

HEALTHCARE

MULTI-CLINIC

UNITED STATES

HIPAA-ALIGNED

• LIVE IN PRODUCTION

After-Hours AI Receptionist.

The voice AI platform CodeAcme built for **Varpa**, a medical company running two family practices. Every after-hours and overflow call gets answered and turned into a **trackable task**, with staff signed in through **Microsoft**.

3

CLINICS ONBOARDED
2 LIVE IN
PRODUCTION

1,227

CALLS HANDLED
ACROSS THE
PLATFORM

15

STAFF USERS
WITH SCOPED ACCESS

900+

TASKS TRACKED
END TO END

ADVANCE FAMILY PRACTICE

28 new-patient appointments booked • **761** requests resolved[▶ WATCH THE WALKTHROUGH](#) loom.com/share/9bc4180...

What it does

Practices lose patients to the calls no one answers: after-hours, lunch breaks, and the overflow when the front desk is already on another line. **The AI receptionist answers every one of them.** It picks up, handles the request, and turns it into a structured task the office can act on, booking, refills, referrals, billing questions and more.

The difference from a single voice bot is the platform underneath. It runs **each practice from one console**, every clinic with its own number, agent and configuration, while staff sign in through **Microsoft** and see only what their role allows. Varpa runs two practices on it today. The pages that follow walk through the live product, screen by screen.

THE FIVE-MINUTE WALKTHROUGH



Product walkthrough

A guided tour of the admin portal, per-clinic config, impersonation and the task queue.

loom.com/share/9bc4180...

TAP TO OPEN →

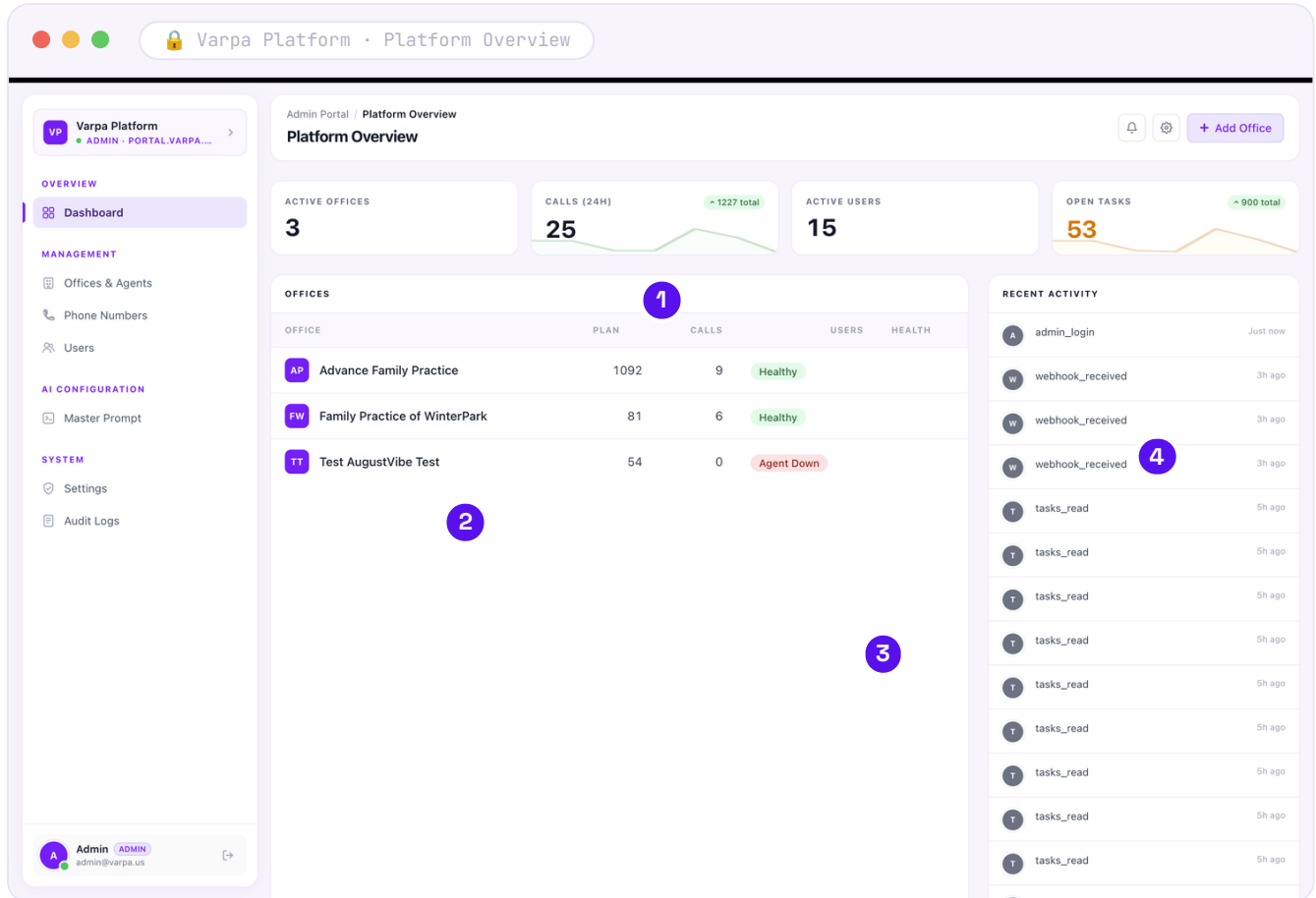
Opens the recording in your browser. Works on desktop and mobile.

