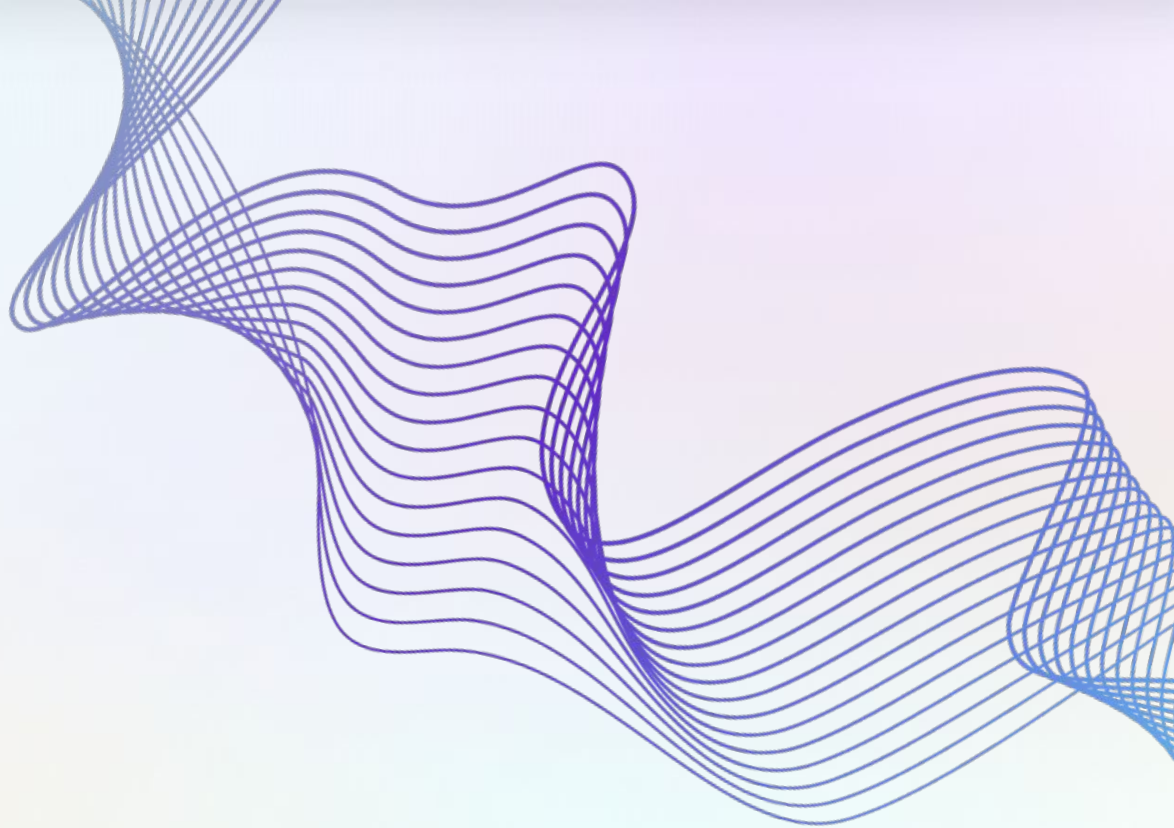






Leadership Team



Suriel Arellano
Chief Executive Officer

Suriel Arellano is the CEO of AIVA MD, where he leads the mission to redefine clinical operations through intelligent automation and conversational AI. An accomplished author, inventor, and speaker, he draws on over 26 years of experience with Fortune 100 firms like IBM and HP to champion a human-centered approach to digital transformation. By prioritizing patient care and reducing administrative burnout, Suriel focuses on bridging the gap between cutting-edge technology and practical healthcare solutions.



Rafael Canseco
Chief Growth Officer

Rafael Canseco is the Chief Growth Officer (CGO) of AIVA MD, specializing in the essential bridge between advanced technology and real-world clinical application. He leverages over 15 years of clinical and marketing experience. Drawing on his background in surgical operations and digital strategy, he translates complex medical workflows into tech-enabled solutions that integrate seamlessly into daily practice to drive growth.



