



The New Front Door of Healthcare

AI infrastructure that helps hospitals acquire, schedule,
and retain patients at scale

Trusted by **50+** healthcare providers across Southeast Asia

THE PROBLEM

Patient Demand Is Rising. Operational Capacity Isn't.

- Rising healthcare costs
- Margin compression
- Staffing shortages
- Rising patient expectations
- Regulatory pressure



Hospitals need to grow **patient volumes** without scaling **operational complexity**.

WHERE THE PROBLEM EXISTS

Patient Demand Is Lost in Administrative Bottlenecks



Missed
inbound calls

Scheduling
delays

Manual
follow-ups

Poor discharge
Communication

Referral
leakage

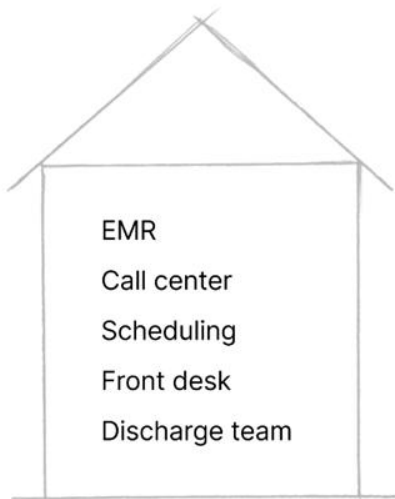
No shows

“
*Thousands of small
communication failures create
major operational inefficiencies.*



OLD SYSTEM

The Old Healthcare Stack Was Built to Document Care



All operating in silos

Problems 😊

- Manual handoffs
- Fragmented communication
- Slow response time
- Lost revenue opportunities

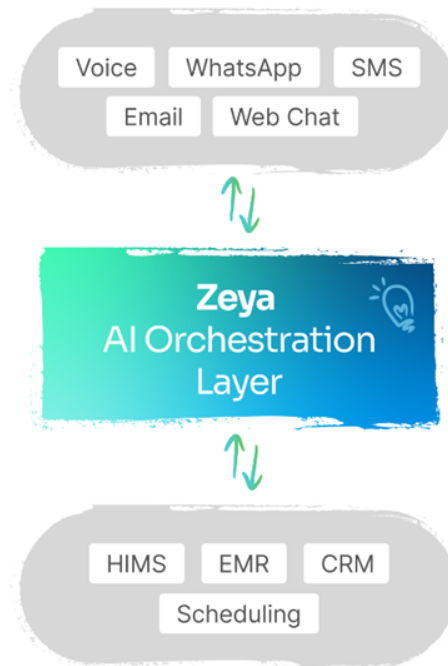


NEW MODAL

Hospitals Need an Autonomous Access Layer



- Unified patient conversations
- Automated workflows
- Real-time scheduling orchestration
- Continuous system sync



“ Built on top of your existing EMR, CRM, and scheduling infrastructure

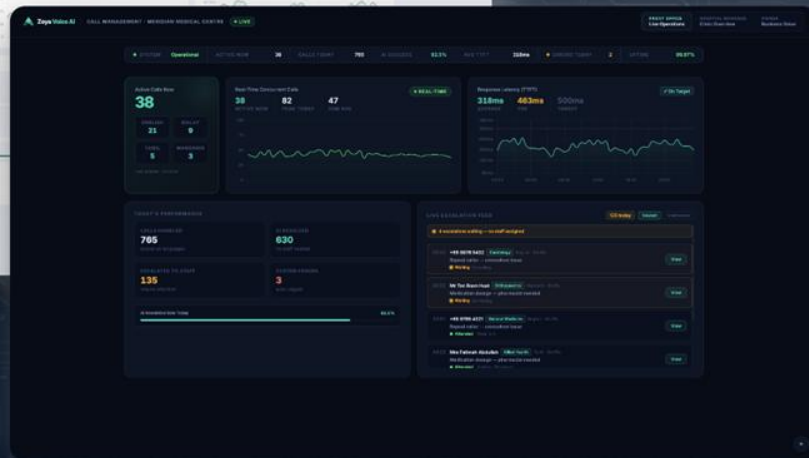
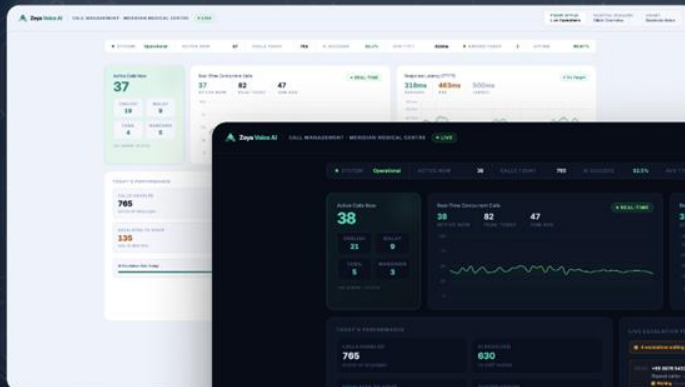


