

Let's Talk

One AI Experience Across Every Patient Interaction

Let's Talk™ is RevSpring's conversational AI built for healthcare – a warm, natural voice that meets patients with empathy and answers their questions the moment they ask. Designed for true self-service, it lets patients resolve billing questions, make payments, and complete everyday tasks on their own terms, in their own words, without waiting for a live agent.

Benefits

Reduce call volume

Automate high-frequency inquiries and deflect over 30% of inbound calls.

Scale without staffing

24/7 call handling with no additional staffing required.

Complete more payments

Guide patients through payments within the conversation, reducing friction and drop-off.

Personalize every call

Tailor every interaction to the patient's real account and history.

Consistent everywhere

Patients get the same information and options regardless of how they engage.

Improve efficiency

Reduce transfers, shorten call times, and streamline patient interactions.

Outcomes

20+

years

Of healthcare voice experience

1.2M+

calls annually

Healthcare payment and related calls handled every year

30%+

of inbound calls

Deflected from the call center through self-service



Features

Patient FAQ resolution

Instantly answers questions about hours, directions, and how to prepare for a visit.

Secure payment collection

HIPAA- and PCI-compliant payments with access to account and balance data.

Always-on availability

24/7 intelligent call handling reduces hold times and increases access.

Multilingual conversations

Natural, context-aware dialogue that adapts to each patient's language.

Demographic updates

Keeps records current – capturing insurance changes and contact details.

Intelligent call routing

Routes complex issues to the correct department the first time.

Integration Snapshot

Let's Talk integrates directly with your EHR and billing systems, so every conversation reflects the patient's real account and appointment information.

As part of the RevSpring platform, it connects with our broader suite of payment collection and patient engagement tools to deliver a consistent, omnichannel experience – without adding vendors.



See Let's Talk in action

Contact us today for a personalized demo and discover how RevSpring can transform your health system.

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