AT A GLANCE

- **Microsoft SSO for staff.** Sign in with Entra ID, no separate passwords.
- **Per-clinic agents and numbers.** Isolated config for every practice.
- **Structured task operations.** Every call classified, assigned and closed.
- **Access from Azure AD.** Roles map to the clinic's existing directory groups.
- **Impersonation support.** Help a clinic without sharing credentials.
- **Health and audit.** Live agent status plus a recorded activity trail.

One console, every clinic

The admin dashboard is the platform's control plane. In a single view it shows how many clinics are active, how much call volume is moving through the system, and whether each practice's agent is healthy, alongside a running feed of platform activity.



1 Live platform metrics. Calls, active users and open tasks across every clinic, refreshed continuously.

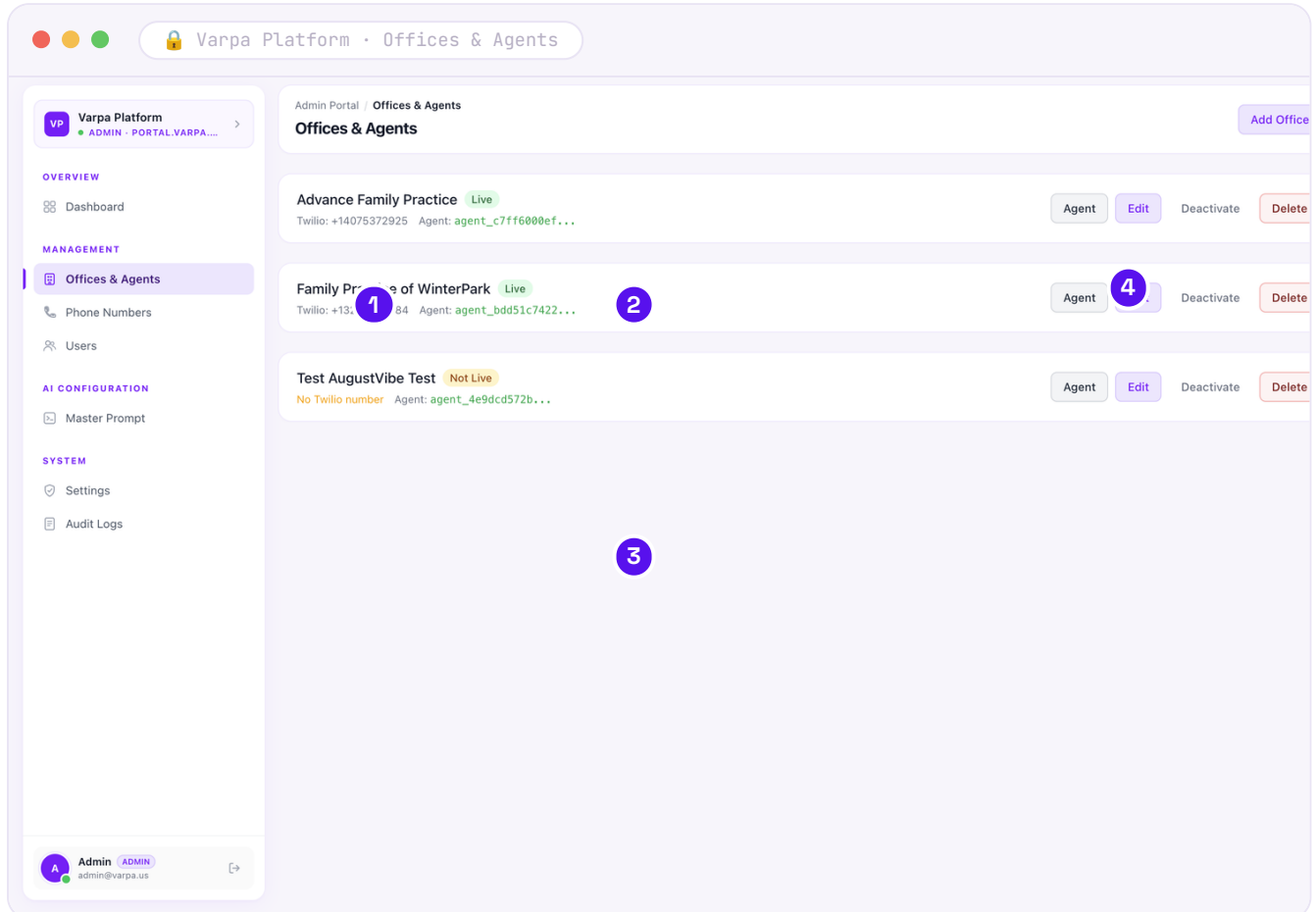
2 Multi-clinic roster. Each practice runs as an isolated tenant on one control plane.

3 Per-office health. Agent status is monitored, healthy vs down, so problems surface before patients feel them.

4 Activity stream. Logins, system events and record access are recorded for a running audit trail.

Per-clinic configuration

Each practice is provisioned independently. An office receives its own dedicated phone number, is bound to its own voice agent, and carries its own settings and prompt. Nothing is shared between tenants, and an office only goes **live** once its number and agent are attached.



- 1 Provisioned phone line.** Every clinic gets its own dedicated number bound to its agent.
- 2 Dedicated voice agent.** Each office runs its own agent, with isolated config and prompt.
- 3 Live vs not-live state.** An office goes live only once a number and agent are attached.
- 4 Per-office controls.** Open the agent, edit config, deactivate or remove, all from one screen.

ALSO ON THIS SCREEN

A platform-level **Master Prompt** and per-office **Phone Numbers** and **Settings** let each clinic inherit a shared baseline and then override it, so onboarding a new practice is configuration, not a rebuild.

Support and the task queue

Admins can step into any clinic's view to diagnose and support it, shown by the red **Viewing as** banner, without the practice ever handing over a password. Inside a clinic, every answered call becomes a structured task: classified by type, moved through a clear status lifecycle, assigned to a person, and linked back to its call.

