HEALTH TALK A.I.

CLIENT SUCCESS STORY

Solving After-Hours Care with On-Demand Telehealth

How Family Health Center of Worcester built a safe, on-demand Telehealth program — improving provider flexibility, patient access, and outcomes.

618	$134,724	$136,372
On-Demand Care Requests Completed	Estimated Revenue in Q2 2026	Estimated Total Value of Investment (VOI)

WHO

Federally Qualified Health Center (FQHC) in Worcester, MA. Provides Primary Care, Urgent Care, Dental, Behavioral, and Social services to a diverse and underserved patient population.

- Family Medicine Residency Site
- Multilingual patient population

"The process of working with HealthTalk A.I. to customize our after-hours program has enabled us to develop a solution for safe, effective, on-demand Telehealth care with analytics and QI/QA reporting all included."

Dr. Rebecca Blumford, MD
Family Medicine Physician, Family Health Center of Worcester

"We have been able to create a simple and streamlined workflow in a very short amount of time that allows our patients to be seen in a timely manner, at any time, without leaving their homes."

Amanda Ryder
Sr. Application Analyst, Family Health Center of Worcester

THE CHALLENGE

After-Hours Gap & Access Barriers

- **After-Hours Coverage Gap**
  After losing coverage handled by medical residents, FHCW urgently needed a new program with provider flexibility as a top priority.
- **Provider Privacy & Flexibility**
  Providers needed to deliver Telehealth and E-Visits without sharing personal phone numbers.
- **Language & Billing Complexity**
  Communicating in patients' primary languages

HEALTHTALK A.I. APPROACH

Family Health Center of Worcester partnered with HealthTalk A.I., whose AI patient engagement platform includes on-demand "rideshare model" Telehealth capabilities — giving providers complete flexibility while keeping patient access seamless and secure.

- On-Demand Telehealth Routing
- Multi-Language Patient Outreach
- Encounter Tracking & Analytics

HEALTH TALK A.I.

RESULTS

Measurable Impact

HealthTalk A.I. helped Family Health Center of Worcester streamline their after-hours Telehealth process — patients are highly receptive to its multi-language capabilities and ease of use (no downloads or login needed).

In Q2 2026 (April – June), Family Health Center of Worcester achieved:

618 on-demand care requests completed (556 adult and 62 pediatric)

$134,724 in estimated revenue from completed on-demand care visits

82.4 hours of staff time saved (based on 8 minutes per call)

$136,372 estimated total value of investment, including $1,648 in staff cost savings

THE APPROACH

How HealthTalk A.I. Solved It

Family Health Center of Worcester partnered with HealthTalk A.I., whose AI patient engagement platform includes on-demand “rideshare model” Telehealth capabilities with the flexibility and customization they needed. The platform connects patients with available providers instantly — no downloads, no login credentials, and full multi-language support.

Provider Retention

Improved by giving providers the flexibility to deliver on-demand Telehealth from anywhere.

Patient Access

Patients seen in a timely manner at any time, without leaving their homes.

ER Diversion

On-demand after-hours Telehealth is keeping more patients out of the emergency room.

THE VALUE REALIZED

Impact on Providers, Patients & Operations

HealthTalk A.I.delivered measurable operational and clinical value for Family Health Center of Worcester. Provider retention improved through flexible participation. Patient satisfaction increased through convenient, language-accessible on-demand care. And the organization gained real-time analytics and QI/QA reporting — all built into the platform.