ROUND INFINITY

FOR HOSPITALS, HEALTH SYSTEMS, CLINICS AND PRACTICES

Move your patient access to agentic.

AI agents answer every patient, clear every authorization and prepare every visit. Clinicians and your staff decide what matters.

01	**Every patient call answered**	02	**Visits cleared before the day**	03	**Fewer no-shows and denials**



From manual to agentic.

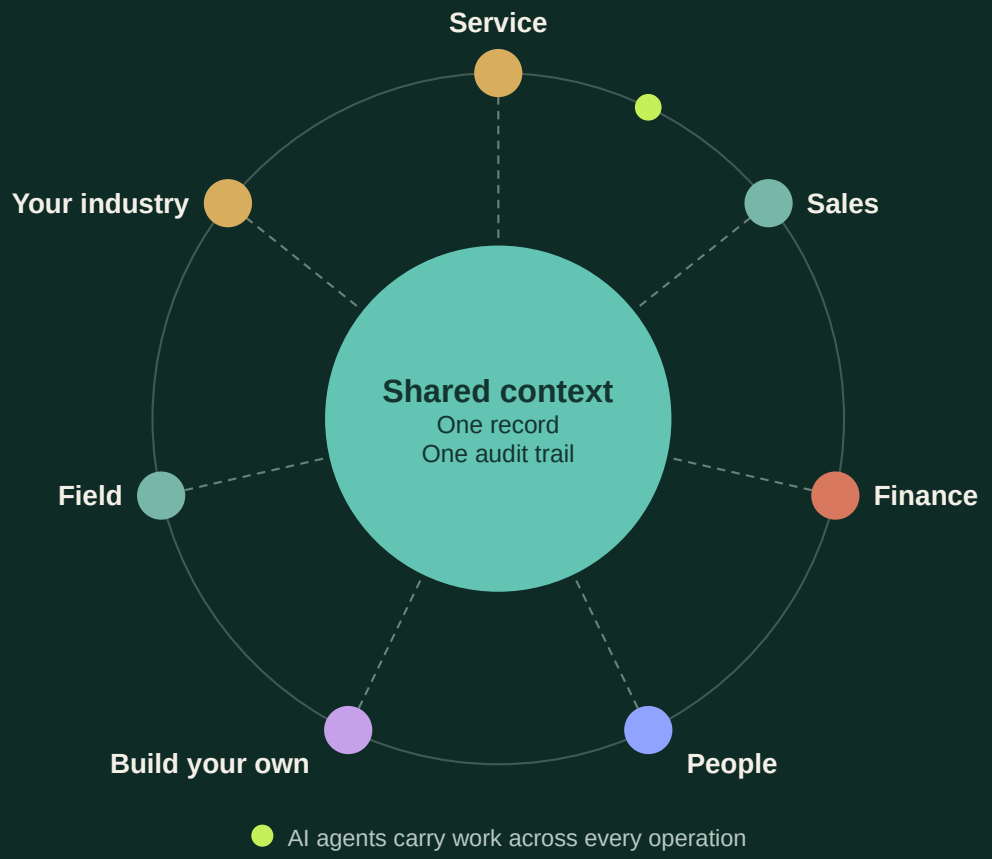
TODAY		WITH ROUND INFINITY
Patients wait on hold to book	→	Calls and messages answered 24/7 and routed to the right care
Referrals sit in fax queues	→	Referrals read and matched to a provider and slot
Authorizations chased on the day	→	Eligibility and authorizations cleared before the visit
Bills confuse patients and stall payment	→	Bills explained in plain language; plans set within policy



Every operation on one shared context.

Your industry's workflows and your core operations run on one shared context. An agent that picks up a task sees every customer, case, contract and payment it touches, and acts across your systems.

One record	Customers, documents and decisions stay connected.
One audit trail	Every action, by an agent or a person, is recorded.
AI agents that act	They prepare, decide within limits and hand off.
People in control	Approvals sit where judgment matters.



One patient journey, end to end.

Five steps. Pack apps hold the work, AI agents do it, people decide, and a Round Infinity use case completes each step.

01 REACH

Answer every patient call and message

AI AGENT

Patient Access · Appointment Coordination

Answers 24/7 and books, moves and fills appointments.

APP Patient Access Center

PEOPLE Staff handle clinical questions.