The screenshot shows the 'Varpa Platform - All Tasks' interface. At the top, there's a red banner indicating 'Viewing as: Advance Family Practice' with an exit button. Below this, a summary section shows 'TOTAL TASKS: 25', 'PENDING: 25', 'URGENT: 0', and 'DONE: 761'. A filter bar allows selecting 'Pending' (25) tasks, with options for 'All', 'New', 'In Progress', and 'Done'. Below the filter bar, a table lists tasks with columns for CATEGORY, CALLER, STATUS, PRIORITY, ASSIGNED, CALL ID, and WHEN. The tasks are categorized by type (Referral, Refill Request, Other) and status (In Progress, Pending). Each task is assigned to a specific person (e.g., Susan Corna, Felicia Gomez, Robin Brown-Manfredi, Toni Bachelor, Binde Hpatel, Margaret Naughton, Esther Oldacre, William Oldacre, Node). The interface also includes a sidebar with navigation options like 'All Tasks', 'My Tasks', 'New Patient Appointment', 'Existing Patient Appointment', 'Cancel Appointment', 'Reschedule', 'Refill Request', 'Referral', 'Billing', 'Other', 'Call Transcripts', and 'Agent & Config'.

CATEGORY	CALLER	STATUS	PRIORITY	ASSIGNED	CALL ID	WHEN
Referral	SC Susan Corna	In Progress	—	J	call_...cd692...	6h ago
Refill Request	FG Felicia Gomez	In Progress	—	J	call_414b327...	9h ago
Other	RB Robin Brown-Manfredi	In Progress	—	A	call_6e6a4ba...	9h ago
Other	RB Robin Brown-Manfredi	In Progress	—	A	call_6e6a4ba...	9h ago
Refill Request	TB Toni Bachelor	In Progress	Low	T	call_89318bf...	11h ago
Other	BH Binde Hpatel	In Progress	—	A	call_be57701...	12h ago
Other	MN Margaret Naughton	In Progress	—	A	call_9ef31ac...	1d ago
Refill Request	EO Esther Oldacre	In Progress	Low	T	call_d421946...	1d ago
Refill Request	WO William Oldacre	In Progress	Low	T	call_d421946...	1d ago
Existing Patient	N Node	In Progress	Low	T	call_26ed14f...	1d ago

- Impersonation.** Staff support a clinic in read-through mode with a persistent "Viewing as" banner and one-click exit.
- Structured categories.** Every call is classified: referral, refill, appointment, billing and more.
- Status lifecycle.** Requests move New to In Progress to Done, nothing gets dropped.
- Assignment and call trace.** Each task is owned by a person and linked to its source call id.

The outcome that matters

This is what the platform is for. At Advance Family Practice, the agent captured and booked **28 new-patient appointments** that would otherwise have been missed calls, each one closed out in the queue and **traceable to the exact recording** behind it. Across all request types, the same clinic has **761 resolved**.

Varpa Platform · New Patient Appointment

Dashboard / New Patient Appointment

Viewing as: Advance Family Practice - Exit

Offline

28 TOTAL TASKS
All requests in the queue

0 PENDING
0 pending this week

0 URGENT
0 urgent this week

28 DONE
Resolved and closed requests

Pending 0 All 28 New 0 In Progress 0 Done 28

dd/mm/yyyy dd/mm/yyyy Search callers... Refresh

CALLER	STATUS	PRIORITY	ASSIGNED	CALL ID	WHEN
MM Mina Miranda	Done	—	A	call_82ca3...	4d ago
WC Walter Carpenter	Done	—	W	call_838959b...	5d ago
LJ Linda Joplin	Done	—	C	call_583355f...	8d ago
LA Lindsey Adams	Done	—	J	call_e7f9b84...	11d ago
BM Barbara S Martin	Done	—	T	call_26b6b47...	14d ago
CH Christopher Hammett	Done	—	J	call_b1f3763...	15d ago
LS Linda Sero	Done	—	T	call_e39245a...	15d ago
KL Kevin Luckey	Done	—	—	call_48f8e53...	18d ago
DD David Dyke	Done	—	J	call_a49e3b1...	19d ago
JM Jean Gary Monassey	Done	—	A	call_c09653c...	22d ago

Admin (Manager) admin@varpa.us

1 **28 new-patient appointments.** All booked, all marked done in the queue.

