Primary Health Solutions Deploys SoundHound’s AI Agent Platform for Enhanced Patient Experience

Platform named “Denise” will allow patients to manage their own appointments via speech or text

SANTA CLARA, Calif--(BUSINESS WIRE)--Sep. 4, 2025-- SoundHound AI, Inc. (Nasdaq: SOUN), a global leader in voice and conversational AI, today announced a partnership with Primary Health Solutions (PHS) to deploy a new AI-powered patient engagement platform. The initiative will make PHS one of the first Federally Qualified Healthcare Centers in the country to use AI Agents for a more seamless and engaging patient experience.

This press release features multimedia. View the full release here: https://www.businesswire.com/news/home/20250904534750/en/



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The new conversational AI platform, named "Denise" in honor of a beloved PHS call center employee, will initially streamline scheduling, confirmations, and cancellations for patients – but with a roadmap that includes helping callers with more complex non-clinical inquiries. Patients using the platform will interact with sophisticated Voice AI Agents capable of quickly and accurately understanding multilingual requests, all while adhering to strict HIPAA guidelines.

In deploying AI Agents, PHS looks to significantly reduce the time patients spend on hold waiting for basic changes and information. At the same time, the technology promises to free-up both call center operatives and office staff to concentrate on more involved or sensitive queries, providing more personalized support.

This push for AI-powered innovation is part of PHS's broader mission to ensure all patients have quick and easy access to information and care.

“Our partnership with SoundHound AI demonstrates a commitment by PHS to better serve our patients by being a true innovator at the cutting edge of what’s next in care,” **said Steven Roller, CEO of Primary Health Solutions.** *“While we’re starting with the basics, the use cases for this technology are expansive, and we see a huge opportunity to improve the overall quality of our engagement, create efficiencies, and support our call center employees. This is the future of healthcare.”*

“Denise is more than just a platform; she’s an extension of our team,” **said Andrea Merick, COO of Primary Health Solutions.** *“By naming the platform after a valued colleague, we're symbolizing our commitment to maintaining a personal and empathetic touch even as we embrace technology to improve efficiency and access.”*

Potential new use cases for Denise include having the platform’s AI Agents proactively reach out to patients with appointment and medication reminders, allowing PHS to close identified gaps in care.

“Patient expectations are rising when it comes to the care they receive, and they aren’t prepared to spend long stints on hold for simple requests. Our AI Agent platform takes the friction out of the system, with a roadmap that begins with appointment management but will extend to referrals, refills, billing, and proactive outbound conversations to increase patient touchpoints and keep them healthy.” **said Michael Anderson, Executive Vice President of Enterprise AI at SoundHound AI.** *“This is about giving patients what they need and allowing staff to focus on more complex inbound inquiries.”*

This partnership highlights SoundHound’s growing footprint in the healthcare sector, providing AI Agent solutions that automate key processes and enhance the patient journey.

Learn more about SoundHound’s Complete AI Agent Platform, Amelia 7 **here**.

About Primary Health Solutions

Primary Health Solutions is a community health center dedicated to providing affordable and accessible healthcare services to residents in Butler and Montgomery counties. Founded on the principles of compassion, respect, and excellence, PHS offers a wide range of medical, dental, and behavioral health services including cardiology and orthopedics. Our mission is to improve the health and well-being of our communities through patient-centered care and health education.

For more information about Primary Health Solutions’ services, please visit

www.myprimaryhealthsolutions.org

About SoundHound AI

SoundHound AI (Nasdaq: SOUN), a global leader in voice and conversational AI, delivers solutions that allow businesses to offer superior experiences to their customers. Built on proprietary technology, SoundHound’s voice AI delivers best-in-class speed and accuracy in numerous languages to product creators and service providers across retail, financial services, healthcare, automotive, smart devices, and restaurants. The company’s various groundbreaking AI-driven products include Smart Answering, Smart Ordering, Dynamic Drive-Thru, and the Amelia Platform, which powers AI Agents for enterprise. In addition, SoundHound Chat AI, a powerful voice assistant with integrated Generative AI, and Autonomics, a category-leading operations platform that automates IT processes, have enabled SoundHound to power millions of products and services, and process billions of interactions each year for world class businesses. www.soundhound.com

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