



A Healthcare Story

The 7-Hour Wait

How we reduced the wait time for cancer patients from hours to minutes

01 THE PROBLEM NOBODY SAW

Imagine going through chemotherapy. Your body is fighting cancer. Then new symptoms appear – nausea, pain, diarrhea.

You need help. You call your care center.

7 hours later, someone finally calls back.

This wasn't an exception. This was the national average wait time nationwide.

02 THE NUMBERS

7 hours

Average patient wait time

60%

Of practitioners' time spent on the SABR entries

30+

symptoms patients could develop during treatment

03 RISING ACTION

The Shadow behind Every Shifts

Volume: Too many patients, too few caregivers.

Silos: Healthcare records in one system, medical records in another and conversations lost in notes.

Complexity: Every app, every login, every barrier made it harder for patients to get help.

Time: 60% of every conversation was gathering information that already existed somewhere.

What if patients could just text for help?
No apps. No portals.
Just care.

— The spark of an idea

Mid-flight, we made a critical discovery:

LLMs had evolved to beat traditional NLP. We rewrote the architecture.

Adaptation became our superpower.

05 THE BATTLE BEGINS

- ✓ Challenge 1: Build AI solutions that understand cancer care context and clinical notes, not just keywords.
- ✓ Challenge 2: Connect it to every available data source - EMR, Care Management Systems, and treatment records.
- ✓ Challenge 3: Meet healthcare regulations - No diagnosis. No prescriptions. Only personalized interactions and organizing information.
- ✓ Challenge 4: Combat the belief that "AI = instant solution." Enterprise healthcare is never instant.

07 THE SOLUTION - HOW WE BUILT IT?

1. AI that triangulates: Current symptoms + Treatment history + Medical records = Context
2. Text-first: SMS, Messages for Business, RCS. Even patients without smartphones could access care.
3. Intelligent integration: Real-time connections to EMR and Care Management Systems.
4. Auto-summarisation: Convert 15-minute conversations into clinical summaries instantly.
5. Human in the loop: Automated 24-hour post-care check-in text messages re-connect patients if symptoms persist.

08 THE TRANSFORMATION

Wait Time
7-hours → 30 min

Improving the continuity of 24-hour post-care check-in
40% → 100%

Patients Served
2,000 → 20,000

WHAT VICTORY LOOKS LIKE?

Patients feel heard. Even when talking to AI, because the system knows their journey, and every conversation is personalized.

Practitioners focus on care, not data entry. The AI handles the information gathering.

Symptom Management Care Services scaled 10x without hiring more staff proportionally.

Accuracy improves dramatically. For the first time, all data sources speak to each other.



Every Problem Has a Story

What is yours?

Let's write it together.

Contact Us