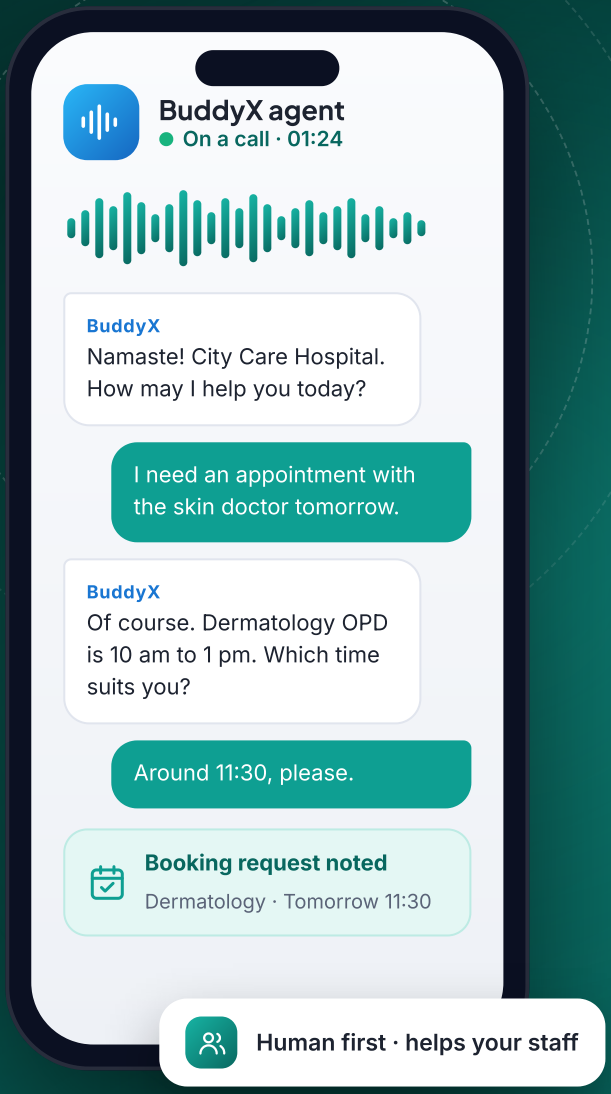
BuddyX

HUMAN-FIRST AI · FOR HOSPITALS

HOSPITALS · CLINICS · DIAGNOSTIC CENTRES

Every patient call answered. Every appointment remembered.

BuddyX gives your hospital a human-first AI front desk on the number patients already call. It answers enquiries, takes appointment requests, makes reminder and follow-up calls, sends confirmations on WhatsApp, and writes down every word, in Hindi, English and more.





Appointment booking
Takes the request, repeats it back, and saves it for your desk.

OPD enquiries
Timings, doctors, departments, packages and directions.

Reminders & follow-ups
By call and WhatsApp, before visits and after discharge.

Your hospital's number
No new SIM or line

Hindi, English & more
Male or female voice

Calls + WhatsApp
Confirmations & reminders

Book a free demo

Call or WhatsApp +91 88496 99134

A PRODUCT BY Plotex

WHY BUDDYX IS DIFFERENT

Human first. AI second.

Most voice agents are built to replace people. BuddyX is built the other way round: it is another pair of hands for your front desk. It takes the routine calls off your staff, and your people stay first and in charge of every call.

The AI-first way

- Built to replace your staff
- The AI picks up every call
- People step in after something goes wrong
- Your staff work around the AI

BuddyX: the human-first way

- Built to help your staff
- Your staff pick up first; BuddyX takes the calls they miss
- Not sure? It hands the call to your staff
- The AI works around your staff

What human first means, every day

Your staff come first
Calls ring for your staff for the time you set. BuddyX answers only the calls they miss.

Another pair of hands, not a replacement
It takes the routine calls, so your staff have time for the patients at the counter.

Take over any call
Watch a call live and take it over on your phone with one click.

Not sure? It hands over
When BuddyX is not sure, it passes the call to your staff instead of guessing.

You set the rules
What it says, when it calls and how many calls a day. One click stops everything.

Every call summarised
The BuddyX app shows each call's summary, smart suggestions, recording and transcript, so your staff know the next step.

How a call goes

Your staff · BuddyX

1. **A patient calls** — On your hospital's number
2. **Your staff pick up first** — It rings for them first
3. **BuddyX takes the missed call** — Answers, books, reminds
4. **Not sure? Back to your staff** — It hands the call over
5. **Your staff stay in charge** — Take over any call

Another pair of hands for your staff. Never a replacement.

BuddyX does the routine calls, so your people have time for the work only people can do.

MEET BUDDYX

Patients keep calling. Your desk can't always pick up.

BuddyX is an AI voice agent that works on your hospital's own phone. It talks to patients the way your best receptionist would: politely, clearly and with the right answers, so your staff can look after the patients at the counter.

Busy lines lose patients

When the desk is busy or closed, patients hang up, and many never call back.