USE CASE **Service**

→

02 REFER

Move referrals and authorizations forward

AI AGENT

Referral & Authorization

Assembles referral packets and authorization requests.

APP Referrals · Prior Authorization

PEOPLE Clinicians and payers approve.

USE CASE **Appointment Scheduling**

→

03 PREPARE

Register and prepare patients before the visit

AI AGENT

Digital Intake

Reads insurance cards and IDs; collects forms and consent.

APP Digital Intake & Consent

PEOPLE Front desk verifies exceptions.

USE CASE **KYC & Onboarding**

→

04 PAY

Explain bills and collect balances

AI AGENT

Patient Financial Service

Explains bills, sets up plans and takes payment.

APP Patient Financial Services

PEOPLE Billing staff handle disputes.

USE CASE **Accounts Receivable**

→

05 FOLLOW UP

Close the loop after every visit

AI AGENT

Care Follow-up

Checks in after visits and escalates warning signs.

APP Care Follow-up & Recall

PEOPLE Clinicians act on escalations.

USE CASE **Prospecting**

04 REFER

Every referral, ready to book.

The Referral & Authorization agent reads the referral, checks payer rules and assembles the packet. Staff send it.

- Patient and order details
- Clinical documents read
- Payer requirement
- Missing items
- Suggested provider and slot

POWERED BY

HEALTHCARE PACK — Referrals · Authorization agent

+ USE CASE — Appointment Scheduling

PREPARED BY AI AGENT

Illustrative

Referral · cardiology consult

Received today 09:14 · from primary care

PATIENT	Matched to existing record · MRN ending 3307
ORDER	Echocardiogram and consult · routine
PAYER	Prior authorization required for the echo
MISSING	Recent ECG report not attached

READY FOR STAFF

Authorization packet assembled for submission

Staff send · patient offered Tuesday 10:40

Six patient-access agents. Each with a partner.

AGENT 01

Patient Access

Answers calls and messages 24/7 and directs patients to the right care.

+ Service

AGENT 02

Appointment Coordination

Books, moves and confirms visits; offers earlier slots from cancellations.

+ Appointment Scheduling

AGENT 03

Referral & Authorization

Reads referrals, checks payer rules and assembles submissions.

+ Appointment Scheduling

AGENT 04

Digital Intake

Collects history, insurance and consent; flags conflicts for the desk.

+ KYC & Onboarding

AGENT 05

Patient Financial Service

Explains estimates and bills; sets payment plans within policy.

