

CLIENT SUCCESS STORY

Reducing No-Shows, Expanding Access With Agentic Automation

How Jackson-Hinds Comprehensive Health Center lowered their no-show rate 7 percentage points (33% to 26%) in one year, avoiding 14,543 missed visits while empowering patients to manage care through automation.

21%

Reduction in No-Shows

14,543

No-Shows Avoided

18,376

Self-Service Actions

\$992,340

Revenue Preserved

WHO

Jackson-Hinds Comprehensive Health Center is Mississippi's largest Federally Qualified Health Center (FQHC), with 34 locations serving Jackson and the surrounding area. Committed to providing a continuum of health and social services, they serve the state's most vulnerable populations: the poor, uninsured, and underserved.



"AI is revolutionizing healthcare, and HealthTalk A.I. has empowered us to harness its potential to better engage and retain the patients we serve."



Dr. Jasmin Chapman, DDS

CEO, Jackson-Hinds Comprehensive Health Center

THE CHALLENGE

Lost Capacity, Limited Access & Staff Burden

● High No-Show Rates

Persistent no-shows disrupted continuity of care and created avoidable revenue leakage.

● Manual Capacity Management

Appointment changes, missed visits, and unused slots required manual staff intervention.

● Disconnected EHR Workflows

Lack of integration created friction and missed opportunities to capture and coordinate care.

HEALTHTALK A.I. APPROACH

HealthTalk A.I. deployed an automation strategy designed to shift appointment management from reactive staff work to proactive patient self-service. Together, these capabilities gave patients frictionless tools to manage care while reducing front-end workload.

Agentic Outreach & Access

Automated No-Show Management

Self-Rescheduling & Cancellation

RESULTS AFTER ONE YEAR

Measurable Impact

By combining proactive outreach with patient self-service automation, Jackson Hinds significantly reduced no-shows, recovered capacity, and improved access — without adding staff.

Across 209,131 scheduled visits, Jackson Hinds achieved significant results:

21% reduction in no-shows (rate dropped from 33% to 26% from Q1 2025 to Q1 2026)

14,543 no-shows avoided

4,512 self-rescheduled visits completed

13,864 appointments released back into capacity through self-cancellation

40,129 automated no-show notifications sent to help close the loop after missed visits

THE VALUE REALIZED

Revenue Preserved & Staff Time Recovered

By reducing manual scheduling calls, the organization also recovered an estimated 1,838 staff hours, representing more than \$33,000 in labor savings. Even using a conservative 30% backfill rate, the automation helped preserve nearly \$1 million in annual visit revenue, driving an estimated total annual impact of more than \$1.02 million.

\$992,340

Revenue Preserved

\$27,564

Staff Time Recovered

\$1.02M

Total Annual Value