The same calls, every day

Reminders, confirmations and follow-ups take hours of staff time, by hand.

Nothing is written down

Who called, what they asked and what was promised is lost when the call ends.

How it works

1

Connect your phone

Pair the hospital's Android phone with the BuddyX PC over Bluetooth. No new number, no new SIM.

2

Teach your agent

Add OPD timings, doctors, departments, packages and FAQs, or upload documents. Pick a voice.

3

Set the rules

Choose calling hours, days, a daily limit and the gap between calls. One click stops everything.

4

Let it work

It answers and makes calls, and saves each one with its recording, transcript and result.

What it can do

Answer incoming calls

Lets your staff pick up first, then answers the calls they miss.

Make calls for you

Reminders, follow-ups and campaigns to your own patient lists.

Hold a real conversation

Listens, answers questions and lets callers interrupt it.

Know your hospital

Answers from the details and documents you give it.

Keep every word

Recording, transcript and result for every call, easy to search.

Hand over any time

Watch a call live and take it over on your phone with one click.

Patients see the number they already trust.

BuddyX uses your hospital's own phone and SIM, so patients see your familiar number on every call and WhatsApp message.

FOR HOSPITALS, CLINICS & DIAGNOSTIC CENTRES

An AI front desk that never gets tired of the phone.

Patients call to book, to ask and to check. BuddyX handles these routine calls in a calm, polite voice, so your reception can care for the patients waiting at the counter.



Appointment booking

Asks for the department or doctor, the preferred day and time, the patient's name and age, and repeats it back. Your desk sees each request with the full conversation.

OPD & general enquiries

Doctor timings, departments, health packages, charges, directions and what to bring, answered from the information you give it.

Appointment reminders

Calls patients a day ahead, confirms they are coming, or notes that they would like another time.

Follow-up calls

After a visit or discharge: checks in, reminds patients of their next visit and tells them when reports are ready.

After-hours calls

Picks up when the desk is closed, takes the caller's details and message, and has them ready for the morning.

Health camps & check-ups

Calls your registered patients about camps and check-up days, and answers their questions.

EXAMPLE CALL — Patient calls the hospital

BuddyX: Namaste, City Care Hospital mein aapka swagat hai. Main aapki kya madad kar sakti hoon?

Patient: Kal orthopaedic doctor ka appointment chahiye.

BuddyX: Ji, orthopaedic OPD kal subah 10 se 1 baje tak hai. Aapke liye kaunsa samay theek rahega?

Patient: Saade gyaarah baje.

BuddyX: Theek hai. Patient ka naam aur umar bata dijiye, main appointment note kar leti hoon.

Booking request · Orthopaedics · Tomorrow 11:30 · saved for the front desk

Knows its limits

You write its instructions. It books, informs and reminds, and leaves medical advice to your doctors. Your staff can listen in or take over any call.

What your hospital gains

- More patient calls answered, even after hours
- A lighter load on the front desk
- Reminders that help patients keep appointments
- Every call on record, easy to check

Hospitals · Clinics & nursing homes · Diagnostic labs · Dental & eye care · IVF & maternity · Physiotherapy

WHATSAPP AUTOMATION

Every booking confirmed on WhatsApp. Every reminder on time.

Calls and WhatsApp work together from your one hospital number. After a booking call, the details arrive on WhatsApp; before the visit, the reminder does; and a patient who writes "please call me" gets a call back.

Booking call
Patient calls or is called

Confirmation
Date, time, doctor, address

Reminder
The day before and on the day

Visit
The patient arrives on time

Follow-up
Reports, next visit, feedback

Booking confirmations
After every booking, the patient gets the date, time, doctor and address on WhatsApp.

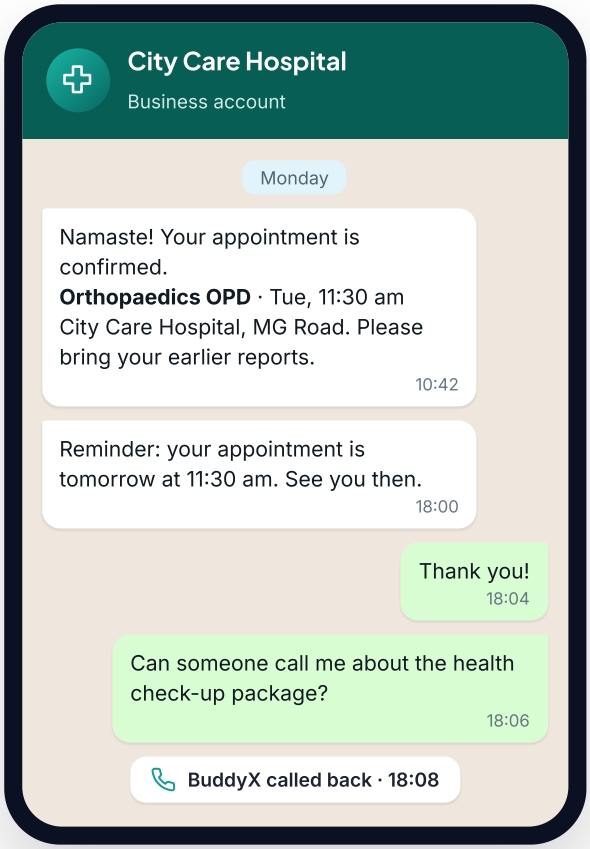
Appointment reminders
A reminder the day before and on the day, with a call as well if you like.

