NHS 24

Delivering Faster, Smarter, and More Trusted Patient Interactions

Breaking down data silos to radically accelerate patient verification and improve clinical routing, reducing talk time by 20% while achieving over 90% faster identity verification.

THE CHALLENGE

- Patient identity verification was entirely manual and painfully slow
- Clinical data trapped in disconnected silos causing repeat information requests
- High call volumes overwhelming queues for prescriptions and clinical queries
- Agents unable to see a unified patient profile, leading to long handle times
- No intelligent routing—calls were landing with the wrong specialists

THE SOLUTION

- Deployed Apollo by CloudInteract for AI-powered patient experience insights
- Built automated identity verification using Amazon Lex and secure integrations
- Unified disparate data sources into a single, real-time patient profile
- Implemented intelligent clinical routing based on query type and urgency
- Deployed Amazon Connect Contact Lens for compliance monitoring and quality assurance

>90%

FASTER PATIENT VERIFICATION

Automated IDV replaced manual processes, dramatically accelerating call handling

20%

REDUCTION IN TALK-TIME

Agents now have full patient context before answering, eliminating repeat questions

100%

DATA SILOS REMOVED

All clinical data sources unified into a single real-time patient profile

Technology Stack: Amazon Connect | Apollo by CloudInteract | Amazon Bedrock | Amazon Lex | Amazon Contact Lens | AWS Lambda | Amazon DynamoDB

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