PRODUCT

Meet Zeya

One Platform for Every High-Volume Patient Workflow

- | Inbound patient calls
- | Outbound recall campaigns
- | Appointment scheduling
- | Rescheduling
- | Pre-op workflows
- | Discharge follow-ups
- | Preventive outreach



“

Automates repetitive patient operations so staff can focus on higher-value care delivery.



Front Office,
Every call answered
instantly.

No hold music, no voicemail, no missed calls

Available 24/7

Speaks your patient's language

THIS MONTH, ZEYA VOICE AI HAS DELIVERED...

REVENUE GENERATED

SGD 138,141

bookings + upsells + collections

STAFF HOURS FREED

2,167

SGD 36,882 in labour saved

RETURN ON INVESTMENT

6.2x

every \$1 spent → \$6.20 back

CALLS HANDLED BY AI

15,299

82.6% containment rate

Recover Revenue

From Demand You Already Paid For

Captures bookings your team would have missed

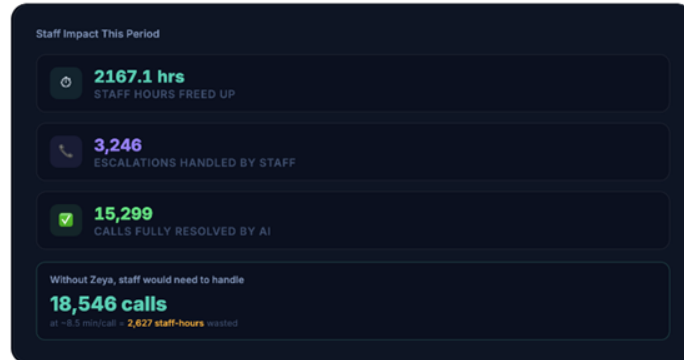
Zero management overhead

Clinic Managers Get **Hours Back** Every Day

Routine calls handled
automatically

Front desk focus higher-value
patient interactions

Less burnout, more care





RELEVANCE

But Why Now



#1

Voice AI economics now work

#2

LLMs are enterprise ready

#3

Healthcare labor shortages worsening

#4

Patients expect consumer-grade responsiveness

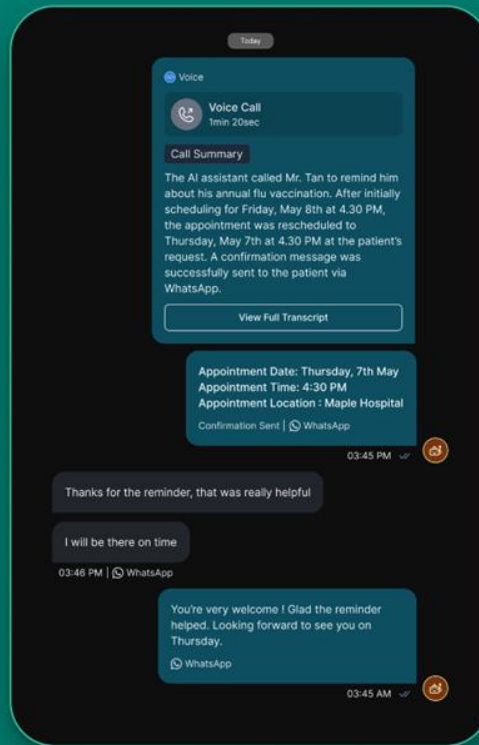
Multimodal Patient Engagement



Call → continue on WhatsApp

Book Online → confirm via SMS

Ask questions → escalate to staff





LIVE DEMO

What This Looks Like in Practice





DEMO #1

In-bound Conversation



AI Assistant: Hi, thank you for calling **Maple Hospital**, this is Zeya, our virtual assistant. How may I assist you today?