John Hong, MD, MBA
Chief Medical Officer

Dr. John Hong serves as the Chief Medical Officer of AIVA MD, where he brings a forward-thinking, visionary approach to transforming healthcare operations. A triple board-certified physician, Dr. Hong combines deep clinical expertise with strategic business insight to drive meaningful innovation in care delivery. With an MD and MBA from the University of Miami and the University of Chicago, he has been in private practice since 2002, successfully building and scaling multi-specialty healthcare organizations while remaining committed to high-quality, patient-centered care. His leadership is grounded in a clear mission: preserving and strengthening independent private practice in an increasingly consolidated healthcare environment.



Krystal Farias
Chief Operating Officer

Krystal Farias is the Chief Operating Officer (COO) of AIVA MD, bringing frontline operational insight into the design and functionality of the platform, helping bridge the gap between technology and real-world clinical workflows. For two decades, Krystal has been instrumental in the growth and oversight of a large multi-specialty medical group with over 250 providers across 50+ specialties, including its integrated care networks and outpatient clinical operations. She has contributed to the development of solutions focused on patient access, call management, workflow automation, and performance reporting, ensuring the technology aligns with the practical needs of providers, staff, and patients.



One Platform. Many Solutions. Infinite Impact.

A healthtech company on a mission to empower clinical teams through AI-powered operations while improving the care experience. We believe that together we are building a smarter and more human healthcare experience.

Our Platform: A unified enterprise-grade AI technology with a reasoning engine that automates tasks, documentation, and patient communications. **AIVA** adapts to each clinic's unique workflows, rules, and operations delivering a customized solution for every team.



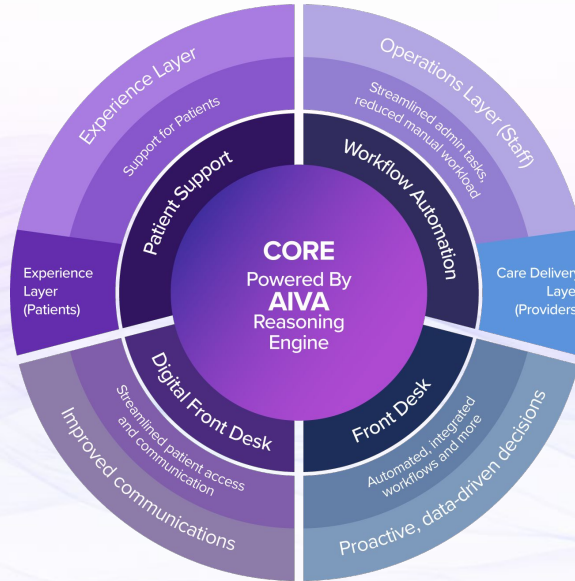
360° Care Experience

AIVA connects every touchpoint across your clinic.
From patient interactions to staff workflows to provide care through one intelligent system.



Patients experience faster access, clearer communication and consistent care at every touchpoint.

AIVA understands context, makes decisions, and takes action across patient interactions just like a highly trained team member would. It creates a seamless care experience across all interactions with the medical team.



Providers walk into visits with clearer, more complete information.

