MGCL
Miraloyd Global Consult Limited
Communicate. Connect. Build. Transform.

AI Voice Agent for Hospitals



Book and manage appointments with a simple phone call

Available 24/7 in English and Wazobia

Phone support for patients and hospital teams

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AI support for hospital calls



A phone assistant for your hospital

Patients call your hospital and speak in their own words.
They do not need an app or a patient portal.

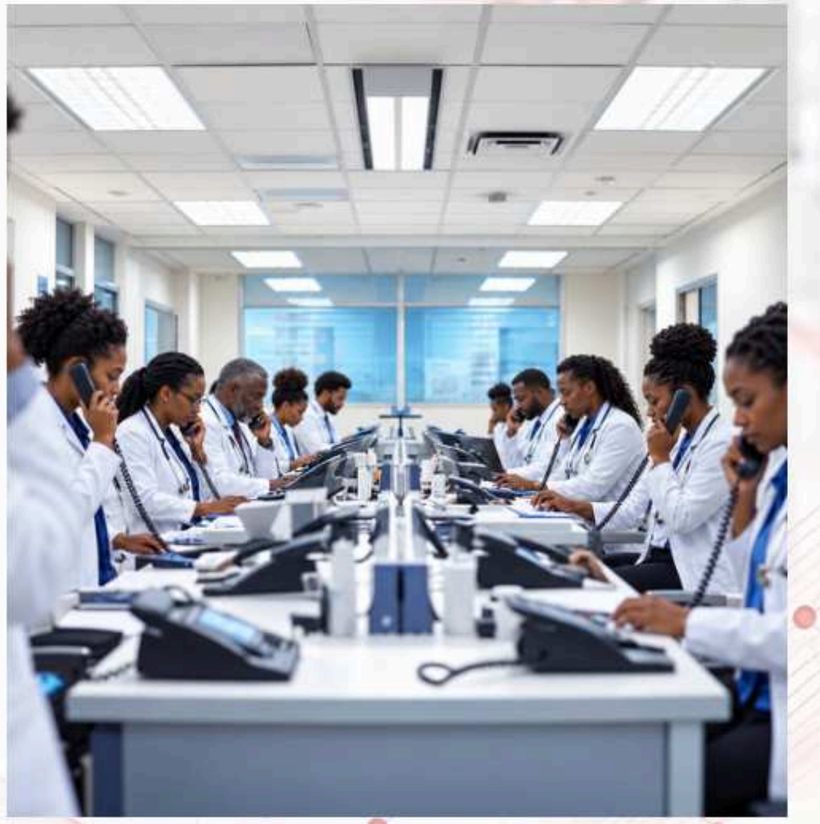
The agent checks doctor availability in your hospital system, handles appointment requests and reads back the details for confirmation.

24/7

Available day and night, including weekends and holidays

The front-desk challenge

Front-desk staff answer calls while helping patients in person. Appointment requests and follow-up calls can quickly fill the day.



Peak call demand
More calls arrive than staff can answer.

Missed calls after hours
Evening, weekend and holiday calls may go unanswered.

Missed appointments
Without timely reminders, patients may miss their visits.

Manual rescheduling
Staff must contact patients and arrange new visits when doctors cancel.

Inbound call handling



Example of an AI-assisted patient conversation

Help when patients call

Patients explain what they need in their own words. The agent helps with appointments across hospital departments.

New appointments
Books appointments across departments.

Appointment changes
Reschedules or cancels existing appointments.

New callers and questions
Registers new callers and answers hospital FAQs.

Outbound patient calls

The agent calls patients with reminders or schedule changes. When a visit needs to move, it can offer another slot during the same call.



Appointment reminders

Calls patients ahead of their scheduled visits.

Rebooking after a cancellation

Notifies affected patients and offers available slots.

Less manual follow-up

Helps staff spend less time on reminders and rebooking calls.

How a patient call works

The agent listens to the request, checks the hospital system and confirms the details with the patient.

The call connects

The patient calls the hospital, or the agent makes an outbound call.

The agent checks availability

It checks doctor schedules through the connected hospital system.

The agent listens

The agent identifies a booking, appointment change, cancellation or question.

The patient confirms the details

It repeats the details aloud, then updates the appointment record after confirmation.

