

HEALTHCARE • SENIOR LIVING

An always-on AI concierge and ambient clinical assistant across a senior-living network

A regional operator gave every community a voice-first AI agent — a 24/7 lobby concierge and a credentialed clinical scribe — freeing staff for the human moments that matter.

Client: A mid-size senior-living operator

40%

fewer front-desk interruptions

~2 hrs

saved per clinician per day

9

languages supported

24/7

resident & family coverage

THE CHALLENGE

Front-desk teams across a dozen communities were fragmented by a constant stream of repetitive questions from residents, families, and visitors — activity times, dining, wayfinding, visiting hours — around the clock. In exam and wellness rooms, clinicians lost hours to documentation and hit language barriers with the residents in their care.

THE APPROACH

KOI deployed a governed, voice-first agent in two roles. In the lobby, an always-on concierge greets residents by name, answers schedule, dining, wayfinding, and family questions, and translates across languages. In clinical settings the same agent becomes a credentialed assistant — unlocked only when a verified clinician badges in — that ambiently documents the visit into structured FHIR notes, interprets in real time, and completes intake before the provider walks in. Every clinical action is policy-gated and recorded in an accountability ledger, and the platform is HIPAA-aligned.

◆ Lobby concierge (residents, families, visitors)

◆ Credential-gated ambient clinical scribe (FHIR)

◆ Real-time interpreter

◆ Pre-visit conversational intake

THE RESULTS

Front-desk staff redirected their time to resident experience and retention. Clinicians kept eye contact with residents while notes were captured ambiently, families got instant answers at any hour, and language stopped being a barrier to care.

“Our teams finally spend the day on people, not paperwork — and residents feel it.”

DIRECTOR OF OPERATIONS