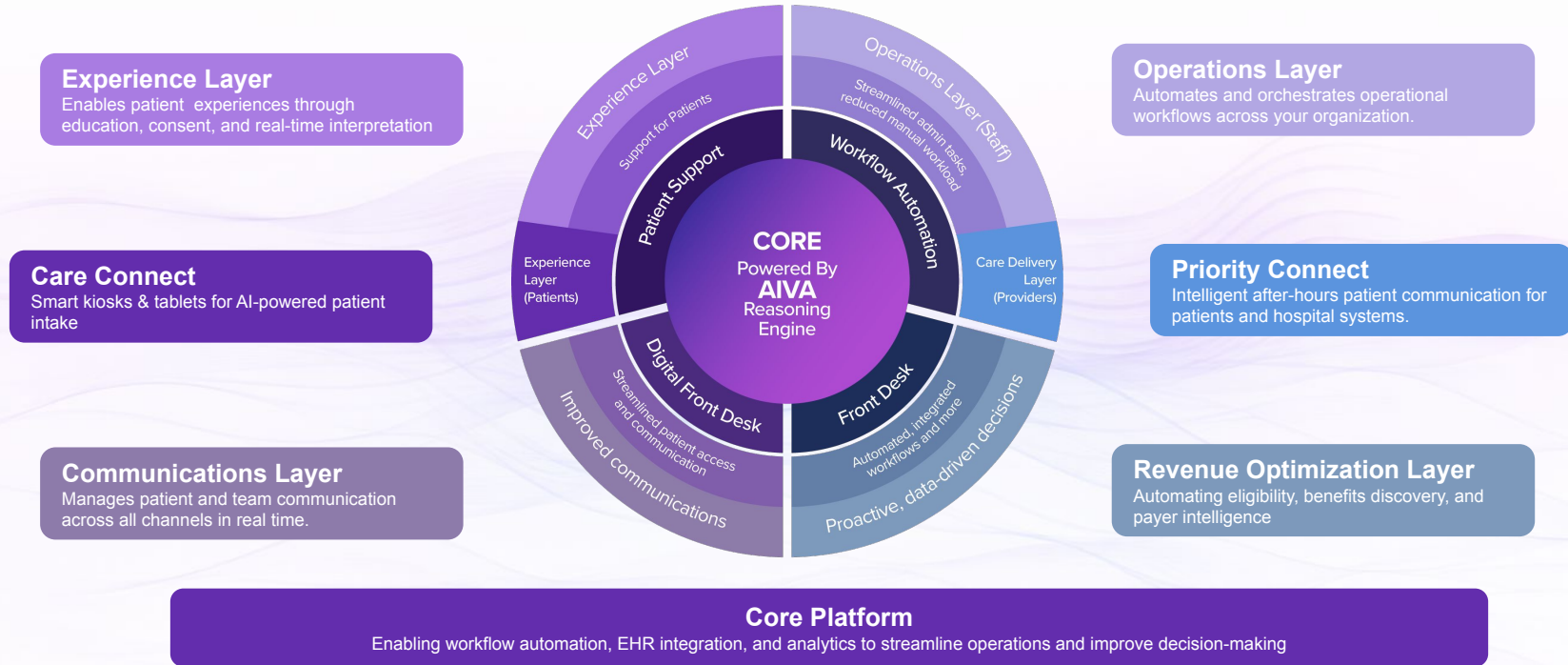


Staff operate with less noise, fewer manual tasks, and more time to focus on care.



The AI Operating System Across Your Clinical Ecosystem

AIVA is organized into capability layers that work together to run your clinical operations through one unified intelligence platform.



eClinicalWorks



athenahealth



ModMed



veradigm



Greenway Health



AdvancedMD



AIVAMD

Enabling Intelligent
Healthcare Operations



Communications Layer

Transform how your clinic handles calls, messages, faxes, and online chat all through one secure AI platform.



AIVA Voice

AIVA answers, routes, schedules, verifies insurance, and reduces front desk burden.



AIVA Intelligent Voicemail

Capture every message. Automatically transcribe, classify urgency, and route to the right team.



AIVA Text (SMS)

Automated reminders, recalls, confirmations, 2-way patient messaging.