New appointment booking

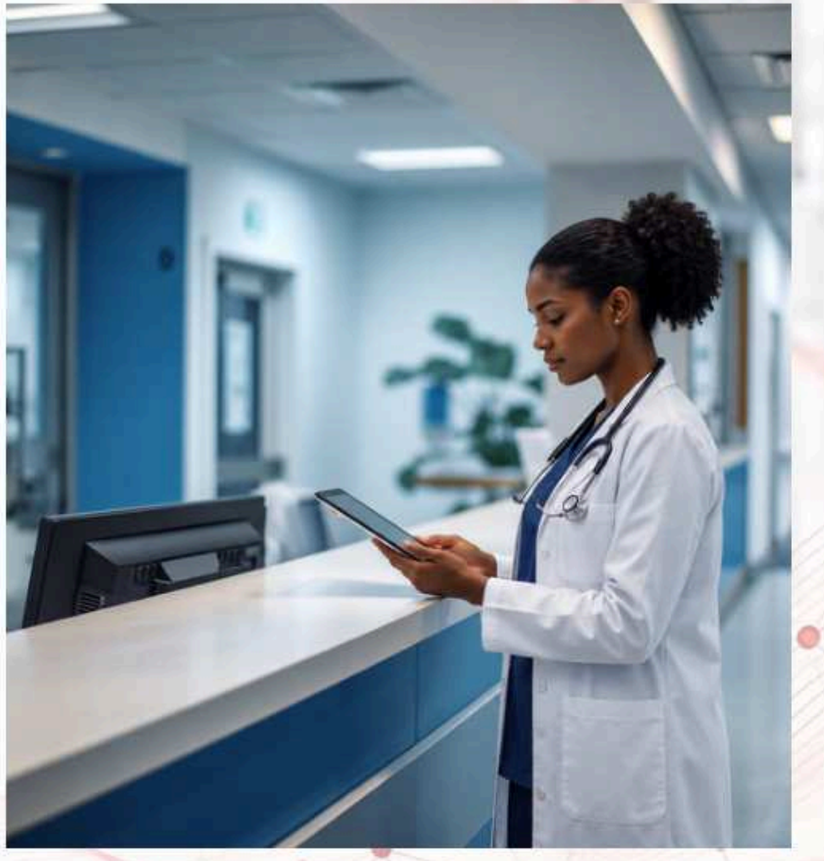
Patients can book an appointment
by speaking to the agent over the phone.

Patients speak without menus or key presses.

The agent explains departments and doctor options.

It checks availability and reads out open slots.

It confirms the patient’s name, doctor, date and time.
It confirms and saves the booking.



Appointment changes by voice

Patients can move or cancel an appointment over the phone. The agent reads back the details and asks for confirmation before making changes.

