



## CompuGroup Medical SE & Co. KGaA

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*Press Release, October 17, 2024*

## CGM launches AI-based telephone assistant for medical practices

Koblenz – CompuGroup Medical is launching a telephone assistant for medical practices that works with artificial intelligence (AI). The assistant answers calls automatically and guides callers using interactive voice response. It asks callers about their concerns and helps them make appointments, renew prescriptions or answer general questions. The CGM one telephone assistant collects all the necessary information and summarizes it clearly using AI. The telephone assistant can be operated independently and does not require direct integration into an existing Ambulatory Information System (AIS). It is compatible with all AIS and can be seamlessly integrated into existing practice processes. No additional software or hardware is required.

Dr. Ulrich Thomé, Managing Director Ambulatory Information Systems DACH, says: “We developed the CGM one telephone assistant to relieve the teams in the practices. They gain time and can focus more on the medical concerns of their patients on site. The calling

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patients themselves receive comprehensive AI-supported care without spending time on hold. Our CGM one telephone assistant is another important step in the digitization of the healthcare system, which we at CGM are helping to advance significantly.”

The CGM one telephone assistant can take multiple calls in parallel. It summarizes all concerns and information in a clear, structured and editable list. All requests are automatically categorized, transcribed, summarized and can be processed via a dashboard. If necessary, the information can be copied and pasted into the patient file. Each practice receives its own German phone number for all calls that are to be processed by the telephone assistant. This way, the existing practice number can be forwarded flexibly – e.g. for all calls or only for those outside office hours or when the call volume is high.

For more information, please visit <https://one.cgm.com/>

### **About CompuGroup Medical SE & Co. KGaA**

CompuGroup Medical is one of the leading e-health companies in the world. With a revenue base of EUR 1.19 billion in 2023, its software products are designed to support all medical and organizational activities in doctors' offices, pharmacies, laboratories, hospitals and social welfare institutions. Its information services for all parties involved in the healthcare system and its web-based personal health records contribute towards safer and more efficient healthcare. The basis of CompuGroup Medical's services is its unique customer base, including doctors, dentists, pharmacists and other healthcare professionals in inpatient and outpatient facilities, as well as insurance and pharmaceutical companies. CompuGroup Medical has offices in 19 countries and offers its solutions in 60 countries worldwide. Around 9,000 highly qualified employees support customers with innovative solutions for the steadily growing demands of the healthcare system.

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