

For immediate release

Metro Community Health Centers (MCHC) partners with First Outcomes to implement AI to enhance patient care

10th May 2023, Boston: Metro Community Health Centers (MCHC), a leading healthcare organization, is proud to announce its adoption of Artificial Intelligence (AI) technology to enhance its facilities and services. This move is part of the organization's commitment to leveraging advanced technology to improve healthcare outcomes and patient experience. The company has tied up with leading Healthcare AI provider First Outcomes for this.

Health care is constantly evolving, and new technologies are being developed to meet changing patient and provider needs. AI is one such technology that has shown tremendous potential in the healthcare sector. The ability to cut down on administrative costs enables the organization to focus more on its core goal, which is to provide access to high-quality healthcare to the underserved.

Metro Community Health Centers has recognized the potential of AI in healthcare and has invested in the technology to improve its operations and services. Appointment scheduling and patient record management are two of the patient care and administration workflows augmented with AI. The AI streamlines processes and reduces the workload for administrative staff, freeing them up to focus on other tasks.

Dr. Rita Marie Bilello, Chief Executive Officer of Metro Community Health Centers, said, "Metro Health Community Service is committed to providing its patients the best possible healthcare services. Adopting AI technology is crucial in achieving this goal. For this, we have partnered with First Outcomes to provide fully integrated AI Assistants for operations like appointment scheduling & rescheduling, prescription renewals, follow-up processes, and payments. As a result, we have 100% adherence to schedule with no recruitment cost, zero attrition rate, and much higher efficiency at a lesser administrative cost than outsourcing in the Philippines or India."

First Outcomes' advanced AI technology can fundamentally transform your medical practice. As a potent multilingual assistant for doctors' offices and hospitals, the AI alleviates patient representatives' workload by handling routine tasks and providing tailored patient support. AI technology leads to enhanced patient care, higher efficiency, decreased operational costs, and zero attrition.

"First Outcomes prides itself on our AI Digital Phone Assistant (ADP) because we know our product is the best in the industry, the most cost-effective, and has the most cutting-edge AI technology for autonomously handling healthcare scheduling, prescription refills, and bill payments. We are happy to partner with MCHC, a leading healthcare provider to the underserved and people with disabilities, to improve their facilities and operations," said Dr. Dinesh Gambhir, Founder and CEO of First Outcomes.

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About MCHC:

<https://mchcnyc.org/>

Metro Community Health Centers offers a wide range of services in four New York City locations. Our physicians, therapists, nurses and support staff are a skilled, committed and compassionate team of healthcare professionals who provide a comfortable and caring atmosphere for all patients. Our mission is to enable access to and provide high quality, well-coordinated, primary and specialty medical, dental, behavioral, and ancillary health services. Our focus is on patients who are underserved, with a special commitment to the needs of people with disabilities.

About First Outcomes:

www.firstoutcomes.com

Founded by engineers, product managers, and entrepreneurs with 50 years of combined experience in healthcare operations and software, First Outcomes is an AI technology that has the ability to completely change how your practice functions. It serves as a powerful multilingual assistant to the team members at doctor's offices and hospitals and relieves their workload by taking care of routine tasks and providing patients with optimized assistance.