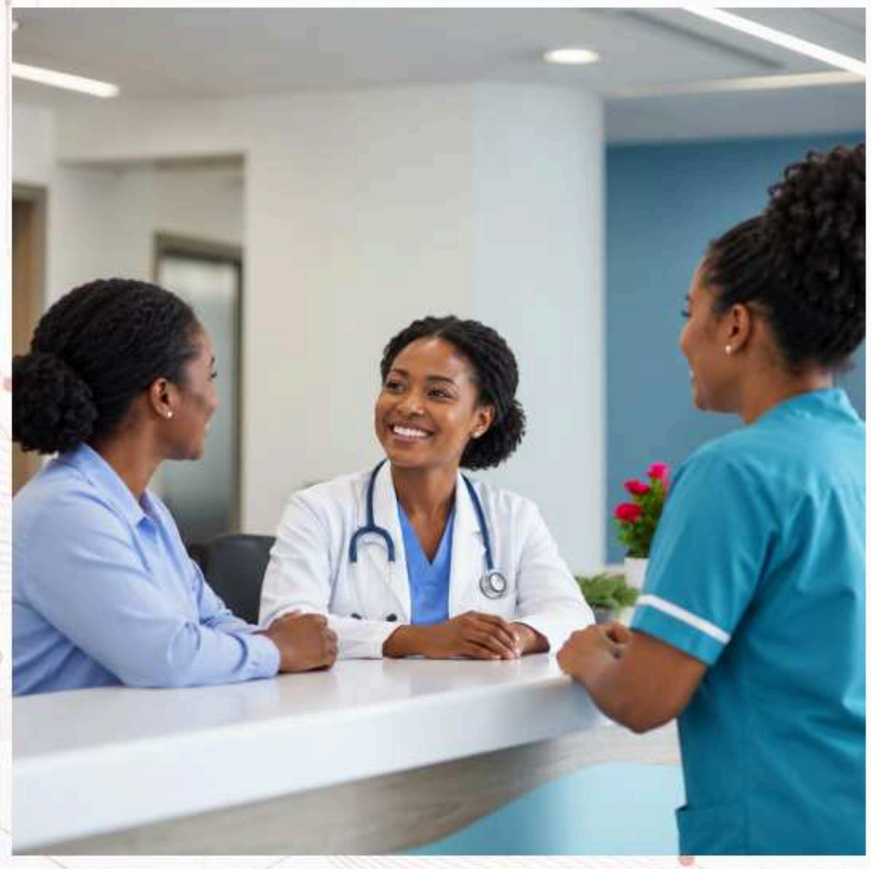
Rescheduling

- Reads back the existing appointment
- Finds available replacement slots
- Confirms the new date and time before making the change

Cancellation

- Identifies the appointment
- Reads back the details for confirmation
- Cancels only after explicit confirmation
- Releases the appointment slot

Welcoming first-time callers



Register and book in the same call

Identifies a new caller
Checks whether the caller is new to the hospital.

Collects patient details
Asks for the patient’s name and location.

Updates the hospital system
Saves the details directly in the connected system.

Continues to booking
Helps the patient book without a separate registration call.

Answers to everyday questions

The agent answers common questions about your hospital and helps callers with appointments.



Hospital information

Visiting hours, ward information and location details

Departments and doctors

Department information and doctor availability

Clear limits

Hospital service information, without medical advice

Transfers callers to hospital staff when needed.

English and Wazobia languages

Patients can use the language they prefer

Patients can speak in any of the supported languages or mix English with a supported Wazobia language during the call.

Pronunciation support includes doctors’ names and medical terms.

English

Hausa

Yoruba

Igbo

Trust and safety

The agent stays focused on appointments and hospital information, with clear rules for handling patient requests.

A clear scope

The agent provides hospital information and appointment support. It does not give medical advice.

Confirmation before changes

The agent asks patients to confirm bookings, changes and cancellations before updating the hospital system.

Hospital staff can take over when a caller needs further help.

Call documentation

Hospital teams can search call records to review conversations, check outcomes and support quality reviews.

Recordings and storage

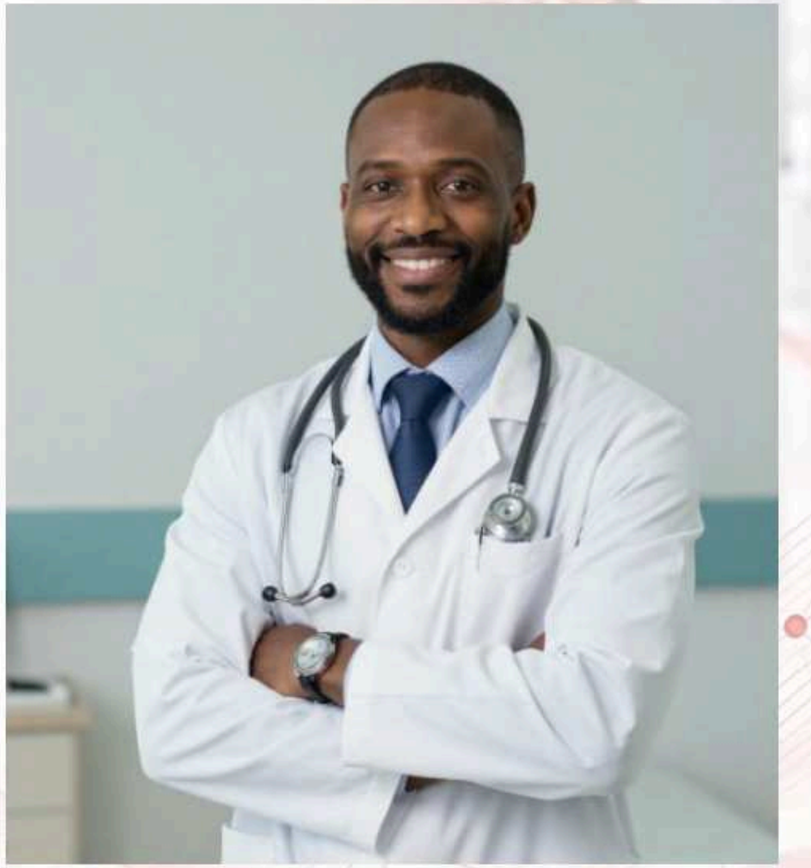
Calls are recorded and stored by hospital and date.

