

How a Leading Asian Healthcare Group Streamlined Its Email Responses

Powered by AIUN

Background

Handling over 500,000 patient interactions per month across multiple hospitals and clinics, the organization faced significant operational strain due to the high volume and sensitivity of email communications. Staff were overwhelmed by a constant influx of messages from patients, suppliers, diagnostic partners and regulators. Prioritizing urgent emails, especially those concerning patient emergencies or compliance matters, was both labor-intensive and prone to errors. As a HIPAA-compliant organization managing PII-sensitive workflows, the client required a solution that was secure, intelligent and scalable to streamline communication and ensure accuracy without compromising data privacy.

Challenges

1

High Email Volume

Over 1,000 inbound emails per day across departments.

2

Delay in Urgent Responses

Patient emergencies buried under routine messages.

3

Staff Burnout

Repetitive and manual triaging of emails drained resources.

4

Compliance Risk

Potential lapses in response time for regulatory bodies.

5

Disconnected Systems

Lack of integration between emails and EMR/CRM systems.

The AIUN Solution: Smart AI Email Assistant

To address these complexities, the healthcare provider implemented Aiun's Smart AI Email Assistant, a secure, context-aware, AI-driven solution specifically tailored for the healthcare industry. The assistant leverages healthcare-trained large language models (LLMs) with on-premise Retrieval-Augmented Generation (RAG) and compliance-aware design.

Key Features:



Urgency Detection

Automatically flags critical patient emails and alerts relevant departments.



Thread Summarization

Collapses long back-and-forth messages into actionable briefs for physicians and administrators.



Seamless Integration

Connects with existing EMR, CRM and compliance dashboards to autofill patient data or supplier history in replies.



Response Drafting

Generates compliant, human-like replies to queries within seconds.

Implementation Highlights



Data Compliance

Configured for HIPAA and regional PII regulations.

Fast Rollout

Went live with in 3 weeks across 6 business units.

Staff Training

Clinical admin teams trained to supervise AI responses using a human-in-the-loop model.

Audit Logs

Full transparency of AI decisions for regulatory review.

Business Outcomes

60%

Faster Response Time

Critical emails
responded to in under 3
minutes.

0

Compliance Violations

AI-enhanced communications
remain within strict HIPAA
boundaries.

30%

Reduction in Manual Email

Staff now focus on high-
touch interactions.

50%

Meeting Prep Time Cut

AI-generated summaries
improved decision-making
efficiency.

3x

Email Volume Capacity

Now capable of handling
triple the volume with the
same headcount.



Conclusion

By implementing Aiun's Smart AI Email Assistant, the healthcare provider transformed communication from a bottleneck into a strategic enabler 4 improving patient care, ensuring compliance and freeing staff for high-value tasks. The solution stands as a benchmark for digital transformation in patient-centric healthcare delivery.

Contact AIUN

Ready to transform your healthcare organization's communication workflow? Contact our healthcare solutions team to learn how Aiun's Smart AEmail Assistant can be customized for your specific needs and propel your organization into a new era of efficient and secure patient interactions. We are committed to helping healthcare providers navigate the complexities of digital communication while upholding the highest standards of data security and compliance.

Request a Demo Today!

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Reach out to schedule a personalized demonstration and see how our AI-driven solution can address your unique challenges.

Our Location

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Aiun 3 Intelligent Solutions for Healthcare

Pioneering advancements in healthcare communication through secure, scalable and intelligent AI solutions.



HIPAA-Compliant

Ensuring the highest standards of patient data privacy and security.



Secure

Robust encryption and access controls to protect sensitive information.



Scalable

Designed to grow with your organization, adapting to increasing demands.