

How AI-powered call support combatted chaos at this ENT practice

SIENT cut workload and gave providers more control—without adding complexity.

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6 providers | 2 locations

Tampa Bay Area

Otolaryngology (ENT) practice

Part of ENT and Allergy Associates of Florida

ModMed

150
calls intelligently triaged through AI

37
hours of staff time reclaimed

91
Net Promoter Score

\$3,600
in cost savings

**Within a six-month timeframe*

The problem

Call management at Scotch Institute of Ear, Nose & Throat (SIENT), a busy multi-provider ENT practice, wasn't just outdated—it was unreliable. Workflows relied on a legacy call system with manual workarounds through their VoIP provider. Patients selected their doctor from a menu and hoped a text went through. "We had issues where the text wasn't always received or heard," said Jodi Scotch, Practice Administrator.

"There were gaps, and we couldn't always confirm if doctors got the messages. It just wasn't dependable." Providers were frustrated, and Jodi often stepped in—personally texting clinicians after hours to confirm they'd received calls, adding even more to her workload.

The need

A reliable, scalable way to manage after-hours communication that integrated with their ModMed EHR, without adding complexity or staff.

The solution

Since adopting PhreesiaOnCall, powered by Phreesia VoiceAI, SIENT has transformed after-hours call management, giving administrators peace of mind and providers more flexibility:

- All messages are confirmed, recorded and tracked, giving staff clear visibility and confidence that nothing slips through the cracks.
- Providers can reply via secure voice or HIPAA-compliant text.
- Transcribed messages with patient info sync directly to ModMed, simplifying documentation and reducing administrative burden.

Because PhreesiaOnCall integrates seamlessly with their clinical workflows, the team manages schedules, messages and communication from one central dashboard—no extra platforms or headcount required.



I like logging in every morning, seeing what calls came in and making sure they were all addressed. Before, I wouldn't know if providers got their calls. Now, I don't have to bother them. I can

see on the dashboard that they responded. Nothing gets lost anymore.”

– Jodi Scotch, Practice Administrator, SIENT

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How Evergreen Family Medicine transformed patient care with intelligent call routing

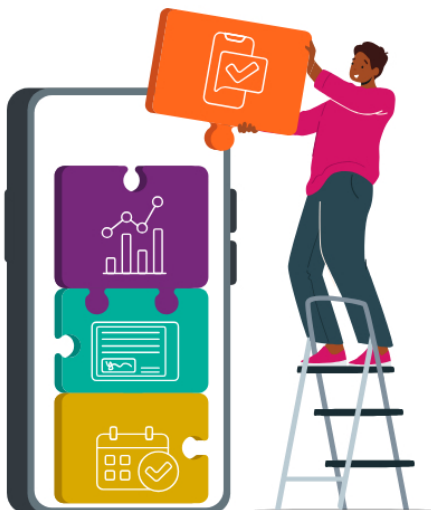


Urology Associates of Mobile uses Phreesia to reduce call abandonment

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! Are you a patient? Find patient FAQs and resources [here](#).

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First name*

Last name*

Work email address*

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Name of organization*

Which systems does your organization use?*

How did you hear about Phreesia?*

What challenges are you hoping to solve?*

- ☐ Reduce staff burnout
- ☐ See more patients
- ☐ Increase revenue
- ☐ Better patient experience

Are you a patient?



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