IntelePeer Expands Clinical-Grade Agentic Voice AI to Radiology, Delivering Higher Utilization, Lower No-Shows, and Measurable Financial Impact

Deep EHR/RIS integration and safety-forward automation reduce administrative burden, expand access, and improve patient satisfaction

Dania Beach, FL, December 1, 2025 — IntelePeer, the healthcare-focused agentic AI and communications platform provider, today announced expanded availability of its Smart suite of solutions, including SmartAgent™, SmartOffice™, and SmartAnalytics™, purpose-built for multi-site outpatient radiology groups. These solutions automate high-volume patient access workflows, reduce no-shows, accelerate scheduling, and deliver measurable ROI with enterprise-grade safety, reliability, and interoperability.

Demand for outpatient imaging continues to grow, yet practices face rising administrative load, workforce shortages, and manual workflows that delay care and reduce throughput. Industry and academic benchmarks indicate that U.S. wait times for common outpatient imaging modalities now average 7–14 days, increasing risks of patient leakage, delayed diagnoses, revenue loss, and lower repayment rates.

IntelePeer's agentic AI is engineered to close these operational gaps by automating patient interactions end-to-end — from inbound calls and scheduling to reminders, insurance verification, payment workflows, and follow-up — with clinical-grade guardrails and transparent escalation paths.

"Radiology is the front door to the healthcare system," said Frank Fawzi, CEO, IntelePeer. "Our agentic AI solutions combine patient-centric automation, multimodal communications, and deep workflow integration. The result is higher access, fewer delays, and meaningful improvements in operational efficiency and financial performance. Radiology groups can deploy enterprise-scale AI with the ease, affordability, and speed that smaller practices need."

Customer spotlight

IntelePeer solutions are already delivering measurable improvements at radiology and other specialty practices across the country. For example, using IntelePeer technology in its AI-powered "Sara" smart agent to automate inbound communications, California Medical Business Services (CMBS) has:

- Lowered scheduling time from 15 minutes to 5 minutes
- Reduced no-show rates from 12% to 4%
- Increased patient satisfaction from 78% to 92%
- Produced $200K annual savings and 4x ROI within 12 months

"In radiology, the scheduling department is the gateway to care," said Jessica Montgomery, CEO of CMBS. "If you aren't answering the phone, patients will find another provider. Sara ensures patients get timely access while freeing staff to focus on complex cases."

Royal Health Inc integrated IntelePeer AI into its RIS platform and introduced its smart agent MJ Voice+. MJ brings conversational intelligence to patient engagement and operational workflows and delivers seamless experiences from scheduling to billing. Results include:

- Unified workflows across RIS and communications platforms
- Predictive analytics for capacity planning
- Enhanced patient engagement across modalities

"Our collaboration with IntelePeer represents a shared commitment to transforming the patient journey while creating sustainable growth for radiology practices," said Peter Nassif, CEO of Royal Health Inc. "Together, we're empowering imaging centers with the intelligent automation they need to scale operations without compromising the quality of care."

A safety-first, healthcare-grade approach

IntelePeer's solutions are designed specifically for regulated healthcare environments and include:

Clinical guardrails and escalation

- Role-aligned AI agent behavior with strict boundaries
- Automatic escalation for clinical, emotional, or complex inquiries
- Transparent audit trails and conversation logs

Enterprise-class security and compliance

- HITRUST-certified and HIPAA-compliant architecture
- Full auditability, consent capture, and traceability

Healthcare-focused testing and validation

- Extensive scenario testing and robust evaluation testing prior to production
- Reliability testing across accents, modalities, and demographics
- AI sentiment scoring and continuous performance monitoring & improvements

IntelePeer healthcare AI solutions

SmartAnalytics**:** Healthcare-tailored analytics that reveal operational bottlenecks and ROI opportunities. Features include:

- Custom KPI dashboards
- Interaction explorer with transcripts and audio
- Segment analysis for AI and live agent interactions
- AI-powered Quality Management agent for live call evaluation

SmartAgent**:** A voice- and omnichannel-capable agentic AI solution that automates front-desk and back-office workflows, including:

- Appointment scheduling and reminders
- Insurance verification
- Care coordination
- Billing inquiries and collections

For more information about IntelePeer's healthcare solutions, visit:https://bit.ly/3M3NzE4.

Visit IntelePeer at RSNA 2025

Meet IntelePeer at Booth #4253 to experience live demonstrations of radiology-ready agentic AI.
Join CMBS CEO Jessica Montgomery and IntelePeer CMO Nancy Scott for "How AI, Automation, and Analytics Are Reshaping Operational Growth and Patient Access" on December 2, 4:00 PM, AI Theater, Booth 5536, South Hall A.

About IntelePeer
IntelePeer automates patient interactions to help businesses reduce costs, enhance the customer experience, and accelerate ROI. Its conversational AI Platform leverages agentic AI to deliver fast, flexible, and transparent communications. The platform delivers human-like interactions, handles both voice and digital customer queries, integrates seamlessly with existing enterprise software, and offers easy-to-use tools accessible to anyone. For more information about IntelePeer, visit www.intelepeer.ai.

About Royal Health Inc
Royal Health Inc delivers innovative, cloud-based workflow solutions tailored for radiology healthcare providers. With a full suite of integrated tools spanning the entire radiology workflow—from pre-visit processes through revenue cycle and analytics—Royal Health enables organizations to streamline operations and elevate quality of care. Known for its customer-focused approach and scalability, Royal Health is committed to driving efficiency and reliability for complex, multi-site healthcare systems. For more information, visit www.royalemr.com.

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