Patient: Hi, I have a referral letter from a GP clinic for a potential hernia. I'm calling to ask for more information about the procedure of a hernia surgery.

AI Assistant: Of course — I'd be happy to help. Hernia surgery is typically a same-day or overnight procedure depending on your condition and the type of surgery recommended by the specialist. Recovery time varies, but many patients are able to return to light activities within one to two weeks.

Patient: Oh okay... will I need to stay overnight?

AI Assistant: In many cases, patients are discharged on the same day. However, your surgeon will confirm this after assessing your condition during consultation.

Patient: Okay makes sense.

AI Assistant: If you have any other questions, feel free to reply to the message or call us again. Thank you for calling Maple Hospital and have a great day.



DEMO #2

Out-bound Conversation



AI 助理：你好，请问是陈小姐吗？

病人：是。

AI 助理：陈小姐你好，我是 Zeya，代表枫树医院打给你的。我们记录显示，你上一次打流感疫苗已经差不多一年了，可能需要打新的一针。你要预约时间吗？

病人：哦，是啊，谢谢提醒。星期五比较方便。

AI 助理：好的，5月8号星期五，目前有两个时间：上午11点或下午2点。哪个时间对您比较方便？

病人：哇，这两个时间都有点难... 有傍晚吗？

AI 助理：有的。我们还有5月8日星期五下午4点半。需要我帮您预约这个时间吗？

病人：可以可以，4点半没问题。

AI 助理：好的，你的流感疫苗接种是在5月8日星期五下午4点半，地点是枫树医院。

病人：哦，不好意思，我刚发现星期五不行。明天可以吗？

AI 助理：没问题，我查一下。。。有的.. 5月7日星期四，同样有下午4点半的时间。你想更改预约时间吗？

病人：好吧，明天4点半可以。

AI 助理：好了，你的预约已经改到5月7日星期四下午4点半。你想通过 微信 还是短信接收预约确认？

病人：微信 可以。

AI 助理：好的，我已经通过 微信 发送了确认信息。如果需要更改，你可以直接回复那条信息。谢谢陈小姐，明天见。。祝你有愉快的一天。

HOSPITALS NEED

Built for Hospital Operators



Efficiency

- fewer manual touches
- faster scheduling
- higher utilization

Safety

- human escalation
- audit logs
- workflow visibility

Sustainability

- lower admin burden
- protects clinical staff time

Growth

- capture more demand without adding headcount



PILOT MODEL

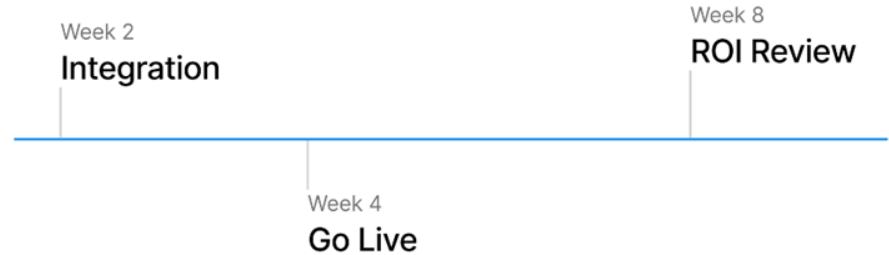
Start Small, Expand fast

Start with

- | Outpatient scheduling
- | Surgical pathways
- | Discharge workflows
- | Preventive outreach



Timeline



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Fast operational wins before
enterprise rollout

VISION

The Patient Access Intelligence Layer



Today

- Scheduling
- Communication
- Follow-ups

Tomorrow

- Referrals
- Chronic care
- Population health
- Prevention care
- Hospital growth infrastructure

Visual Direction

**Expand
outward
from
current
wedge**





CONCLUSION

**Hospitals already
have demand**



The challenge is converting that demand into booked appointments, completed procedures, and higher patient lifetime value

Zeya helps
make that happen 



Now partnering with **Hospitals**
across Southeast Asia to unlock revenue
from existing patient demand



zeya.health