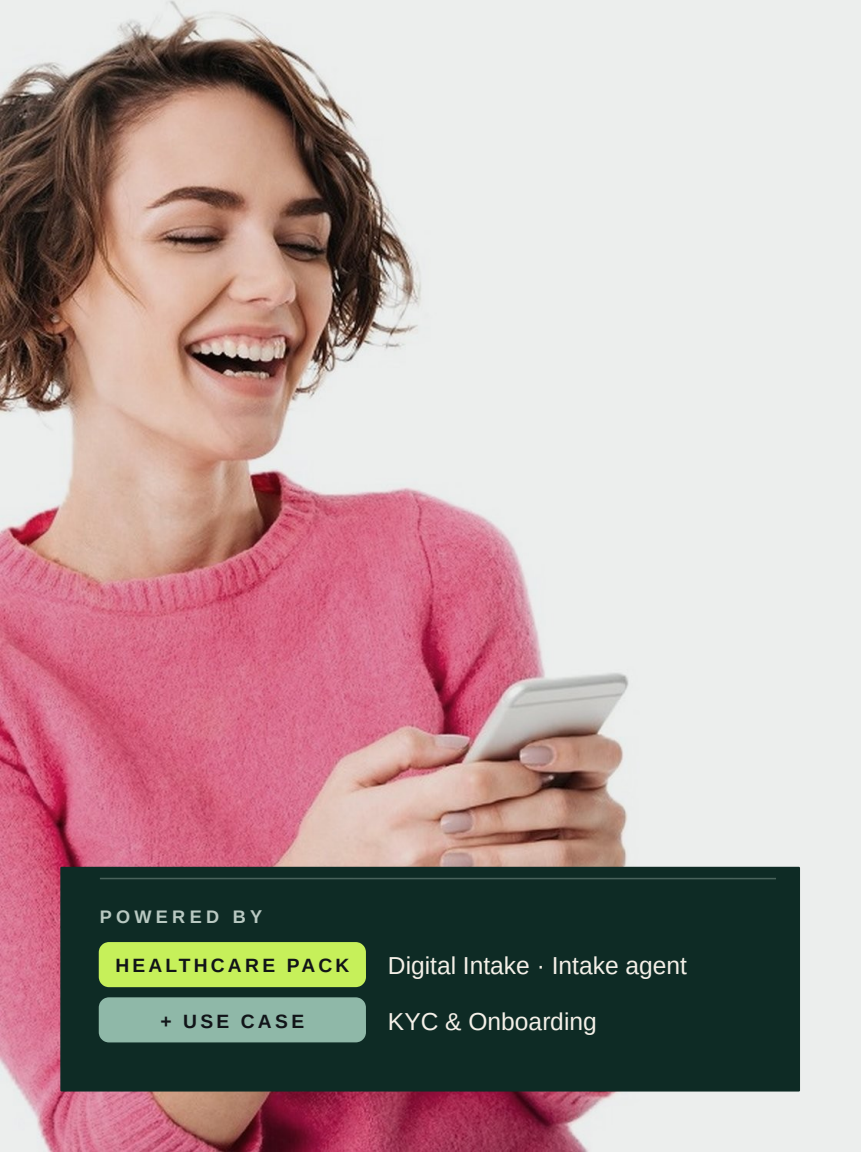
+ Accounts Receivable

AGENT 06

Care Follow-up

Checks in after visits and escalates answers needing clinical attention.

+ Prospecting



POWERED BY

HEALTHCARE PACK — Digital Intake · Intake agent

+ USE CASE — KYC & Onboarding

06 PREPARE

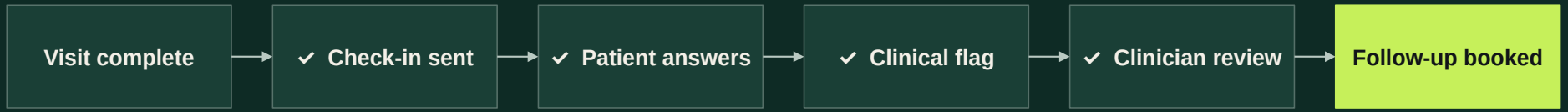
Patients arrive prepared.

History, insurance and consent are completed before the visit, and eligibility is cleared in advance.

ACTIVITY · VISIT PREP · MRI FRIDAY — *Illustrative*

10:00	PATIENT	Booked an MRI by text for Friday 08:30
10:01	AGENT	Sent intake, consent and prep instructions
10:02	AGENT	Checked eligibility · authorization on file
18:20	PATIENT	Completed history · uploaded insurance card
18:21	AGENT	Read card · plan ID differs from record
18:22	AGENT	Flagged the mismatch for the front desk
09:05	STAFF	Confirmed coverage · visit cleared

Follow-ups that know when to escalate.



Pay

Patients get estimates and bills explained in plain language, can ask about balances at any time, and set up payment plans within your policy.

POWERED BY

HEALTHCARE PACK — Financial Services · Billing agent

+ USE CASE — Accounts Receivable

Follow up

After discharge or a visit, the Care Follow-up agent asks check-in questions, escalates answers that need clinical attention, and books follow-ups and recalls.

POWERED BY

HEALTHCARE PACK — Follow-up & Recall · Follow-up agent

+ USE CASE — Appointment Scheduling

08 THE PACK

Six applications, built for patient access.

Patient Access Center
Patient, coverage, appointments, requests

Referral Management
Referrals tracked to a booked visit

Prior Authorization Tracker
Payer rules, submissions, status, expiry

Digital Intake & Consent
Pre-visit forms, history, consent, ID

Patient Financial Services
Estimates, deposits, plans, balances

Care Follow-up & Recall
Post-visit and preventive outreach



Use cases that complete the picture.

All sixteen run on the same record, users and audit trail as the Healthcare pack.

● In the Healthcare pack

FINANCE

- **Accounts Payable**
  Supplier invoices matched and paid.
- **Procurement**
  Medical supplies bought with budget control.
- **Accounts Receivable**
  Deposits, payment plans and balances collected.

Financial Close
Slips seen before reporting is at risk

PO to Cash
Clean orders, fewer delays

Travel & Expense
Policy enforced before money leaves

CUSTOMERS & REVENUE

- **Service**
  Patient calls, texts and web requests, one record.
- **Appointment Scheduling**
  Visits booked, moved, reminded and confirmed.

