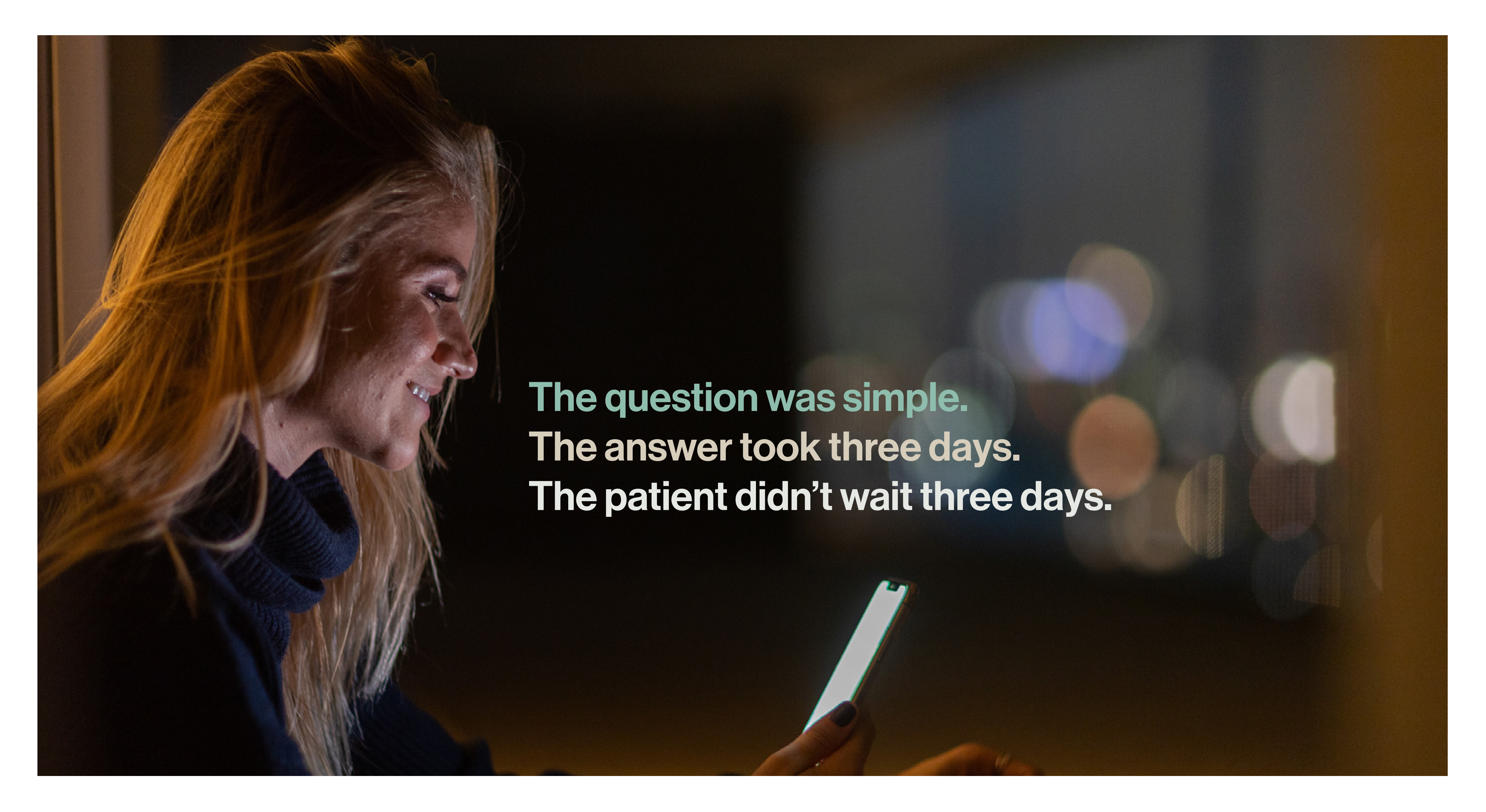


Your patients are ready
before your team is available.

ALWAYS-ON PATIENT-INTENT INFRASTRUCTURE FOR HIGH-TRUST PRIVATE HEALTHCARE.



**The question was simple.
The answer took three days.
The patient didn't wait three days.**

CARECONCIERGE

ALWAYS-ON PATIENT-INTENT INFRASTRUCTURE FOR HIGH-TRUST PRIVATE HEALTHCARE.

Meet Michèle.

Michèle works the front desk.

Except she doesn't just work the front desk.

She is only human, and there are a great many procedure notes. Often she does all of it at the same time: every message expecting an immediate answer, every enquiry wanting attention, every delay costing money.



Answers the phones

Replies to the emails

Responds to the Instagram DMs

Sends the WhatsApps

Greets every new patient

Schedules the bookings

Makes follow ups from months ago

Chases the reminders

Learns the procedure notes

...then learns them again

She often tries to do all of this at once. But she is only human.

Michèle is very good at her job. The practice runs because of her. She is stretched across more channels than one person was ever meant to manage.

And that is just during office hours.

Patients don't enquire between nine and five. The marketing keeps working. The website keeps turning interest into enquiries. Instagram prompts a message at ten o'clock on a Sunday night.