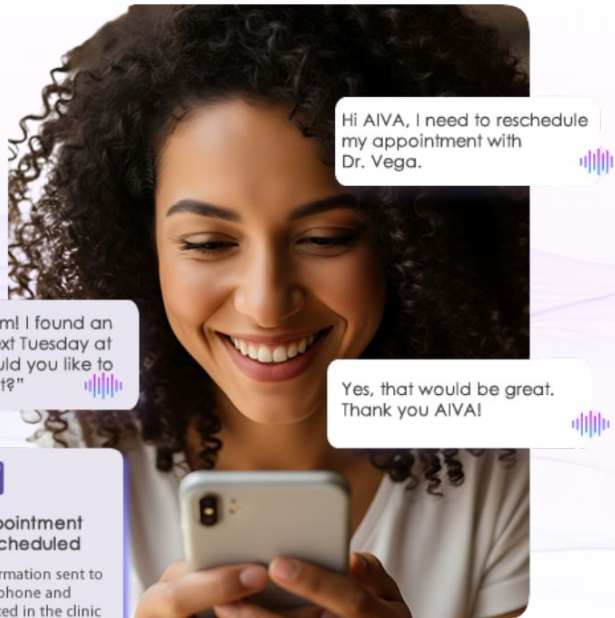
AIVA Chat

Conversational AI on your website that books appointments and answers questions instantly.



AIVA Fax

Digitize inbound faxes, extract structured data, and route automatically into workflows.



Reduce missed calls | Decrease front desk workload | Improve patient response rates | Eliminate manual fax handling



Revenue Optimization Layer

Automate eligibility, copays, recalls, and follow-ups to increase collections and reduce write-offs.



AIVA Verify & Verify +

Real-time eligibility checks and insurance discovery when needed.



Copay & Balance Collection

Capture before visit, secure card on-file, and reduce billing delays



Recalls Automations

Fill gaps automatically and increase patient return rate



Automated Collection Calls

Outbound balance reminder calls & Secure PCI IVR payment during call.

**Revenue shouldn't walk
out the door.**



Increase in upfront collections | Fewer claims denials | Higher recalls response rates | Less staff time spent on follow-ups



Experience Layer

Delivering clear, compliant, and human-centered experiences through education, consent, and multilingual communication



Consent & Compliance

Ensures accurate, secure, and compliant capture of patient consent across all interactions and channels.



Patient Education & Guidance

Provides clear, guided information to help patients understand procedures, next steps, and care instructions.



Multilingual Communication

Enables real-time language support to ensure every patient can communicate and engage with confidence.



Interactive Patient Experience

Delivers a more human and engaging experience through digital interfaces, including AIVA's visual assistant.



Reduce Staff time | Improve patient understanding | Standardized Consent | Provide multilingual support



Operations Layer

Automates and orchestrates operational workflows across your organization.



Workflow Automation

Automates tasks, routing, and operational processes to reduce manual work and improve efficiency across teams.



Document Processing & OCR

Captures, reads, and extracts structured data from documents and faxes to eliminate manual data entry.



Document Management

Organizes, routes, and manages documents across workflows to ensure information reaches the right team at the right time.



Data & Workflow Orchestration

Connects data, triggers actions, and coordinates workflows across systems to keep operations running seamlessly.



Automating operations | Processing Documents | Eliminating Manual Work



Priority Connect

AI-powered urgent call routing that instantly connects the right provider to the right request after-hours

Never miss a priority call



Urgent Calls Go First

Automatically identify and route high priority calls to the appropriate provider or team.



Call Summary

A complete timeline of actions taken, notifications sent, and response tracking.

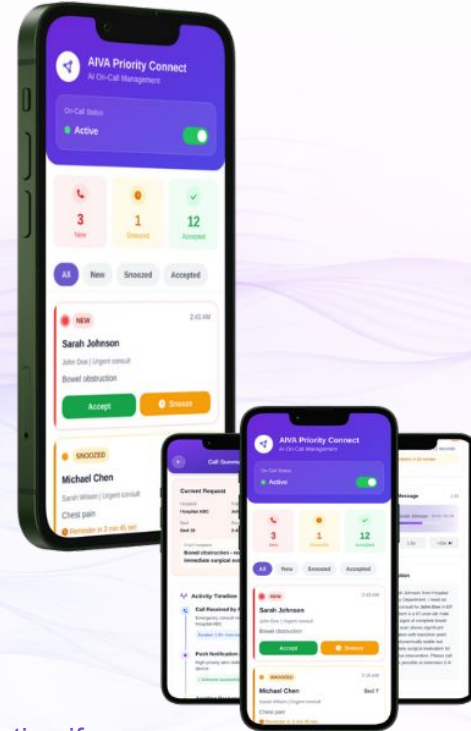
Care doesn't wait, Neither do we.



