

Freeing Staff to Focus on Care

How Regatta Health lowered its after-hours expenses while keeping every patient call answered and every emergency escalated.

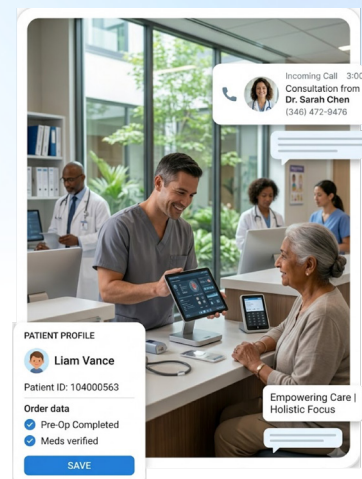
The mission of Regatta Health is to provide personalized care, maintain dignity, and maximize quality of life, in a compassionate, helpful setting. The doctors are board certified hematology and oncology specialists dedicated to your health. Their combined experience and healthcare team can create a treatment plan to give you the best possible outcome and maximum quality of life.

Industry

Healthcare

Size

Small Business
(1-100)



Introduction

Regatta Health is a specialty medical practice where patient needs don't stop when the office closes. After-hours calls are part of the job: some are routine questions that can wait until morning, and some are urgent situations that need a physician right away. For a practice like this, being reachable around the clock isn't a nice-to-have, it's a standard of care. The challenge is delivering that coverage without letting the cost of it run away.

Scenario

For years, Regatta Health met its after-hours obligation the way many practices do. By paying for a live answering service. It worked, but it was expensive. As a president-level operator watching the practice's economics closely, the owner saw staffing-and-service costs as the single biggest pain point in handling patient and prospective-patient calls. A live service meant paying month after month for coverage that, much of the time, amounted to taking a simple message.

The practice wasn't looking for more features. It was looking for a more economical way to stay reachable. One that preserved the safety net for genuine emergencies while cutting the recurring cost of routine after-hours message-taking. Cost-effectiveness, more than any other factor, drove the search for an alternative.

Outcome

Regatta Health replaced its answering service with net2phone's AI Agent, deployed on voice calls to cover the after-hours window. The Agent takes messages for routine inquiries and, crucially, uses a triage function to recognize emergencies and route those callers straight to the doctor, so patients stay covered around the clock, and urgent cases still reach a physician without delay.

Today the AI Agent handles between 10% and 24% of the practice's patient and prospect interactions and saves the internal team under five hours a week. But the ongoing economics are what make it worthwhile. The Agent delivers monthly cost savings compared to the live answering service it replaced, recurring relief on exactly the operating cost that prompted the search in the first place.

The result is a practice that answers every after-hours call, escalates the ones that matter, and pays less to do it. With the system already proven on voice, Regatta Health has a foundation it can extend to more call types as new needs emerge, turning a modest first win into a durable cost advantage.

Key Statistics

10-24%

interactions handled automatically

5 hours

saved per week

We use the net2phone AI Agent to handle after-hours calls at Regatta Health. It takes messages for routine inquiries and uses a triage function to route emergencies directly to the doctor. It's been a cost-effective alternative to a live answering service, helping us save money while keeping our patients covered around the clock.

- *President, Regatta Health*