How Evergreen transformed patient care with intelligent call routing

Phreesia VoiceAI saved $650K and handled 100K calls for this busy practice in just two months

REQUEST A DEMO

Evergreen
FAMILY MEDICINE

👥 **50+ providers**

📍 **Southern Oregon**

➕ **Primary care / multispecialty**

💻 **athena**

$650,000
realized in cost savings

100,000
calls intelligently routed

20,000
hours of staff time reclaimed

Hold times nearly
eliminated

Calls resolved in
3-5 minutes

Within a two-month timeframe

The problem

Evergreen Family Medicine was buckling under the weight of a broken call system. With multiple locations and 50+ providers, staff were overwhelmed, call routing lacked intelligent logic and patients were left waiting, sometimes more than 20 minutes. After hours? It got worse.

Evergreen's third-party answering service caused more problems than it solved. Messages often lacked context or complete patient information, forcing clinicians to hunt down details and manually document in the EHR the next day. "Receptionists were overloaded. Calls would roll over while they were trying to help people at the front desk. No one was winning," said Kim Tyree, Chief Operating Officer at Evergreen Family Medicine. "We were charged for every call, whether they did something with it or not. Hundreds of thousands of dollars a year—gone."

The need

A smart, scalable solution to relieve their team of the call chaos day and night, with seamless integration into their EHR.

The solution

To tackle daytime overload and after-hours chaos, Evergreen implemented Phreesia VoiceAI and immediately improved their ability to care for patients efficiently:

- Smart call routing connected patients to the right departments faster
- Overflow calls went to a central dashboard, so staff could respond quickly without leaving the front desk
- After hours, providers reviewed transcribed messages with full context—no callbacks or documentation gaps

Not to mention, all messages synced directly to their EHR, giving staff better peace of mind. The result? Fewer delays, more consistent care and more time to focus on what matters most: their patients.

> " In medicine, the goal is to be the best for the most patients, and Phreesia VoiceAI helped us do exactly that. We're helping more

Explore more client stories

74% ED utilization proves digital intake works anywhere

SCOTCH INSTITUTE
ENT | Hearing | Allergy | Sleep

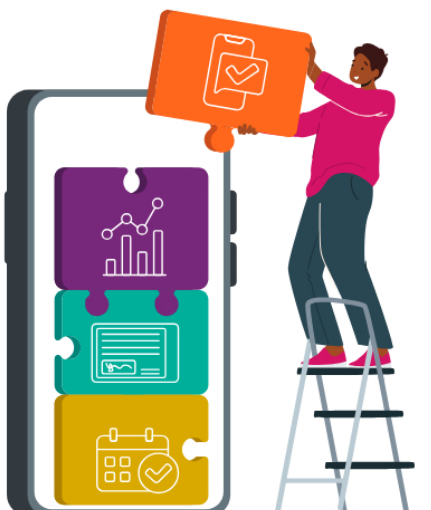### SIENT cuts administrative chaos with AI call support

Urology Associates

Urology Associates of Mobile uses Phreesia to reduce call abandonment

VIEW MORE CLIENT STORIES

Request a demo →

Let us show you how Phreesia provides the modern, convenient healthcare experience your patients want and your staff expect.

⊘ Are you a patient? Find patient FAQs and resources here.

Type of organization*

First name*

Last name*

Work email address*

Work phone number*

Name of organization*

Which systems does your organization use?*

How did you hear about Phreesia?*

Phreesia

Contact Us: 📞 (888) 654-7473

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