OhMD

How Dermatology Associates of Western Connecticut Reduced Message Resolution Time by 67% with OhMD + Nia

Automating medication and clinical communication with AI saves hundreds of nursing hours each year for this multi-site dermatology practice.

Challenges

- Multi-site dermatology practice was experiencing a high volume of clinical communication, all handled by the nursing team.
- Nearly all clinical requests came through nurse-line calls, creating manual work.
- Patients struggled to contact the office creating a high administrative burden.

Solutions

- **Nia AI Text + Voice**: Automated intake for prescription refill and medication-advice workflows, collecting and confirming patient details before routing to nurses.
- **Unified Inbox**: Centralized all patient messages into a single, searchable record.
- **Voice to Text**: Reduced manual transcription, chart look ups, and repeated follow-ups.

Results

- **Time to resolve requests dropped by 67%** after automating clinical intake.
- **Nurse-line voicemails decreased by 31%,** reducing daily call backlog.
- **Approximately 650 nursing hours recovered annually.**
- **Medication and triage requests moved faster** through a single workflow, with fewer hand-offs and less rework.
- **Phone tag eliminated** as nurses responded via text instead of repeated calls.

"Everyone is selling AI for scheduling, but that isn't where our biggest bottlenecks are. Automating scheduling helps, but automating clinical communication changes everything. OhMD and Nia handle the medication and triage work that actually slows our practice down. That's where we feel the impact every day." — Kim Eickhorst, MD