T Health

AI RECEPTIONIST

THE DIGITAL FRONT DESK FOR OUTPATIENT EMERGENCY DEPARTMENTS

PATIENT-CENTERED. SOVEREIGN.
CLINICALLY INTEGRATED.

STABILIZE PROCESSES. RELIEVE STAFF. MANAGE PATIENT FLOWS.

Inpatient emergency departments are under high pressure: Rising patient volumes, staff shortages and extensive documentation requirements are placing a heavy burden on daily clinical operations.

A significant proportion of walk-in patients do not require acute emergency care. Nevertheless, manual registration and anamnesis capture consume valuable time – even before medical treatment begins.

AI Receptionist structures and digitalizes the initial patient interaction and is securely operated and seamlessly integrated into existing clinical systems.

YOUR CHALLENGES

Overburdened emergency departments
High patient volumes lead to longer waiting times and inefficient intake processes.

Manual data capture
Recording anamnesis data is time-consuming and error-prone – especially in complex medical cases.

High administrative workload
Nursing and medical staff are burdened by documentation processes, reducing time available for patient care.

Sensitive healthcare data
Patient data requires GDPR-compliant processing, clear access controls and transparent traceability.

THE SOLUTION: AI RECEPTIONIST

Our solution, “AI Receptionist”, currently in development, is an AI-supported self-check-in and digital intake platform for emergency departments.

AI-supported self-check-in

Self-presenting patients enter their data via smartphone or terminal. A guided, adaptive intake process captures symptoms in a structured way. Medical documents are automatically integrated and securely processed.

Assisted routing

An AI module analyzes the entered information and provides structured, non-binding prioritization guidance as well as recommendations for appropriate care pathways. Clinical decision-making always remains with medical staff.

Clinical dashboard

Collected data is integrated into synedra Health Content Management and provided to clinical teams as a compact real-time overview – interoperable via established standards such as HL7 FHIR.

Sovereign architecture

The solution runs in a secure European sovereign cloud infrastructure with role-based access controls, audit logging and full data sovereignty. Patient data is not used for external model training.

→Overall result: Complete and standardized datasets – available before the first medical interaction.

YOUR BENEFITS

- **Reduced waiting times**
  Structured information is available before the patient sees a doctor, enabling faster prioritization.
- **Relief for medical staff**
  Automated intake processes reduce administrative workload.
- **Improved data quality**
  Standardized inputs increase completeness and traceability of clinical information.

Your next step

T-Systems supports you from use case definition to productive rollout.
Start your AI transformation now – sovereign, secure and measurably effective.
Experience AI Receptionist in a demo or book an AI workshop to get started.

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Disclaimer:

The AI Receptionist product, currently under development, consists of multiple independent modules provided either by T-Systems or by partners. The check-in input functionality presented here is also currently under development and, based on its intended purpose, is not classified as a medical device under the MDR at this stage. The final risk classification under the EU AI Act is still pending; at present, the check-in input functionality within AI Receptionist is not considered a high-risk AI system.

Additional modules within AI Receptionist, as part of the planned product development and intended purpose, are expected to qualify as medical devices under the MDR. The final risk classification under the EU AI Act is still pending; however, these additional modules are currently considered to fall under high-risk AI systems.

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