

SimboVara: AI Phone Copilot for Healthcare

SimboVara is a multilingual AI front office phone copilot for healthcare teams. It answers inbound calls in about two seconds and scales to many simultaneous calls. It automates common front desk workflows so your staff can focus on patients who need a human. You also get a clear dashboard to view, search, and manage every interaction.

“ Quick context: SimboVara is built on the same platform as SimboConnect. SimboVara is inbound first with a fast self-serve setup and transparent plans. Advanced outbound programs are part of SimboConnect.

1) Product Overview

What SimboVara is

An AI phone copilot that mirrors real front desk work. It speaks naturally, understands context, and follows your clinic rules. It focuses on inbound automation and simple outbound callbacks from the dashboard.

What it focuses on

- Answer every inbound call quickly with high concurrency
- Automate front desk tasks that repeat many times each day
- Give leaders visibility with search, filters, analytics, and audit trails
- Keep patients safe with a controlled, hybrid AI design that avoids open ended answers
- Provide accurate answers to office questions using your approved website pages and policies

Languages

English and Spanish at minimum, with the ability to add more as needed.

https://www.youtube.com/embed/_yKq8TZy9Jo?si=A-5yl5ayErVNZaSI

2) Core Capabilities at a Glance

- **Human like conversations.** Natural, context aware dialogue that feels like a trained staff member
- **High concurrency and fast pickup.** Handles large spikes and answers in about two seconds
- **Website and policy awareness.** Reads your approved website pages, office handbook, and FAQs to answer questions safely
- **Inbound first automation.** Office hours, next opening time, directions, parking, public transport, accepted insurances, provider information, preparation and paperwork guidance, after hours handling, and intelligent routing
- **Message taking and tasks.** Collects details for refills, records, referrals, billing questions, and routes to the right team
- **Outbound scope.** Outbound minutes support necessary callbacks from the dashboard
- **Dashboard for operations.** Tasks, search, filters, analytics, and unified phone plus text
- **Complete audit trail.** Audio, transcript, and AI summary for every call
- **Administrative controls.** Users, locations, holidays, on call schedules, and coverage rules
- **Mobile access.** On call doctors and staff can work from anywhere
- **Security and compliance.** Built for healthcare with strict controls and audit logs

3) Inbound and Outbound Use Cases

Inbound call automation

- Answer office FAQs such as hours, next opening time, directions, parking, public transport, accepted insurances, and provider information
- Provide office policies such as no-show, late arrival, refill timing, and records release
- Intake refills, referrals, records requests, and general messages, then create trackable tasks for staff
- Share preparation instructions pulled from your approved website pages, such as what to bring or how to check in
- Route to the right person or team based on caller intent, emotion, and urgency
- Handle after hours with clear coverage rules and escalation paths
- Screen and reduce spam or misdials with safe responses

“ The copilot can memorize approved website content and office handbooks to answer questions. It does not give medical advice.

Outbound call automation

- **Callbacks from the dashboard** for tasks that need a return call
- Proactive outbound programs are available in SimboConnect when you need them

4) Architecture and Operating Model

Human like front end with an automation back end

On the front end, SimboVara talks like a person. On the back end, it runs workflows that match your practice rules. It uses intent detection, dialog control, and strict guardrails to keep answers consistent and safe.

Multi agent system with seamless handoffs

Specialized agents handle different jobs, similar to a call center with experts for FAQs, intake, routing, and after hours logic. Handoffs happen in milliseconds, so callers do not notice.

Workflow design and customization

You define outcomes and rules. SimboVara mirrors your current process rather than forcing a rigid IVR menu. The dashboard shows analytics and end to end communications so you can improve over time.

Knowledge sources

You choose what the copilot is allowed to use. Typical sources include your public website, patient instructions, office handbook, policy sheets, and approved answers. The system answers only from these sources to protect accuracy and brand voice.

High concurrency and speed

The platform is engineered for very high call volumes with rapid pickup to reduce holds and handle spikes.

Security and compliance

Operations use healthcare grade safeguards including encryption, role based access, and audit logs. The platform uses a Symbolic RAG approach and strict answer control to protect patient data.

5) Day One Deliverables

- **360 degree dashboard.** Tasks, search, filters, analytics in one workspace
- **Unified communications.** One view across phone and text
- **Full audit trail.** Audio, transcript, and AI summary on every call
- **Admin controls.** Manage users, locations, on call schedules, holidays, and coverage rules
- **Mobile apps.** On call doctors and staff can work from anywhere
- **Self serve setup.** Create an account in minutes. Typical go live is 2 to 5 days after you configure flows

6) Conversational Experience and Personalization

Voice, tone, and personality

Choose how the copilot sounds and behaves. Options include professional, casual, very friendly, or very conversational. You can choose from many voices or use a custom voice.

Emotion awareness and escalation

The copilot detects caller emotion. If a caller is upset, it acknowledges the concern and follows your escalation workflow. For example, it can forward to a live agent or a designated group after acknowledgment to protect patient experience and brand reputation.

Safe, consistent answers

The copilot speaks only from approved sources. It never improvises medical advice. It always includes safe disclaimers when a question is clinical in nature and offers to connect the caller to staff.

7) What Happens During a Call

SimboVara follows your rules to decide among three outcomes.

1. **End to end automated resolution**

The copilot completes the request without human involvement when the answer is available from approved sources. Examples include hours, directions, accepted insurance, provider bios, preparation instructions, FAQs from website, and policy questions.

