



New York Dermatology Provider Automates

# Patient Messaging within ModMed & Klara

with OpenBots Agentic AI



## Challenge

One of New York's largest dermatology groups faced an overwhelming volume of patient messages, receiving over 3,000 daily inquiries through Klara, their patient messaging platform.

Managing this required 40 offshore staff, a number that kept growing alongside the workload—driving up costs and slowing response times.

### Solution

OpenBots deployed AI Agents to streamline and automate patient messaging.

- Smart Message Handling.**  
 Each query was analyzed and either directly answered using an FAQ database or categorized into specific buckets.
- Instant Routing.**  
 Messages requiring escalation were routed immediately to the appropriate department, ensuring quick responses.

### Results

The automation replaced the workload of 30 full-time employees, allowing the organization to scale operations without increasing staff. This resulted in.

- Faster Responses.**  
 Patients received answers in real-time.
- Lower Costs.**  
 Significant savings by reducing reliance on offshore teams.
- Improved Efficiency.**  
 Departments only handled relevant, pre-categorized queries.

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With OpenBots, we dramatically improved patient response times while cutting costs. The automation has been a game-changer for our team and our patients.

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— VP of Operations