

EXECUTIVE BUSINESS CASE · HEALTHCARE

The cost of inaction in healthcare

Every missed patient call is a missed booking, a no-show risk, and staff stretched thinner.

70% Shift lost to idle	~\$25 Per connected call	8–15% Connect ceiling	~40% CRM decay / year
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The status quo is not free

Front desks miss 30–40% of calls at peak — each a missed booking or a frustrated patient. After-hours calls go to voicemail, no-shows pile up, and staff burn out on repetitive scheduling instead of care.

What one quarter of waiting costs

Hidden cost	What it means in healthcare
Missed calls	30–40% of peak calls unanswered — bookings lost outright.
No-shows	Un-reminded appointments erode capacity and revenue.
After-hours	Patient calls at night convert to voicemail, not visits.
Staff burnout	Clinical staff drown in routine scheduling calls.

What Finn unlocks in healthcare

Snazzy Align doubled qualified leads and resolved 80%+ of patient queries autonomously with a 24/7 Finn voice channel — lead response dropped from hours to under two minutes.

The decision

Finn closes the gap between your system of record and your system of action as a usage-based line item — payback under six months. Waiting isn't free; it's the swivel-chair tax, paid another quarter.

Build the healthcare business case — book a demo at www.hirefinn.ai/bookademo

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