2. **Asynchronous human follow up**

The copilot collects details, creates a task on the dashboard, assigns it to the right staff member, and can follow up to ensure timely completion. Examples include intake for refills, records, referrals, and billing questions.

3. **Immediate live transfer**

The copilot transfers to a live human when needed. Examples include an agitated caller, a sensitive billing dispute, or a referral office that should reach a specialist.

You control the mix. Which calls resolve automatically, which become tasks, and which transfer is fully configurable.

8) Detailed Task Coverage

- **Office information.** Hours, next opening time, holiday schedules, directions, parking, public transport, building access, Wi-Fi details
- **Policies.** No-show, late arrival, paperwork, identification, payment, minors and guardians, language access
- **Insurance and billing basics.** Accepted plans, where to find member ID, how to send an image of the card, how to pay a statement, where to read financial policy

- **Refills, records, referrals, orders.** Intake the request with all required details, create a task, route to the right team, and send a confirmation
- **Preparation and instructions.** What to bring, fasting or hydration reminders as written on your website, check in steps, portal and SMS expectations
- **After hours workflows.** Execute coverage rules, notify the on call person, or collect a message with proper disclaimers
- **Spam prevention and safety.** Detect and deflect spam and robocalls, enforce blocklists, and protect staff time

9) Patient Safety Model and Use of AI

Patient safety is the top priority

Now, patient safety is the most important principle for us. SimboConnect is not a ChatGPT wrapper, an agent that simply forwards every patient to ChatGPT or similar technologies and lets them handle everything. We do not do that. We are a hybrid, multi-agent system that uses several specialized agents which we control end to end.

Where large language models are used

We do use large language models, which are the technology behind ChatGPT, but only for specific complex tasks where they add clear value. A common example is natural appointment time negotiation, where patients speak freely and the system needs to negotiate times in natural language. Even in these cases, the model operates inside strict guardrails. Patients are not placed directly into open-ended model sessions.

Why we avoid open-ended use of general models

This is important because the underlying technology is still experimental and it can make mistakes.

Examples of risks we explicitly design against:

- There have been public incidents where open-ended models gave unsafe guidance to vulnerable individuals. Even if such events are rare, for example 1 in 100K cases, we will not take that chance with patient interactions.
- Open-ended models can hallucinate. In our experience, if you keep the conversation very open, you can see wrong answers as often as 1 out of 10 cases. For a front office, a wrong address, wrong clinic hours, or wrong information taken from a website is unacceptable.

Our control strategy

To prevent these failure modes, we built a hybrid model with strict answer control. SimboConnect uses our own technology stack to control each and every answer that the agent gives to a patient. If a question falls outside approved sources or workflows, the system prefers to not answer immediately rather than risk giving a wrong answer. In practice, that can mean collecting details and creating a task for staff, or escalating the call according to your rules.

Patented core technology

The foundation of this approach is our Brain Inspired Spoken Language Understanding technology. We hold four patents on this technology. It powers intent detection, dialog control, and safe execution of workflows so that answers are consistent, traceable, and aligned with policy.

10) Outcomes for Operations and Patients

- **Shorter waits.** Calls are answered quickly with capacity for surges
- **Lower front desk load and cost.** Automation handles routine work so staff focus on exceptions
- **Consistent caller experience.** Human like conversations that follow your policy
- **Accountability and follow through.** Tasks, assignments, and automated follow ups
- **Visibility and quality.** Full audit trail with audio, transcript, and AI summary
- **Flexibility for staff.** Mobile apps and a unified phone plus text view

11) Control, Governance, and Rollout

- **You set the rules.** Decide what resolves automatically, what becomes a task, and what transfers live
- **Fine grained routing.** Coverage rules, on call schedules, and holiday handling are configurable
- **Self serve deployment.** Create an account and configure flows in a few days
- **Transparent plans.** See included usage, features, and tiers in the SimboVara portal

12) Summary

SimboVara is an inbound first AI phone copilot that answers every call quickly, speaks like a trained staff member, and runs automation behind the scenes. It mirrors your workflows, gives you a 360 degree dashboard with full audit trails, and protects patient safety with a hybrid multi agent design. From day one you receive unified phone plus text, clear admin controls, and a fast self serve rollout.

13) Upgrade Path and How to Get Started

Most practices start with SimboVara to offload inbound calls and improve staff efficiency. When you need proactive outbound campaigns, you can move to SimboConnect without losing the shared dashboard. To begin, create a SimboVara account and follow the step by step setup guide. Typical go live is within a few days after you configure flows.

14) Pricing Snapshot

- **SimboVara.** Transparent self serve plans with included call volumes, a dedicated number per plan, analytics, and mobile access
- **SimboConnect.** Enterprise pricing through consultation since scope depends on outbound programs

15) Frequently Asked Questions

Q1. Does SimboVara support multiple languages

Yes. English and Spanish are supported, and more can be added.

Q2. Can my staff use mobile apps

Yes. Staff can use the mobile app for on call work and quick follow ups.

Q3. How long does it take to go live

Create an account in minutes. Many practices go live in 2 to 5 days after configuration.

Q4. Does the copilot give medical advice

No. It answers office and policy questions from approved sources and offers to connect callers with the care team for clinical matters.

Get started now: <https://vara.simboconnect.com>

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