

AI-powered Voice and Chatbots for the Healthcare Sector

Data privacy, hosting,
and added value with botario by NFON

Why AI solutions matter in healthcare

Healthcare institutions are under increasing pressure to manage patient inquiries efficiently while maintaining a high standard of service. AI-powered voice and chatbots offer an innovative way to automate communication – without sacrificing human connection or patient trust.

NFON, a leading provider of cloud communication solutions since 2007, acquired botario in 2024. botario specializes in communication automation and has delivered cutting-edge AI solutions across various industries since 2019, including healthcare. The platform stands for innovation, quality, and flexibility.

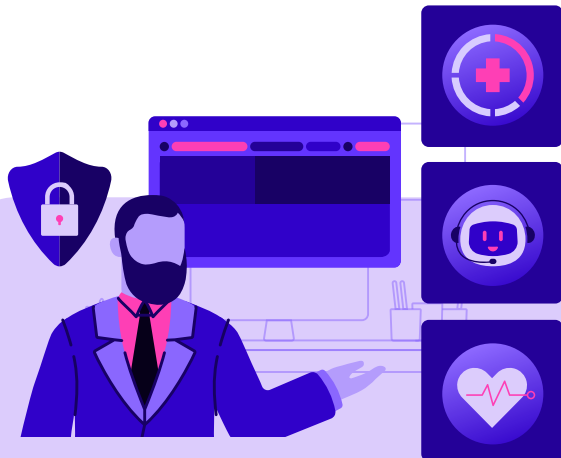
To meet the highest data protection standards, botario offers fully GDPR-compliant, tailor-made solutions. This document outlines the practical benefits and application areas of botario's AI-powered communication tools in the healthcare sector.



Reliable, Secure and Scalable

- **GDPR compliance by design**
Data processing in line with European data protection regulations, with full transparency and accountability.

- **Hosting in Germany**
High-performance data centers ensure maximum security, legal certainty, and availability.
- **On-premise deployment options**
For healthcare providers with particularly sensitive data, the entire solution can be hosted on internal infrastructure – giving you full control and independence from third-party providers.



Flexible Integration and Customization

botario offers a flexible, modular platform that adapts to your organization's needs:

Intuitive drag-and-drop interface

Easily customize conversation flows — no programming knowledge required.

Seamless system integration

Open interfaces (REST/SOAP) allow smooth connection to hospital and practice management systems.

Scalable during high-demand periods

Easily manage spikes in inquiry volumes during crises, such as pandemics or emergency situations.

Added Value for Patients and Administrators

1. For Patients

- **24/7 service availability** — immediate assistance at any time.
- **Quick, automated answers** — reduced wait times for frequently asked questions.
- **Intelligent triage** — inquiries are pre-qualified and routed to the right department, improving treatment flow and response accuracy.

2. For Healthcare Administrators

- **Reduced workload** — repetitive inquiries are handled automatically.
- **Process optimization** — bots can directly forward patient data into core systems.
- **Internal automation** — bots can also handle internal requests like IT support tickets, employee FAQs, or sick leave notifications via voice or chat.

Legal compliance — all interactions are fully auditable and documented in line with data privacy regulations.

With botario by NFON, healthcare providers enhance service efficiency, improve patient satisfaction, and future-proof their communication infrastructure — all while staying compliant and secure.

[Find out more about botario](#)