



CUSTOMER STORY

Sun River Health Adds 4.5 FTEs' Worth of Call Center Time with Conversational AI

📍 PEEKSKILL, NEW YORK + FQHC



~100,000
routine calls
handled in 6 months

74%
shorter
hold times

183 hours
of calls handled
every week

THE PROBLEM

A contact center stretched thin around the clock

Sun River Health is one of the nation's largest Federally Qualified Health Centers (FQHCs), with 52+ locations throughout the New York City metro. Every week, thousands of patients call the centralized contact center, and staff were stretched thin – especially bilingual staff to serve the nearly half of patients who speak Spanish.

“Some patients need more time with us because they need multiple appointments or additional support,” said Diana Velez, VP of Contact Center at Sun River Health. “To care for them the way we want to, we needed to handle straightforward calls more quickly.”

The need was especially apparent after hours. The small overnight team lacks Spanish language support. Expanding multilingual access – and making staffing fluctuations easier to handle with always-on AI support – was critical.



Navigator helps our agents spend more time with the patients who need us most.”

Diana Velez
VP of Contact Center



THE SOLUTION

4.5 FTE’s worth of additional bandwidth with AI

Rather than treating every patient call the same, Sun River redesigned its contact center around the complexity of each request. “We were very strategic about where we wanted AI to help,” said Guadalupe Infante, Program Manager of Operations.

Luma’s Navigator uses conversational AI to handle call triage and straightforward needs like prescription refills, in English or Spanish. More complex requests, including behavioral health and dental needs, continue to be handled by trained staff. “We’re such a diverse health system. Navigator allows us to strategically support patients who need extra help,” said Velez.

HOW IT WORKS

- 1 Patients call Navigator and speak naturally in English or Spanish.
- 2 Navigator helps patients with straightforward needs like appointment scheduling, rescheduling, and prescription refills.
- 3 More complex requests are seamlessly transferred to trained staff.

I'll be unable to make my appointment tomorrow at 10am. What are some other options?

Would you like a link to reschedule?

OUTCOMES

Get their results

 Extend staff bandwidth without hiring HOW-TO: “Navigator works 24/7, so it helps a lot when planning for staff outages,” said Velez.	 Give patients options to connect HOW-TO: “Some patients prefer to self-serve, while others want to speak with a live agent,” said Infante.
 Expand after-hours access HOW-TO: Sun River now has Spanish support after multilingual staff have gone home.	 Shorten wait times HOW-TO: Navigator handles nearly one-third of straightforward calls, making wait times much shorter.

See how healthcare organizations are redesigning patient access with conversational AI.

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