Full transcripts

Teams can review the conversation without replaying the audio.

Automatic summaries

Summaries record the outcome and appointment details.



Benefits for hospital operations

The agent handles routine calls so front-desk staff can spend more time helping patients in person.



24/7 call support

Availability during evenings, weekends and holidays

Fewer missed visits

Reminder calls help patients remember their visits.

More time for front-desk staff

Less time spent on routine calls and manual follow-up

Support across locations

Supports calls across multiple hospital locations.

Everyday patient use cases

The agent helps new and returning patients with everyday appointment requests.

New appointments

Patients book a visit by speaking naturally.

Rescheduling

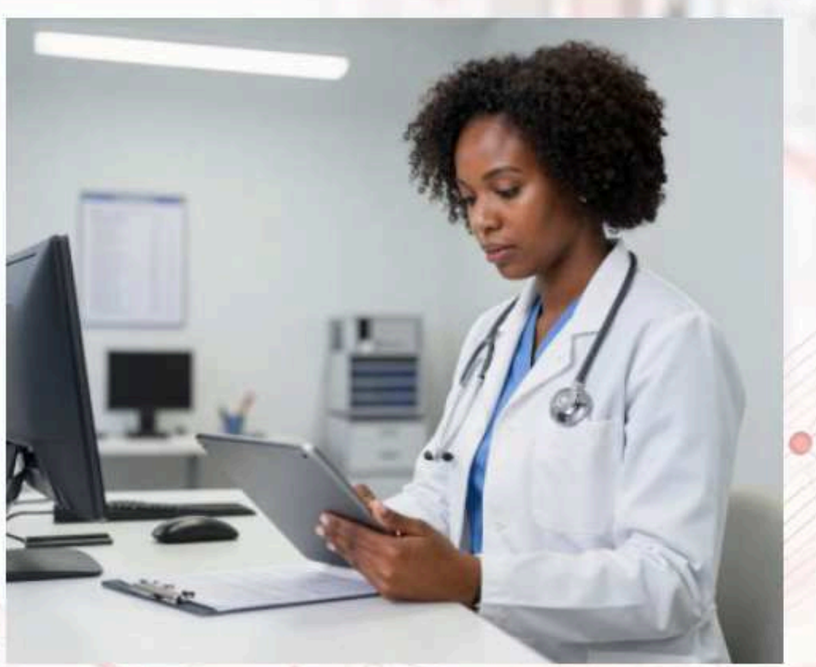
The agent confirms a new appointment time.

Cancellation

Cancels after the patient confirms.

New patient registration

Registers new patients and helps them book.



Follow-up and patient communication

Appointment reminders
Calls patients before their appointments

Rebooking after doctor cancellations
Lets patients know and offers another appointment.

Hospital FAQs
Answers routine questions about hospital services.

Multilingual support
English and Wazobia (Hausa, Yoruba and Igbo)



Talk to Miraloyd about your hospital’s calls and how the agent can connect to your systems.

ABOUT US

ABOUT MIRALOYD

INTEGRATED TECHNOLOGY SOLUTIONS

Miraloyd Global Consult Limited is an integrated technology solutions provider that designs, deploys and supports communication, connectivity, software and IT infrastructure for businesses, institutions and public-sector organisations. Our work helps people communicate better, keeps offices and remote locations connected, supports the development of digital systems and strengthens the IT infrastructure behind everyday operations.

Services include unified communications, internet connectivity, software and digital solutions, cloud and data centre infrastructure, cybersecurity, backup and disaster recovery. We also provide managed IT services and technology consulting.

Communications is a core part of our work. Our services cover cloud and on-premises IP telephony, contact centre solutions, customer engagement platforms and mobile communications. We also provide IVR, voice services, AI-powered communication and collaboration tools.

We provide the networks and infrastructure that keep offices, staff and systems connected. We also develop and integrate software, digital tools and AI solutions to improve business processes and connect the systems an organisation uses.

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Unified Communications

CONNECT

Connectivity& Internet

BUILD

Software,Digital & AI

TRANSFORM

Cloud,Infrastructure & IT

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