



# This pediatric practice reclaimed weekends with AI-powered call routing


Harbor Pediatrics saved 53 hours, \$4,500 and countless interruptions

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 3 providers

 York, Maine

 Pediatric group

 athena

**205**

calls intelligently triaged after hours

**53**

hours recaptured

**\$4,500**

saved

*\*Within a six-month timeframe*

## The problem

As a tight-knit practice in Southern Maine, Dr. Kyla Scarponi and the team at Harbor Pediatrics know the value of work-life balance. Dr. Scarponi was intentional about building a practice rooted in efficiency and clear communication—with firm boundaries, especially after hours.

But weekends quickly became unmanageable. “I couldn’t even take a shower on a Saturday morning. My phone was ringing off the hook,” she said. Calls were documented manually, then reentered into the EHR—creating inefficiencies and raising HIPAA concerns. “I used to write things down, remember the details, log into the EMR later and then shred my notes to protect privacy,” she said. “It was a lot to manage.”

## The need

With a lean team and tight startup budget, Harbor Pediatrics needed an AI-driven communication system that was cost-effective and powerful.

## The solution

PhreesiaOnCall, powered by Phreesia VoiceAI, fit seamlessly into Dr. Scarponi’s workflow from day one—giving her peace of mind after hours and flexibility on the go. Whether she’s traveling or at her kid’s baseball game, the app-based experience lets her:

- Read and respond to urgent patient calls
- Return calls from the practice line
- Dictate notes that sync securely to the patient record
- Eliminate manual entry and save 20+ minutes per call

After nearly five years, the impact is clear: faster workflows, better communication and protected personal time. “I feel like my work is so much quicker,” she said. “Every missed call is a missed opportunity. For a bigger practice, this kind of solution could make a huge difference.”



It’s made work-life balance so much easier. I can be with my family, take the call, document right there and be done in five minutes. I can provide care without being tethered to a

computer.”

– Dr. Kyla Scarponi, DO, FAAP, Owner, Harbor Pediatrics

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How Evergreen Family  
Medicine transformed  
patient care with  
intelligent call routing

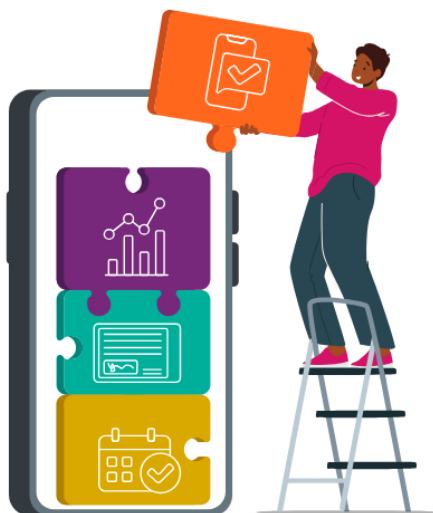


SIENT cuts administrative  
chaos with AI call support

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