Download on the
App Store



GET IT ON
Google Play



Push notifications delivered | AI-Transcribed message | Auto-escalation if no response





Care Connect - Intelligent Digital Check-In & Intake

Modernize front-desk operations with AI-powered kiosks and tablet workflows.



Smart Kiosk Check-in

Patients check in independently using touch-screen kiosks



Tablet Intake

Digitally capture demographics, insurance and consent forms



ID & Insurance Scanning

Instant card capture and data extraction



Copay & Balance Collection

Secure payment capture before the visit



Eliminate paper forms | Reduce wait times | Minimize manual data entry | Sync directly with your EHR | Enhance patient experience



Care Connect - Intelligent Digital Check-In & Intake

A centralized dashboard that gives staff full visibility and control over every patient check-in.



Live Check-In Visibility

AIVA Kiosk Manager provides a real-time view of all active patient check-ins, allowing staff to monitor statuses such as not started, in progress, completed, or needing assistance across all locations.



Operational Control

Staff can assist patients in real time by resuming or restarting sessions, manually checking in patients when needed, correcting intake information, and instantly sending or sending forms.



Staff Efficiency

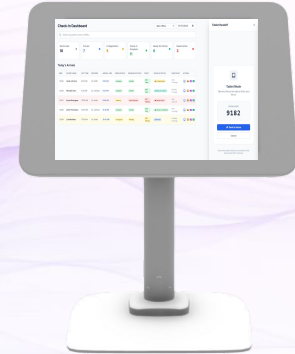
AIVA reduces front desk interruptions by enabling a single staff member to monitor multiple kiosks and devices simultaneously, improving patient flow, reducing wait times.



Device & Session Monitoring

AIVA provides real-time visibility into the status of all kiosks and tablets, allowing teams to detect connectivity or device issues immediately while monitoring session activity.

AMDKM V1.5



KIOSK MANAGER

AIVA Kiosk Manager gives your team complete visibility and operational control, without adding complexity to the front desk.



Care Connect - Security, Device Management & Support

Secure, managed, and fully supported - built for enterprise healthcare environments.



Secure by Design

AIVA operates within a HIPAA-compliant architecture with encrypted data transmission, secure session controls, and no local data storage on devices, ensuring patient information remains protected at all times.



Centralized Device Management

All kiosks and tablets are centrally managed with enforced security policies, controlled configurations, and seamless background updates, keeping every device consistent, secure, and up to date without staff involvement.



Proactive Support & Hardware Assurance

AIVA continuously monitors device performance and connectivity, enabling rapid issue resolution, while fully configured replacement devices can be deployed quickly to minimize downtime and keep operations running smoothly.

We secure, manage, and support the entire intake infrastructure end-to-end.



DEMO



AIVA Modules Deliver Department-Level Capacity

Personnel Equivalent Capacity*

AIVA delivers department-level capacity by absorbing the high-volume, repetitive work that normally bottlenecks clinical operations.

Instead of replacing a single role, AIVA strengthens entire departments, from call center, triage, referrals, fax, records, to clinical documentation by automating the workflows each team depends on every day.

This creates consistent, reliable output across all functions, giving clinics the equivalent of multiple full-time staff in every department, 24/7, without burnout, turnover, or delays.

AIVA becomes the operational backbone that keeps every department running at peak performance.

*Equivalent capacity refers to the call volume handled by AIVA Voice utilizing automation and simultaneous-call capabilities. It is a metric of potential workload absorption and does not imply or mandate staff removal or workforce reduction.