Reports ready
Lets patients know their reports are ready to collect, so they don't call to ask.

Follow-ups & feedback
Next-visit reminders after a visit or discharge, and a short feedback request.

Replies to enquiries
Answers common questions on WhatsApp from your information, day and night.

"Call me" becomes a call
When a patient writes asking for a call, BuddyX rings them back by itself.



One number for calls and WhatsApp.
Patients get calls and messages from the hospital number they already know, so they recognise you and reply.

A DAY WITH BUDDYX

From the first reminder to the last late-night call.

This is how a day can look at a hospital with BuddyX on its phone. Your staff decide what it does and when; it keeps to your calling hours and limits.

09:30

Reminders, by call & WhatsApp

Today's patients get a WhatsApp reminder; tomorrow's get a call. Anyone who can't come is noted.

11:00

OPD rush

While the counter handles the queue, BuddyX answers the phone: timings, doctors, directions, booking requests.

14:00

Follow-ups

Patients discharged yesterday get a check-in call and hear their next visit date.

17:00

Reports ready

Patients whose reports are ready, or who are due for a review, get a call.

21:00

After hours

A caller asks about tomorrow's OPD. BuddyX answers and saves their details for the morning.

Calls & messages today

Your day at a glance

09:31	••••4417 · outgoing Appointment reminder	Coming
09:36	••••8178 · outgoing Appointment reminder	New time asked
11:12	••••0932 · incoming OPD timings enquiry	Answered
11:47	••••7310 · incoming Booking · Orthopaedics	Request saved
11:48	••••7310 · WhatsApp Booking confirmation	Sent
14:05	••••5521 · outgoing Discharge follow-up	Next visit noted
21:14	••••2209 · incoming After hours	Message saved

Each call opens with its recording and full transcript. Numbers stay masked in lists. Illustration.

Your staff spend their time on patients, not on the phone.

The routine calls are handled and written down. The calls that need a person are clear at a glance, ready for your team.

INSIDE BUDDYX

Powerful on every call. In your hands at every step.

A proper Windows app that runs quietly in the background. Set it up once, see everything it does, and change any setting whenever you like.

Natural conversations
Listens, answers and stops speaking when the caller talks.

Voices & languages
Female or male voice, its tone, and Hindi, English or another language to start in.

Several agents
A booking agent, a reminder agent, a follow-up agent: switch with one click.

Knowledge base
Your hospital's profile and documents, so it answers with your facts.

Campaigns
Run once, repeat on chosen days, or follow up on earlier results.

Contacts & tags
Your own patient lists, kept on your PC, called with one click.

Incoming calls
Rings for the time you set so staff can pick up, then the agent answers.

Live call view
Follow the conversation as it happens; silence the agent or take over.

Call summary & smart assist
Every call with its summary, suggested next steps, recording and transcript.

Calling rules
Hours, days, a daily limit, the gap between calls, and an emergency stop.

Try before going live
Talk to your agent on the PC's own speakers and microphone first.

WhatsApp automation
Confirmations, reminders and replies on WhatsApp, from your number.

What you need

- A Windows 11 PC with Bluetooth
- An Android phone with the hospital's SIM
- An internet connection
- An AI service key; we help you set it up

Patient data stays with you

- Contacts, call history and recordings are kept on your own PC
- Recordings are deleted by themselves after the days you choose
- Phone numbers are masked in logs and lists
- Each licence works on one PC, with your own key

GET STARTED

Hear BuddyX answer your patients.

Tell us how patients call your hospital today. We will show you BuddyX handling those very calls, and set it up for your team when you are ready.

1

Free demo

See and hear the agent on a live call, set up with your own OPD timings, departments and questions.

2

Set-up on your PC

We install BuddyX, connect the hospital's phone, and teach the agent your details, in your words.

3

Go live, one step at a time

Start with reminders or enquiries, check every call, then let BuddyX take on more.

BOOK YOUR FREE DEMO

+91 88496 99134

Call or WhatsApp us

Hospitals

Clinics & nursing homes

Diagnostic labs

Dental & eye care

BuddyX

A PRODUCT BY Plotex

BuddyX places and answers calls through your own phone and SIM. Use it to call your own patients, with their consent and within the TRAI rules for calls. WhatsApp messages go only to patients who have shared their number with you. It is meant for bookings, information and reminders, not medical advice. The agent's answers are only as good as the information you give it, and your staff can review every call. Conversation examples and the hospital name are illustrations.