

Driving Annual Wellness Visits, Closing Care Gaps



How Allegiance Healthcare used AI-driven outreach to schedule **1,768 visits** and generate **\$417,623** in combined revenue and workforce savings across 7 rural clinics in just six weeks.

21,395

Patients Contacted

1,768

Visits Scheduled

1,783

Call Center Hours Saved

\$417,623

Total Revenue & Savings

WHO



Acute and post-acute health system based in Bossier City, Louisiana, delivering vital medical services to rural communities across Louisiana and bordering states.

- Acute Care Hospitals: 9
- Critical Access Hospitals: 2
- Rural Clinics: 72



HealthTalk A.I. is driving meaningful change for Allegiance Healthcare and the rural communities we serve. Their platform is empowering us to engage and retain patients more effectively, while optimizing our resources. With these efficiencies, we're positioned for growth and dedicating more focus to what truly matters—delivering exceptional care and deepening our connection with the communities that rely on us.

Joe Monsour
CEO, Allegiance Healthcare



THE CHALLENGE

Lost Access, Staffing Burden & Tech Gaps

● Growth & Staffing Burden

Labor-intensive outreach, scheduling, and follow-ups consumed valuable staff time, hindering scalability and driving up operational costs.

● Limited Technology

Existing solutions lacked automated scheduling and bi-directional engagement, leaving critical gaps in efficiency and communication.

● Accessibility Concerns

Their patient portal struggled to drive engagement — they needed a simple, intuitive solution for meaningful patient interaction.

HEALTHTALK A.I. APPROACH

Allegiance partnered with HealthTalk A.I. to implement an AI-driven outreach and scheduling solution, shifting from reactive staff work to proactive patient self-service — fully integrated with their athenahealth EMR.

Targeted Outreach & Campaigns

AI Scheduling Integration

Scalable Automation

RESULTS AFTER ONLY SIX WEEKS

Measurable Impact

By deploying automated outreach across seven rural health clinics, Allegiance achieved significant results in just six weeks — without adding staff.



21,395 patients contacted through automated outreach in six weeks

1768 annual wellness visits scheduled

1783 call center hours saved, reducing staff workload

THE VALUE REALIZED

Revenue Generated & Staff Time Recovered

Using an average hourly wage of \$25 for outreach staff (5 minutes per patient) and \$211 gross revenue per scheduled visit, Allegiance generated \$373,048 in visit revenue and saved \$44,575 in staff time — delivering a combined \$417,623 total impact across seven rural clinics in just six weeks.

\$373,048

Revenue Preserved

\$44,575

Staff Time Saved

\$417,623

Total Annual Value

ROI FACTORS

How Results Were Measured

● Staff Time Saved

Each manual outreach took ~5 minutes per patient at an average hourly wage of \$25.

● Revenue Per Visit

Average gross income of \$211 per scheduled visit used to calculate total revenue impact.

● 1,783 Hours Saved

Call center hours recovered through automated outreach and self-service scheduling.