AIVA Module	What It Automates	Equivalent Human Capacity
Voice	Inbound and outbound call handling, appointment booking, patient outreach	Equivalent to 5–30 call-center agents
Priority Connect	Urgent-call triage, routing, escalation workflows, message classification, callback tasks	Equivalent to 2–5 triage staff
Fax	Referral intake, routing, referral follow-up, authorization prep	Equivalent to 1–3 medical records clerks
Scribe	Real-time chart-ready visit summaries and structured chart updates	Equivalent to 1–2 clinical scribes per provider
Voicemail AI	Voicemail transcription, task creation, patient follow-up tasks	Equivalent to 1–2 administrative staff



AIVA Voice Vs. Call Center - Equivalent Capacity

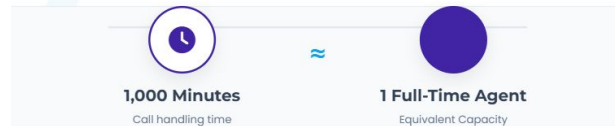
Turn call minutes into real staffing capacity

AIVA Voice transforms call volume into operational capacity, giving clinics the output of multiple full-time agents without adding staff. **We price per minute because AIVA operates in real time, just like a human staff member on the phone. You only pay for actual usage, not idle time or unused seats.**

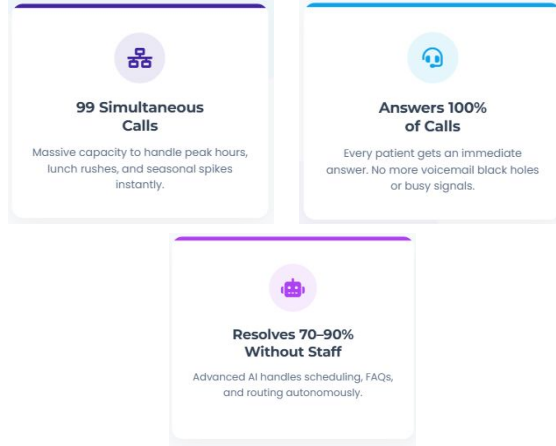
Plan Level	Included Minutes	Equivalent Capacity	Operational Impact	Investment Tier
 Essential	~1,000 min	~1 Agent	✓ Light efficiency boost	ENTRY TIER
 Core	~2,500 min	~2-3 Agents	✓ Reduced missed calls	MID-TIER
 Pro	~5,000 min	~4-5 Agents	✓ Significant workload reduction	STANDARD
 Growth	~10,000 min	~7-9 Agents	✓ High-impact optimization	GROWTH
 Scale	~20,000 min	~14-18 Agents	✓ Transformational improvement	ENTERPRISE-LITE
 Enterprise	~40,000 min	30+ Agents	★ Max automation & control	ENTERPRISE

* Capacity estimates based on average call handling times and standard agent productivity metrics.

Capacity Equivalent Framework

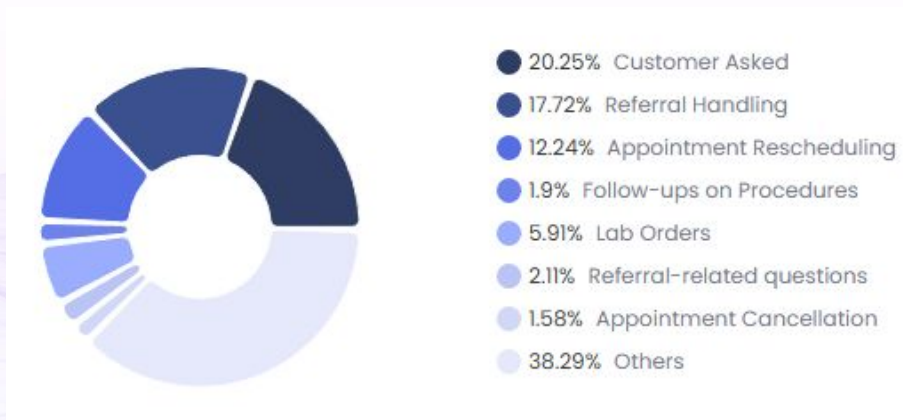


AIVA doesn't replace people — it **absorbs the volume** people no longer want or have time to handle.





AIVA's Current Call Handle - February



AIVA is taking care of approximately 61.71% of total calls.

* Estimates based on current agent productivity metrics.



