# AI-powered Puppeteer launched to improve patient-clinician communication



In a significant advancement for the healthcare sector, Light-it, a company with a proven track record in the healthtech industry, has launched Puppeteer, an artificial intelligence-powered solution designed to enhance communication between patients and clinical staff. Founded by an experienced team consisting of Alan Brande, Javier Lempert, Martin Oppenheimer, and Federico Ruiz—who previously worked at Meta—Light-it has been a prominent player in the U.S. health tech landscape for over five years, partnering with prestigious organisations and health systems.

Puppeteer aims to transform the healthcare experience by streamlining interactions that typically occupy valuable time, allowing healthcare professionals to devote more focus to face-to-face patient care. "Puppeteer helps doctors spend more time with patients by having AI talk directly with patients—handling calls, texts, and follow-ups," said Federico Ruiz, CEO of Puppeteer, in a statement. He elaborated on how the solution manages everyday conversations, including scheduling and basic medical queries, thus facilitating enhanced healthcare outcomes for both patients and providers alike.

The capabilities of Puppeteer are multifaceted, allowing for comprehensive automation of patient-provider communications. Key features include:

1. **Patient Intake Calls**: Puppeteer manages initial conversations with patients, efficiently collecting essential information for the healthcare system, which reduces time spent on phone calls and simplifies the onboarding process for new patients.

2. **Appointment Scheduling**: The platform actively interacts with users to find and coordinate available time slots, ensuring patients can easily secure appointments.

3. **Follow-Up Calls**: Post-visit check-ins are automated, supporting recovery efforts, medication adherence, and clarity on treatment instructions, while alerting providers when issues arise.

4. **Triaging**: Puppeteer prioritises patient care by evaluating symptoms and directing urgent cases to the top of the queue, ensuring timely medical interventions.

5. **Medical Q&A**: The system provides real-time answers to patients' medical inquiries without the need for appointments, thus alleviating pressures on healthcare staff.

6. **Automated Billing Process**: Puppeteer assists patients with understanding their bills, handling queries, and setting up payment plans, providing a streamlined experience.

7. **Health Data Insights**: By interpreting patient data from wearable devices and other monitors, Puppeteer delivers actionable insights, enabling patients to take charge of their health.

Light-it and Puppeteer set out to raise the standard for digital healthcare solutions through their innovative, AI-driven approach, responding to today's challenges while also addressing future needs in the healthcare landscape. The founding team combines extensive expertise in healthcare, technology, and product development to empower organisations to enact meaningful changes and achieve a lasting impact in the industry.

For further information regarding their partnerships and the continuous evolution of AI in healthcare, interested parties are encouraged to contact Light-it or Puppeteer directly.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

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