

A woman with long brown hair, wearing a white lab coat over a light-colored shirt and dark trousers, stands with her arms crossed in a modern, brightly lit clinic. In the background, a glass-walled examination room is visible, containing medical equipment and a patient bed. The overall atmosphere is professional and clean.

CASE STUDY **CLINICS**

The clinic that fills its diary, closes treatment plans and brings patients back

THE CLIENT · THE PROBLEM

A clinic with 3 treatment rooms and a good name

6

people on staff

2,500

active patients

3

treatment rooms

15%

no-show rate (before)

01**The diary leaks**

No-shows and last-minute cancellations nobody manages to refill. Every empty slot is €60-300 gone, and the phone rings while the whole team is in the room.

02**Treatment plans go cold**

The patient leaves with her plan and an “I’ll think about it”... and nobody has time to follow up. Plans worth thousands lost to silence.

03**Patients don't come back**

Check-ups nobody flags, maintenance forgotten, session packs half-used. And Google reviews only come from the unhappy ones.

THE SOLUTION

Their digital workforce, seat by seat

A single brain — the clinic's treatments, prices and protocols — feeds all its agents. Each module is a job position, not a tool.

THE BASE — WHAT WE ALWAYS SET UP

AI Employee **SALES**

Answers WhatsApp and calls 24/7: solves treatment and price questions, books and reschedules without touching reception.

EKONE **TECHNOLOGY**

The nervous system: CRM with every patient, funnels, landing pages and a calendar per room and practitioner.

Email Agent Pro **CUSTOMER CARE**

Runs the info@ inbox: recognizes the patient and their treatments, reply ready to approve.

Instagram Agent **MARKETING**

In aesthetics, Instagram is the shop window: answers DMs and turns followers into first visits.

LinkedIn Agent **MARKETING**

Opens conversations with local companies: agreements, dental plans and employee wellness.

Reels & Ads Creator **MARKETING**

The before/after and the content that sells treatments, produced and published without an agency.

Lead Magnet **MARKETING**

"Which treatment fits you?": the quiz that captures data in exchange for a free assessment.

THE SOLUTION · 2

FROM THE AI COMPANY CATALOG

Collections AI **FINANCE**

Bounced financing installments, chased with tact: here the debtor is also a patient.

Document verification **OPERATIONS**

Collects and validates ID, history and consent forms: the patient file complete before the visit.

THE SECTOR-EXCLUSIVE POSITIONS

Treatment-Plan Agent **SALES**

Sends the plan after the consultation, solves doubts and financing, and follows up with tact until the yes (or a clear no).

Recurrence Agent **SALES**

Knows each treatment's cadence — yearly check-up, 6-month touch-up, pack sessions — and brings the patient back at the right moment.

Managed Meta Ads **MARKETING**

Constant local acquisition into the AI Employee.

Post-Treatment Agent **CUSTOMER CARE**

Aftercare after every procedure, solves doubts, escalates anything odd to the clinic instantly... and asks for the review when the patient is happiest.



NEW · AVAILABLE

★ No-Show Agent

The sector's #1 pain, solved as a job position. It confirms every appointment, sends the pre-treatment instructions (fasting, no makeup, medication...), detects the cancellation the moment it happens and refills the slot by offering it to the waiting list on WhatsApp:

- ✓ Every appointment confirmed with its pre-treatment instructions
- ✓ Cancellations caught instantly, slot offered to the waiting list in minutes
- ✓ Conversational rescheduling: patients change their slot by chatting, not calling
- ✓ The diary defends itself, after hours too

AN ORDINARY DAY

Life with a digital workforce

08:45

A patient cancels her 12:00 slot. By 08:52 the slot is offered to the waiting list; by 09:10, it's taken.

13:20

WhatsApp rush hour: laser prices, a post-peel question and two reschedules. All answered while the team is in the room.

16:00

Yesterday's orthodontics plan gets its follow-up: the financing doubt is solved and the patient accepts.

19:30

Today's patients receive their aftercare; one odd symptom is escalated to the doctor instantly.

20:30

The owner gets the summary: tomorrow's diary full, 2 plans accepted, 3 new reviews.

EK

INDICATIVE RESULTS

What similar businesses see

~9/10

appointments confirmed ahead of time

min

from cancellation to slot re-offered

<1 min

response to new leads, at any hour

100%

treatment plans followed up to a yes or no

24/7

questions and aftercare covered

Estimates based on deployments in similar businesses. Every clinic is different: none of this is a promise or a guarantee — it's what we design to happen.

STARTS AT

9.490€

+ 279€/mo

A deployment like this starts at the Growth Pack (€9,490 + €279/mo) — the full base with the 5 standard modules. Sector positions are quoted by treatments and volume on the discovery call.

THE OWNER'S VOICE

“We used to live glued to the diary and chasing treatment plans. Now the slots refill themselves and I'm where I should be: with my patients.”

— Lucía, clinic director



Shall we talk about your clinic?

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Sam Laniakea

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