AIVA Impact Beyond Calls

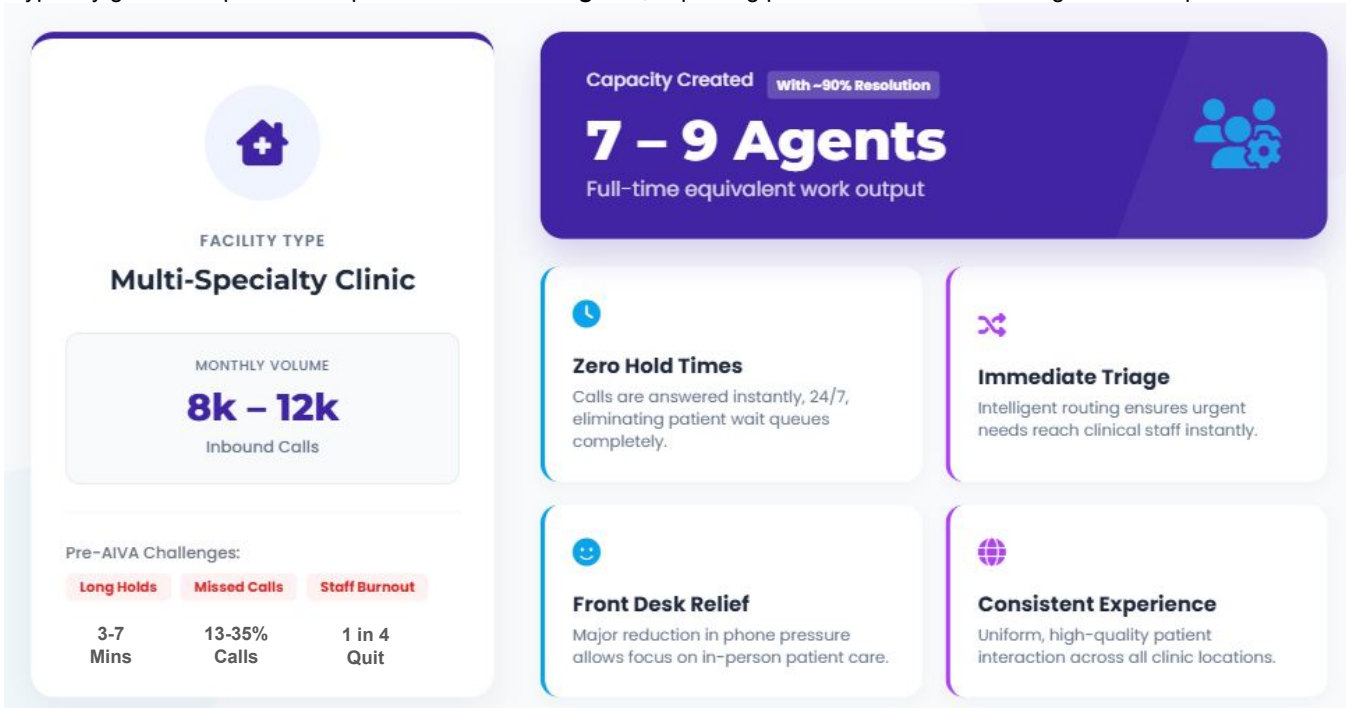
Financial Impact

AIVA MD reduces operational overhead and increases efficiency by automating high-volume tasks across the clinic. Most multi-specialty clinics see **\$300k–\$650k** in annual relief from improved call capture, reduced labor strain, and fewer missed appointments.



Operational Impact

AIVA MD removes bottlenecks and supports clinical teams by automating calls, triage, routing, and communication. Clinics typically gain the equivalent output of **7–9 full-time agents**, improving patient access and reducing front-desk pressure.



This impact is based on average clinic volumes and efficiency gains observed across current AIVA implementations.



AIVA MD Support & Success Model

Built for speed, continuity, and clinical operations

Traditional Support (Reactive)

L1

Level 1

Initial Triage

L2

Level 2

Escalation Handoff

L3

Level 3

Specialist Review



- Delays between handoffs
- Limited context across teams

AIVA MD Support Model (Proactive & Collaborative)



- Issues routed instantly to the right expert
- Cross-functional collaboration in real-time
- No escalation delays
- Built for clinical operations



SWARMING + CONTINUOUS SUPPORT

Swarming methodology connects the issue with the right expert instantly.

