



## CASE STUDY 5

# COMMUNITY HEALTH OUTREACH PROGRAM (SOUTH CAROLINA)

Boosting patient follow-up with AI-powered reminders.



## ORGANIZATION OVERVIEW



**Type:** Community Health Outreach Program



**Location:** South Carolina



**Size:** Serving 8,000+ patients annually



**Mission:** Improve health access, prevention, and chronic disease management through culturally responsive outreach

## THE CHALLENGE

The outreach team spent hours making manual phone calls to confirm appointments, encourage follow-ups, and reach patients with chronic conditions.

Challenges included:

High no-show rates

Overloaded staff

Delayed patient follow-up

Difficulty tracking which reminders were sent

There was no shared system that respected each partner's capacity while still allowing leadership to see the full picture.

## GOALS & DESIRED OUTCOMES

**The program wanted to:**

- Reduce no-show rates
- Improve patient follow-up
- Free staff from repetitive outreach tasks
- Track patient engagement more accurately
- Use AI to improve operational efficiency

## SANDAI'S APPROACH

SaND AI introduced Agentic AI in a simple, easy-to-adopt way:

- Built a Patient Outreach Agent that sends automated reminders
- Integrated reminders with BI dashboards to track outcomes
- Cleaned and standardized patient data to improve accuracy
- Set up automated follow-ups for chronic care and preventive screenings
- Trained staff to manage and monitor AI actions



## THE SOLUTION DELIVERED

- Automated SMS + email follow-up reminders
- A dashboard showing patient engagement and follow-up rates
- AI alerts when patients missed multiple appointments
- A streamlined workflow that required minimal staff effort

## THE RESULTS



Immediate increase in follow-up rates



Hours of staff time saved every week



Less missed outreach — AI handles what staff used to forget



Clear insight into which groups need more support



More consistent care for high-risk patients

## IMPACT ON MISSION

Improved follow-up means more patients are receiving timely care, reducing preventable complications and strengthening health outcomes across the community.

## WHY THEY CHOSE SANDAI

They needed a solution that was simple for staff, effective for patients, and aligned with privacy and health regulations.

## WHAT'S NEXT

SaND AI is now building targeted outreach agents for chronic disease management and vaccination reminders.

## CLIENT TESTIMONIAL



*Their AI reminders increased our patient follow-up rate almost immediately. What used to take us hours of phone calls now happens automatically — and with better results.*

— Population Health Coordinator

