IntelePeer and Redox Partner to Accelerate Implementation Timelines of AI Solutions for PE-backed Healthcare Companies

Dania Beach, FL, May 6, 2025 — IntelePeer, the leading end-to-end conversational AI platform provider, and Redox, a leading provider of healthcare data interoperability solutions, today announce a new partnership to accelerate AI implementations for private equity-backed healthcare companies. Through this collaboration, healthcare groups using IntelePeer's SmartAgent and SmartOffice solutions can rely on the simplicity of a turnkey AI solution that can be rapidly deployed with secure access into hundreds of healthcare applications, including electronic health record (EHR) systems and Practice Management Solutions (PMS). Coupled with IntelePeer's reliable and scalable voice and omnichannel AI agents, these solutions enable organizations to achieve financial returns in less than three months.

"IntelePeer is deeply committed to helping private equity-backed healthcare organizations achieve tangible business results in less than 90 days," said IntelePeer CEO, Frank Fawzi. "By integrating Redox's industry-leading interoperability network with IntelePeer's AI-powered automation platform, we're eliminating one of the biggest pain points our healthcare customers face—connecting their communications systems within complex EHR and PMS environments. This integration allows providers to deploy communications solutions quickly and securely, all while maintaining compliance and improving business outcomes. It's a powerful step forward in enabling medical and dental practices to modernize operations, reduce administrative overhead, and rapidly deliver business results that increase revenue and improve net margins for their organizations."

Through the Redox partnership, IntelePeer is making it easy for healthcare organizations to streamline patient engagement, automate communications, and drive better outcomes through frictionless data exchange. Redox's secure and scalable platform allows IntelePeer to connect with more than 90 EHR systems, empowering organizations to:

- **Increase revenue and drive greater efficiency and cost savings** with improved appointment management, reduced no shows, and automated payment management.
- **Improve care coordination** by automating communications triggered by real-time EHR events.
- **Reduce administrative burden** with intelligent voice, SMS, and chatbot workflows that free up staff time.
- **Enhance patient satisfaction and outcomes** by meeting patients where they are with timely and relevant information.

"With Redox's real-time, bi-directional data exchange, IntelePeer customers can deliver personalized and connected experiences at the right time to improve patient care management and drive greater operational efficiencies," said Rachel Witalec, Chief Product Officer at Redox. "Dealing with disparate legacy data from multiple source formats is complex. Redox simplifies the process, delivering the necessary data in real-time to automate workflows and bring use cases to life, all while increasing in-office productivity."

IntelePeer's SmartAgent solution automates inbound interactions for medical practices and dental offices, helping them quickly and easily streamline front office responsibilities and empower self-service communications for a much faster ROI. It allows dental providers to manage spikes in call capacity and engage patients with conversational AI appointment management and reminders. This reduces front office or contact center costs while optimizing schedules and revenues and adhering to strict compliance measures. SmartOffice offers multi-facility practices unparalleled automation and enhanced interaction resolution. It allows for routine patient interactions to be addressed without the need for human intervention, giving staff time back to focus on more complex patient needs.

To learn more about IntelePeer, visit www.Intelepeer.ai.

About IntelePeer
IntelePeer streamlines customer interactions, enabling businesses and contact centers to lower costs, improve the customer experience, and accelerate return on investment. Harnessing the power of agentic AI, IntelePeer's Conversational AI Platform delivers speed, observability, visibility, and flexibility — all built on top of a global, secure communications network. Producing human-like interactions, the platform automates voice and digital customer service capabilities and provides industry-leading time-to-value with solutions that work seamlessly with existing enterprise software and infrastructure, and easy-to-use tools that can be utilized by anyone.

---

https://news.aqurio.com/2025-05-06-IntelePeer-and-Redox-Partner-to-Accelerate-Implementation-Timelines-of-AI-Solutions-for-PE-backed-Healthcare-Companies