Expert pods that comprise SMEs with diverse specializations swarm every issue as a team, offering a wide set of capabilities and experience to avoid a single point of failure.

Follow-the-sun model ensures you have access to support for business-critical issues round-the-clock until a resolution has been reached.

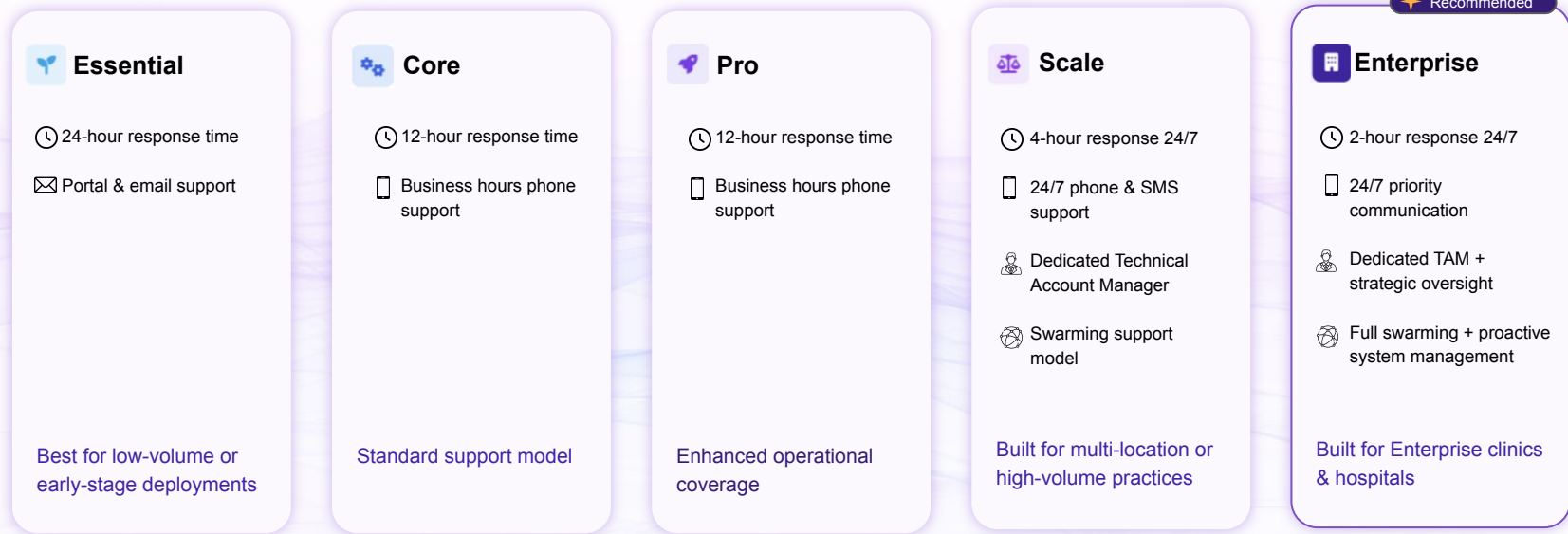




AIVA MD Support & Success Model

Support that operates like your clinical environment-real-time, connected, and always on.

Support Tiers



Support that operates like your clinical environment-real-time, connected, and always on.



NEXT STEPS

30-Day Evaluation

Select 1 Workflow

We meet with your operational and clinical leaders to map your current workflows and identify the highest-impact areas.

Define KPIs & Goals

AIVA is customized to match your exact routing rules, scheduling logic, clinical workflows, and communication protocols.

Activate AIVA

We build a personalized package with the right mix of Voice, Priority Connect, Fax, Scribe, and Voicemail automation.

Day-30 Results Review

A full ROI report with operational gains, savings, capacity created, and recommendations for expanded rollout.



THANK YOU!

Together, we're building a smarter and more human healthcare experience.