



CARE COORDINATION

Meridian Virtual Receptionist

An informed front door that knows when to hand over.

Answers approved service questions, captures requests and prepares a clear handoff to a person, through web chat or browser voice, with emergencies routed to a fixed response.



THE PROBLEM

Phone queues are full of questions with known answers.

Requests arrive incomplete and need a call back.

Chatbots improvise answers nobody approved.

WHAT IT DOES

Web and voice

Chat or browser speech, with voice output where supported.

Request capture

Appointments, check-ins, referral and prescription enquiries.

Approved answers

Service information only from the permitted knowledge scope.

Human handoff

Ask for a person at any time; unknowns go to review.

Fixed emergency response

Recognised emergency wording gets a fixed, safe response.

Consented save

Visitors choose whether the session is saved.

HOW IT WORKS

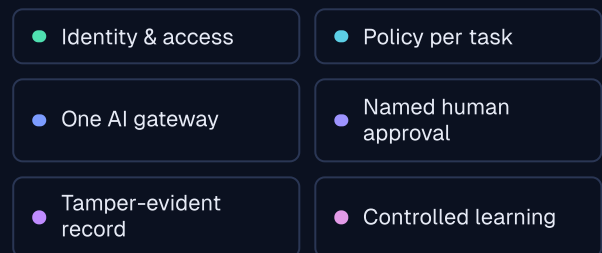


CONTROL BUILT IN

- ✓ Answers from approved sources only
- ✓ Fixed emergency boundary
- ✓ Model use is a separate opt-in
- ✓ No booking claimed without confirmation

Runs on the Reimea control layer

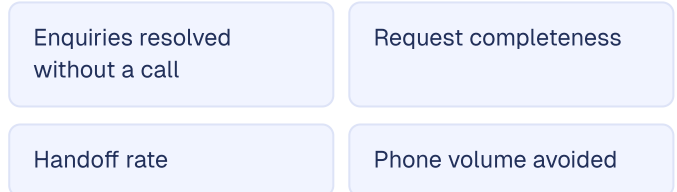
Every Reimea product shares one control layer, so a new agent arrives already governed. Deployed in your own cloud environment, under your keys.



WHO IT IS FOR

GP practices, urgent-care services and multi-site organisations with high volumes of routine enquiries.

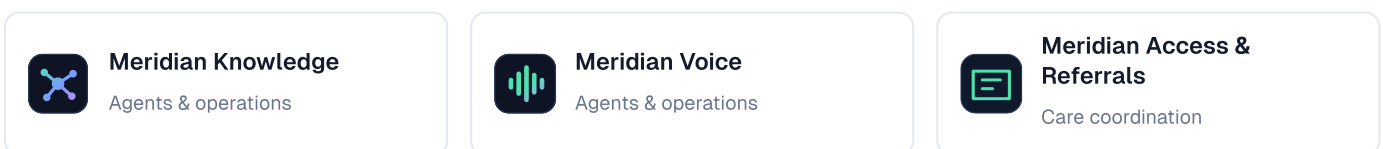
MEASURE THE PILOT



Baselines and targets are agreed with you in the Reimea pilot scorecard before the pilot starts.

Current status. Local product demonstrator in Meridian v25 using synthetic data. Live integrations and clinical-safety evidence are scoped with each customer.

WORKS WELL WITH



**Start with one workflow.
Make the decision measurable.**

A 45-minute briefing covers your workflow, the product and its limits, and a sensible next step. Bring the people who own the decision.

Email info@reimea.com Web www.reimea.com



Scan: product page