

What happens when your *front desk never sleeps*

88%

of conversations fully resolved — no human escalation

94%

billable engagement rate — near-zero dead sessions

24/7

patient coverage including evenings, weekends, holidays

0

staff hours spent on routing, booking links, or FAQs

OPERATIONAL EFFICIENCY

Staff time redirected to care, not coordination

Every booking enquiry, vaccine question, and location lookup is now handled instantly — right clinic recommended, booking link texted, follow-up sent automatically.

- ✓ Automated SMS booking handoffs confirmed in real time
- ✓ Post-session recovery emails sent without staff involvement
- ✓ Contact data captured — name, email, phone, location
- ✓ Zero system leaks — patients never see backend errors

AFTER-HOURS PATIENT COVERAGE

The conversation your clinic can't have at 11pm — now answered

A significant portion of chats arrive outside clinic hours — evenings, Sundays, holidays. Without an AI concierge, those visitors leave without a next step. With Karmaflow they get a recommendation, a booking link, and a follow-up email while your team is offline.

- ✓ Evenings & weekends fully covered
- ✓ No visitor left without a next step
- ✓ Auto-recovery if visitor drops off mid-session

HUMAN-LIKE REASONING

Not a chatbot. A concierge that thinks.

Sarah — the AI persona deployed — doesn't follow a decision tree. She infers intent, adapts to urgency, applies clinical domain awareness, and routes by Calgary quadrant.

TEMPORAL TRIAGE

Detects departure urgency in the first 2–3 turns and shifts approach — proactive for last-minute travelers, reassuring for planners.

MEDICAL BOUNDARY INTELLIGENCE

Never diagnoses. Never dispenses. Redirects vaccine specifics to a pharmacist — with warm language that never sounds like a refusal.

PROGRESSIVE PROFILING

Collects name, email, phone, and location naturally across the conversation — not all at once. Stores it. Uses it to personalize follow-up.



The AI identified the traveler was departing for East Africa in under two weeks, escalated urgency, recommended Yellow Fever certification, routed her to the nearest certified location, and texted a booking link — all in under 90 seconds.

OBSERVED INTERACTION · LAST-MINUTE TRAVELER · KARMAFLOW ANALYTICS

HOW IT WORKS FOR A TRAVEL CLINIC

From first message to booked appointment

- 1** **Visitor arrives on any page** — agent reads page context and opens with intent-matched framing.
- 2** **Destination, timeline, and quadrant** gathered conversationally — one question per turn.
- 3** **The right clinic recommended** by name, address, and hours — not a generic listing.
- 4** **Booking link sent by SMS or email**, confirmed delivered, contact saved to CRM.
- 5** **If visitor drops off**, an automated recovery email is sent — same context, different channel.

Ready to see this on your clinic website?

Karmaflow deploys a fully configured AI concierge tailored to your locations, services, hours, and brand. Setup takes days, not months. No engineering team required.

karmaflow.ai

CONVERSATION INTELLIGENCE · LIVE DEPLOYMENT EXCERPTS

Real conversations. Real outcomes.

These are unscripted exchanges from 30 days of live deployment at CommunityRX Travel Clinic — lightly edited for length, all PII anonymized. They show how the AI navigates clinical nuance, urgency signals, and multi-step lead capture in real time.

CLINICAL REASONING · LIVE VACCINE CONTRAINDICATION

Visitor: Hi, I'm planning a trip to Peru. I'll need a yellow fever vaccine I think?

Sarah: Yes, CommunityRX is a designated Yellow Fever centre. Before I direct you — do you have any immune-compromising conditions or are you undergoing medical treatment?

Visitor: Actually yes — I was treated for breast cancer last year. I'm in remission now.

Sarah: Thank you for sharing that. Yellow Fever is a live vaccine and can't be given while immunocompromised. I'd recommend a direct pharmacist consult to review your treatment history before booking — I'm flagging this as a priority. Which location is nearest to you?

■ Identified live-vaccine contraindication, avoided a potentially harmful booking, escalated to pharmacist.

TEMPORAL TRIAGE · LAST-MINUTE TRAVELER · SMS HANDOFF

Visitor: I'm going to Egypt in about 10 days. What vaccines do I need?

Sarah: Egypt in 10 days — tight but workable. Priority is Hepatitis A and Typhoid. Are you in NW, NE, SW, or SE Calgary?

Visitor: NW — near Crowfoot.

Sarah: Nolan Hill on Symons Valley Road NW is your closest — same-week availability. Can I send you the booking link by text?

Visitor: Yes please.

Sarah: Done — booking link sent to your phone. Safe travels!

■ Urgency detected in turn 1, routed by quadrant, SMS delivered — zero staff involvement.

MEDICAL BOUNDARY INTELLIGENCE · SAME-DAY CONVERSION

Visitor: Do I need Dukoral for Bhutan? I leave in 3 weeks.

Sarah: Dukoral is a pharmacist decision based on your itinerary — three weeks is ideal timing since it needs two doses 1–6 weeks apart. Are you near central Calgary?

Visitor: Yes, near downtown.

Sarah: MidTown Beltline on 17th Ave SW accepts walk-ins. Can I send you their hours?

Visitor: Actually — can I just walk in today?

Sarah: Yes! Walk-ins welcome during pharmacy hours. Sending address now.

■ Deferred clinical decision to pharmacist, communicated timing accurately, converted to same-day visit.

PROGRESSIVE PROFILING · MULTI-STEP CONTACT CAPTURE

Visitor: I need an MMR vaccine today if possible.

Sarah: We can do that today. What area of Calgary are you in?

Visitor: Northwest — Sage Hill area.

Sarah: Nolan Hill is minutes from Sage Hill with availability today. Can I get your name and email for the booking confirmation?

Visitor: Emma. emma@[redacted].

Sarah: Thanks Emma! A number for a text reminder too?

Visitor: [redacted]

Sarah: Confirmation sent to both email and phone. See you at Nolan Hill today!

■ Name, email, and phone collected naturally across turns. Both SMS and email confirmed delivered.