

Barb McLaughlin



Barbara's expertise is HOW TO COMMUNICATE EFFECTIVELY with a focus on Healthcare. A lot of the information presented to patients is not remembered, understood or complied to.

Barbara's life's passion is to help patients navigate and comprehend the healthcare world so they are not so frightened and upset by the mere process.

Barbara worked with Smart Source to create a series of products and services whose primary function is to educate and communicate to the patients. Visit our website at www.hand-holder.com and see how we meet this challenge. Then send us your comments and ideas so you too can help take care of everyone and feel good about your life every day!

Healthcare Artificial Intelligence (AI)

Barbara K. McLaughlin

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At Smart Source our AI is primarily focused on patient access and operations.

Our **Pre-Reg Digital Employee** can collect necessary preliminary information to automatically get patients into the healthcare system EMR and/or database.



Meet "DEE" – Digital Employee Extraordinaire

Our **Pre-Pay Program** can collect co-pays and deductibles BEFORE patients arrive for their appointments in order to destress front desk staff and improve patient show rates!

Our **Scheduling Digital Employee** can schedule, confirm, cancel, or reschedule appoints by accessing the patient EMR as well as physician availability.

Our **Post Op Digital Employees (BOTS)** can place outbound calls for follow ups. Anything out of the ordinary transfers the patient to an MD or Nurse immediately!

Our **Collections Digital Employee** can unburden call centers by handling patients calling in just to pay their bills. This is estimated at around 20% of all inbound calls and out Bots can handle hundreds of phone calls simultaneously, and put recorded payments back into the EMR.

Other functions and languages available. These are built, implemented, fully functioning and scalable.

Please message or call us today if we can help you handle staffing shortages!

For more information visit: www.hand-holder.com

or contact:

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