Field Service
Higher first-time fix, billed on site

- **Prospecting**
  Recall and preventive outreach lists engaged.

Sales Execution
Shorter cycles, protected margin

Online & In-Store Sales
More sales recovered, promises kept

PEOPLE & CONTROL

- **Recruitment**
  Clinical and front-office staff hired.
- **KYC & Onboarding**
  Patient identity and insurance documents verified.

Legal Operations
Faster answers, no missed obligations

PLATFORM

Build Your Own
From idea to live operation, fast

START WHERE IT HURTS

Pick the operation with the most delay, manual effort, customer friction, control risk or cash impact. Finish it end to end, then add the next.

Tracked from request to done.

WORKFLOWS

Referral to scheduled visit	Received, triaged, booked, confirmed
Eligibility and prior authorization	Checked and approved before the visit
Pre-visit intake	Forms, consent and prep in advance
Payment plan setup	Estimate, plan and reminders
Post-discharge follow-up	Calls, checks and escalations
Recall and preventive outreach	Due patients contacted and booked

DASHBOARDS



Referral leakage

Referrals not converted to visits



Time to appointment

By specialty, provider, site



Authorization denials and TAT

By payer and service

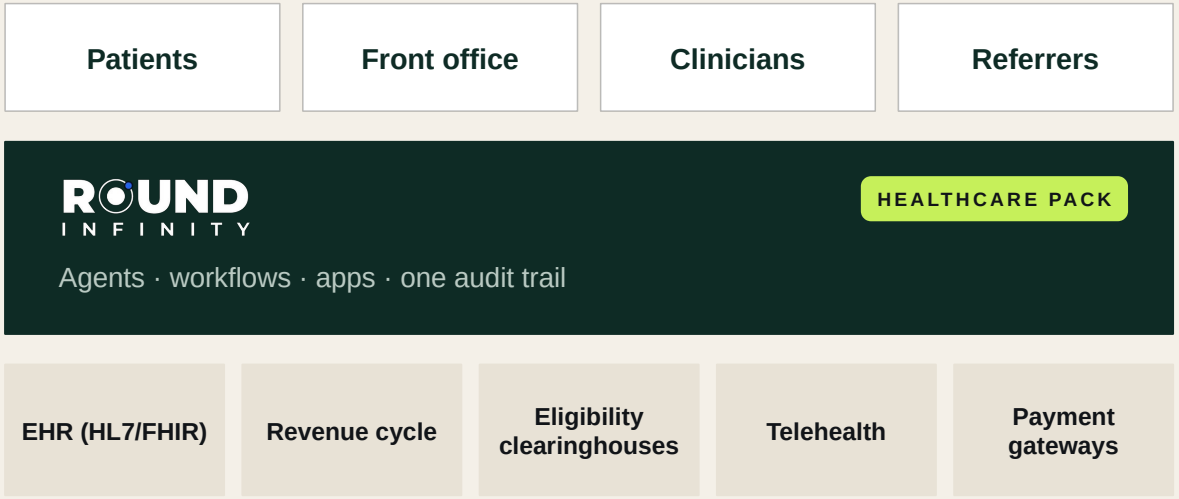


No-show rate

By clinic, slot, patient group

Works alongside your EHR.

Clinical records stay in your EHR and revenue-cycle system. Round Infinity runs access, referrals, authorizations, intake and follow-up around them.



Your systems of record stay where they are

INCLUDED WITH EVERY SUBSCRIPTION

- AI Execution Engine
- AI Agent Builder
- Workflow Automation
- Customer 360
- Apps & Portals
- Integrations & APIs

Price the full journey, not just the pack.

Platform

Named users and the core platform

+

Healthcare Providers pack

Apps, agents, workflows and dashboards above

+

Use cases

Appointment Scheduling · Service · Accounts Receivable · KYC & Onboarding

+

Usage

AI, voice and messaging — pay as you use

One platform, one data model, one user set, one audit trail. The pack and your use cases share all of it.

Price your operation → roundinfinity.com/pricing

ROUND INFINITY

NEXT STEP

See it run at your front door.

01	**Walkthrough**	Map access, referrals, intake and billing
02	**Demo**	See the agents prepare a visit end to end
03	**Quote**	Platform, pack and usage — sized to you

Book a demo →

roundinfinity.com