

CUSTOMER STORY

Sorin Medical provides multilingual coverage for every call and reduces call-center costs by over 40% in 6 months

Cardiology, Primary Care & Orthopedics · 20+ Locations · NYC Metro ·

English + Spanish + Russian

EMR: ATHENA

0 min**Hold time**every call answered instantly —
no queue, no rollover**3****FTE reduction**

call center agents

64%**In-scope containment**

resolved end to end without staff

<2 min**Handle time**

was ~3min with a human agent

CHALLENGE

- **Language access:** Many Sorin patients speak Spanish or Russian, but there were no dedicated call center staff for every language. Bilingual staff often had to step away from other work to take calls.
- **Complex workflows:** Scheduling requires matching patients by condition and provider specialty. Refill and billing requests also need to reach the right team.

SOLUTION

- **Multilingual coverage:** Kouper's AI agent Primus answers every call instantly in English, Spanish, or Russian, without relying on bilingual staff.
- **Automated workflows:** Primus schedules by patient need, location, and patient status; collects refill requests and routes them for approval; and sends billing questions to the billing team with a written summary.

USE CASES

Scheduling

Billing

Medication Refill

FAQs

Multilingual

Same number, same experience, no bilingual queue: dedicated English, Spanish and Russian agents now answer every call instantly, whatever language a patient speaks.

Sorin Medical · 20+ locations across the NYC metro

MEASURABLE IMPACT

Answer every call, instantly

HOW: The agent takes **concurrent calls** — ten patients dialing at once all reach an agent on the first ring.

Serve patients in their own language

HOW: Dedicated **EN / ES / RU** agents on one main number, same hours — restored without staffing.

Contain requests end to end

HOW: **64% of in-scope requests** completed with no staff involvement — booked, renewed, confirmed or cased.

Cut cost without cutting service

HOW: From **five representatives to two** — a 3-FTE reduction, over 40% lower call-center cost.

*Figures reflect Sorin Medical operating data before and after Kouper deployment across its New York locations. Results vary by call mix, EMR configuration and coverage hours.