AI Communication Toolkit

Ready to Transition to AI?

Congratulations on adding the AI Assistant to your practice! We know adopting new technology can feel like a big step, and we're here to make the transition as smooth and stress-free as possible.

This **AI Communication Toolkit** is designed to help you easily share information about your new tool with your staff, your patients, and the partners who support your practice operations. Keep in mind it's best to give patients notice before launching, and you'll want to review your vendor SLAs to coordinate a smooth launch for your AI Assistant.

How to Use This Toolkit

Inside, you'll find ready-made communication templates you can copy, customize, and send. Each one is designed to help you introduce the AI Assistant with clarity and confidence, no matter who you're communicating with.

Simply choose the templates you need, personalize any details, and start sharing the news about your new AI Assistant.

What's Included

- Email to Practice Staff
- Email and SMS to Patients
- Email to Phone Vendor
- Email to Website Vendor

Post Launch Considerations

If you plan to ask patients for feedback, make sure you have a simple way to collect and organize it. This could be a shared document, a tracking spreadsheet, or a set of compiled notes. We'd love for you to share this feedback with the RevenueWell team so we can continue improving your AI Assistant experience.

Email to Practice Staff

Hi Team,

I'm excited to share that we're introducing a new **AI Assistant** named **Kora** to help support our daily operations and improve the overall experience for our patients. Kora will be available across several channels (phone, website, and text messaging) to help handle common requests and streamline how patients connect with us.

What Kora can do:

- Help patients schedule appointments
- Answer general questions about the practice
- Collect missing patient information quickly and conveniently
- Reduce call volume by resolving simple inquiries before they reach our team

The goal behind adding Kora is to make your workday easier. By automating repetitive, manual tasks, Kora will help free up your time so you can focus on patient care, meaningful interactions, and work that requires your expertise.

Kora is here to support our team, not replace it. This tool is designed to ease workload pressure and give us all more time to work efficiently and effectively. Your roles remain essential to the care we provide every single day.

As we begin using Kora, your feedback will be incredibly valuable. Please let me know what's working well, what feels unclear, and what needs to be improved. This is a new resource for all of us, and your insight will help make it successful.

Thank you for everything you do!

Best,

[Signature]

Email to Patients

Hello,

We're excited to share that our practice is introducing a new **AI Assistant** named **Kora** to help make your experience with us quicker, easier, and more convenient.

Kora is here to support you by phone, web chat, and text with:

- Scheduling, rescheduling or canceling Appointments
- Answering general practice questions
- Confirming upcoming appointments
- Collecting missing information before visits

Our goal is to give you a smoother, more flexible way to connect with our team while still providing the same personal, high-quality care you expect from us. Kora simply helps get you what you need faster, and without any wait time!

If you prefer to speak with a member of our staff, you can transfer the call at any time. Just ask Kora, and she'll make the switch for you.

As you start interacting with Kora, we'd love to hear how it's going. Your feedback will help us make sure this new tool supports you in the best way possible.

If you have any questions, we're always here to help. Thank you for being a valued part of our practice!

Best,

[Signature]

SMS Option:

Say hello to Kora, our AI Assistant! She's here to help answer questions, schedule visits, and provide quality care. Give her a call today - **[Phone Number]**.

Email to Phone Vendor

Hello,

We're reaching out because our practice is rolling out a new **AI Assistant**, and we'd like to integrate it into our phone system. This tool will help improve our patient experience, reduce call volume, and provide a solution for after-hours calls.

To ensure everything is set up correctly, we need your help with the following items:

1. Forward Calls to the AI Assistant. Here is the RevenueWell AI inbound phone number that calls will need to be forwarded to: **[Insert AI Inbound Number]**

2. Phone Tree Routing. Here's how our phone tree options should route to Kora:

- Option [#]: Schedule, reschedule, or cancel an appointments
- Option [#]: General questions about the practice

3. Greeting Announcements. Please let us know whether any existing greeting messages or call flow announcements need to be updated or re-recorded based on this new routing.

4. Time-Based Call Forwarding. We'd also like to explore time-specific forwarding options, like forwarding after-hours calls or overflow calls directly to the AI Assistant. Let us know if this is possible.

5. Testing & Confirmation. Once routing is configured, we'd like to run a quick test and confirmation to ensure calls are flowing correctly and the setup is working as expected.

We appreciate your support in helping us bring this new tool to our practice. If you need any additional details or documentation, let us know!

Best,

[Signature]

Email to Website Vendor

Hello,

We're reaching out because our practice is introducing a new **AI Assistant** to our everyday operations. This tool will play a key role in enhancing our patient experience and improving efficiency across the practice.

One of the primary ways patients will interact with the AI Assistant is through a **chat widget** on our website. To enable this feature, we'll need to add a small script so the widget loads properly across the entire site. The script is lightweight, loads asynchronously, and will not impact site performance.

Once you confirm you're ready to implement it, we'll send over the exact code snippet.

If you have any questions about compatibility or placement within your platform, feel free to reach out. We want to make sure the setup is smooth for everyone involved.

Thank you for your help and partnership as we bring this new tool to our patients!

Best,

[Signature]