

Smarter Call Handling for Better Care

How Olive Health Saved 11+ Hours Weekly with AI-Powered Call Automation.



Olive Health is a trusted primary care provider aiming to create a tailored healthcare experience that addresses the needs of each unique individual. With a highly trained team of medical experts, Olive Health has an unwavering commitment to the welfare of our patients.

Industry

Healthcare

Size

Small Business
(1-100)

Introduction

Olive Health, a primary care provider in the healthcare industry, operates in a fast-paced patient-facing environment where responsive client and prospect communication directly impacts care delivery and business growth. The organization relies heavily on phone-based interactions to serve its clients and manage incoming inquiries.

Scenario

Before adopting net2phone's AI Agent, the company managed all client and prospect interactions through manual, in-house staff, including a dedicated receptionist and team members who fielded calls and texts directly. As inquiry volume grew, this approach became unsustainable. The single biggest challenge centered on difficulty handling increased volume, which led to missed calls and lost opportunities. With staff stretched thin across competing priorities, the company needed a way to capture every interaction without expanding headcount or sacrificing responsiveness.

Olive Health has strengthened both operational efficiency and client responsiveness without adding staff.

Outcome

The net2phone AI Agent now handles between 25% and 49% of all client and prospect interactions, absorbing a substantial share of the volume that previously overwhelmed in-house staff. This shift saves the internal team an estimated 11 to 15 hours per week, freeing receptionists and team members to focus on higher-value patient and business activities rather than fielding every incoming call. Just as importantly, the company has addressed its core pain point of missed calls and missed opportunities, ensuring that prospects and clients reach a responsive point of contact even during peak demand. As the company noted, the decision came down to “superior AI capabilities and natural language processing,” which continue to deliver the conversational quality needed in a healthcare setting where clear, professional communication is essential. By converting a manual, capacity-constrained process into a scalable automated channel, the healthcare provider has strengthened both operational efficiency and client responsiveness without adding staff.

Key Statistics

25% +

**Interactions handled by
the AI Agent**

11+

Hours saved each week

“I’ve enabled our net2phone AI Agent to handle medication refill requests, take messages for providers about patient hospital admissions and discharges, and answer basic patient questions while directing them to our website for forms. It’s really streamlined our workflow by capturing these routine tasks so my staff can focus on completing the action items rather than constantly answering phones.”

- Joel G. Operations, Olive Health