS USED

- Implemented a practice management system tailored to the clinic's workflow, including automated appointment scheduling and an integrated pre-payment module reconciling against the GP's accounting platform.
- Deployed AI-enabled clinical scribe technology to generate structured clinical notes and draft referral letters during consultations.
- Introduced an automated SMS reminder system that engaged patients to schedule follow-up appointments, with autonomous booking inside the clinical platform.

WHAT IT PRODUCED

Streamlined administrative workflows that free up time for deeper doctor-patient engagement.

REUSABLE PATTERN

Wrap the operational workflow with AI at each touchpoint — scheduling, scribing, follow-up — so practitioners stay focused on the patient.

AI TOOLS & COMPONENTS

AI scribe

AI dictation

Auto-scheduler

SMS automation

Category	Client Operations
Sector	Healthcare
Tools used	4
Case study	02 of 06

See how this pattern could apply inside your business.

START THE CONVERSATION