2 **Fully traceable.** Every booking links back to the exact call recording behind it.

28

NEW-PATIENT APPTS
BOOKED & DONE

761

TOTAL REQUESTS
RESOLVED

1:1

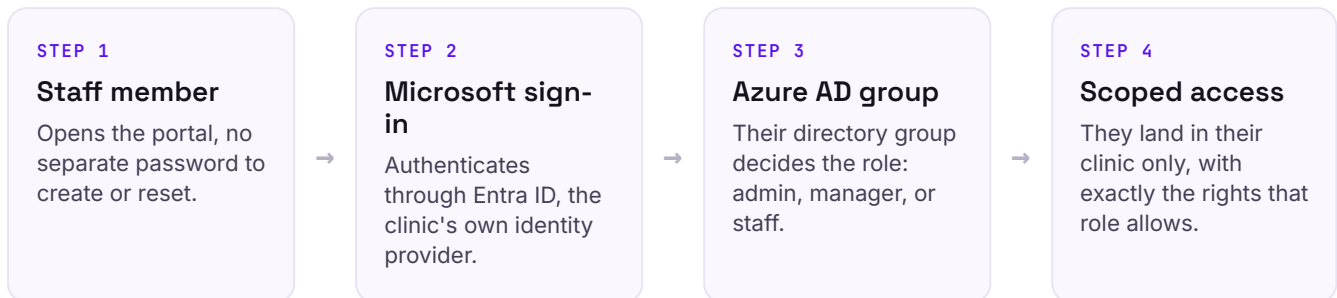
EVERY TASK TIED TO
A CALL RECORDING

CONTEXT

These are the after-hours and overflow calls that normally never reach the front desk. Contact details in the screenshot are blurred for patient privacy, the counts and call ids are live from the portal.

Sign-in and access

The platform does not run its own island of usernames and passwords. Staff authenticate with **Microsoft Entra ID** (Azure AD), and what each person can see is driven by the clinic's **existing directory groups**. IT keeps managing people where they already do, and access follows automatically.



ROLE-BASED ACCESS

The portal already runs distinct roles in production, a platform **Admin** over all clinics and a per-office **Manager** scoped to one practice. Managers never see another clinic's data, and admins get the cross-tenant view plus impersonation.

USER MANAGEMENT

A dedicated Users area lists who has access to what, so office and platform admins can review membership at a glance.

PROVISIONING AND OFFBOARDING

Because roles come from Azure AD, adding a staff member is a group assignment and removing access is **immediate** the moment IT removes them from the directory. No orphaned logins, no shared accounts.

AUDIT TRAIL

Logins, record access and system events are written to the activity stream and Audit Logs, the evidence trail a healthcare deployment needs.

NOT PICTURED

The Microsoft sign-in screen, the Audit Logs detail and Settings are live in the product but not among the screenshots here. Happy to add them if useful.

Built to hold up

THE DEPLOYMENT

An after-hours AI receptionist for Varpa, live across two family practices. Every call is answered, triaged into a trackable task, and tied back to its recording, with staff signed in through Microsoft and access scoped by role. New clinics are added as configuration, not a rebuild.

SECURITY POSTURE

Built with HIPAA requirements in mind: Microsoft sign-in instead of shared passwords, role-based access scoped to each clinic, impersonation that is always flagged, and an audit trail across logins and record access. Every practice is isolated from the others, and patient contact details stay protected.

Microsoft SSO

Role-scoped access

Flagged impersonation

Audit trail

Tenant isolation

Patient privacy

VERIFY IT YOURSELF

- 1 Watch the walkthrough. loom.com/share/9bc4180...
- 2 Two clinics are live in production right now, with a third onboarded as a test office.
- 3 Every figure in this document is read directly from the live admin portal shown in the screenshots.

Let's build.

A voice AI platform for your practices, on your identity, with proof you can check.

CODEACME

info@codeacme.comcodeacme.com[Book a 30-minute call →](#)