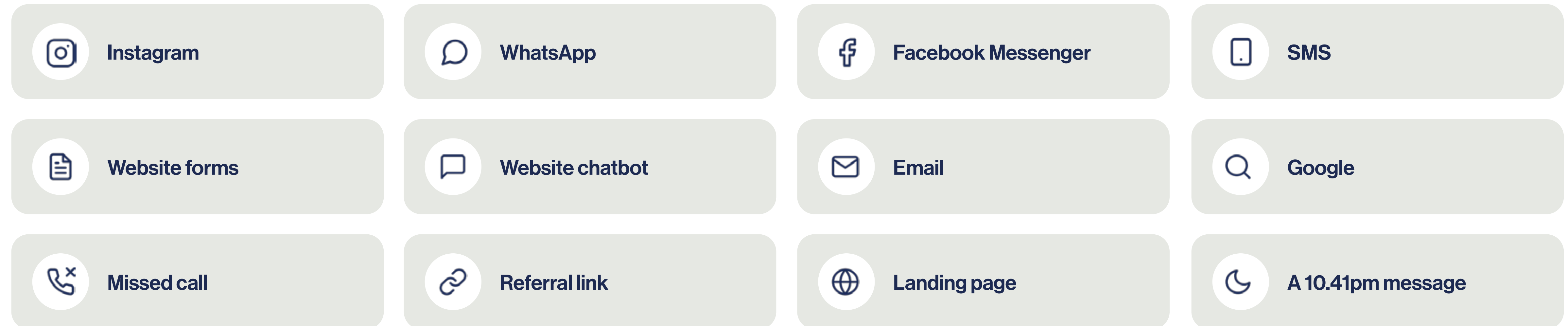
Michèle went home hours ago.... as she should.

The patient researched for six weeks. She messaged on Sunday night.
She chose whoever answered first.

Lead-response research is blunt: the odds of qualifying an enquiry collapse within minutes, not hours. Whoever answers first wins.



The new front door to your practice is everywhere.



The message may look small. To the patient, it is the moment she finally decided to ask.

Every one of these is a front door.

CARECONCIERGE stands at all of them ready to respond, then one warm handoff to the right human.

Care begins before the consultation. So does conversion.

Practices don't lose patients only because nobody replies. *They lose them when nobody carries the moment.*



The anxious question

Asked before the appointment, answered late, or with a form, when it needed a person's tone.



The pathway that stalls

The treatment plan, the membership, the next step that quietly never happened.



The follow-up that never lands

Interest that cooled because capacity ran out — not because the patient didn't care.

The enquiry was logged.
The form was received.
The reply went out —
eventually.

Eventually is the problem: the patient doesn't experience your systems, she experiences your silence.



The Exit Discipline names the leak.
CARECONCIERGE CLOSES IT.

Communication, conversion, follow-up and case acceptance are the hard commercial levers a buyer eventually prices.

Available now on Amazon

The best coordinator your practice will ever have was always at your front desk.



She starts ahead, not behind

Every overnight enquiry answered, qualified and waiting with context. Michèle opens a briefing, not a backlog.



She knows before she speaks

Every handoff arrives with the patient's concern, timeline and hesitation attached, so the first call feels like the second.



Her follow-up never drops

The nudges she never had hands for happen in her voice, on time. She decides; the system remembers.



Her role doesn't shrink. She grows

From managing messages to coordinating treatments: the work that fills diaries, earns trust, and only a person can do.

Not replaced. Michèle is empowered.

CareConcierge is helping her build stronger relationships and coordinate treatments better than she ever imagined she could.



Different healthcare specialties. Same commercial anatomy.



Plastic Surgery

Researched for months; decided by whoever answers first.



Dental & Ortho

High-volume plans and memberships — the leak hides in the system.



Aesthetic Medicine

Visual interest, emotional hesitation, regulation-sensitive.



Dermatology

Clinical and cosmetic in one inbox.



Private GP & Concierge

Relationships won or lost at first contact.



Fertility & IVF

High emotion, long decisions, no room for cold follow-up.



Vision Care

Optometry, laser, cataract, high-value, comparison-heavy.



Audiology

Expensive devices, ageing patients, family-influenced.



Hair Restoration

Image-sensitive, research-heavy, price-shopped across clinics.



Weight Loss & Lifestyle

Motivation peaks late at night — and cools by morning.



Physiotherapy & MSK

High volume, fast intent, easy to drop at booking.



Women's Health

Discreet, trust-first, often a single brave message.

CareConcierge is the only platform that maximises everything private healthcare can; out of everything your practice is already getting.

Every enquiry answered. Every pathway understood.

Every handoff ready before interest cools.



Meet ‘some’ of our AI-assisted agents.

Each built for a job your team shouldn’t have to do by hand.



First Response Agent

Replies in seconds, in your tone, from your approved content.



Qualification Agent

Reads service interest, urgency, readiness and concern.



Handoff Agent

Hands the right human a full brief — never a cold notification. Gamifies the follow up to ensure it happens on time.



Follow-Up Agent

Keeps warm pathways warm. The considered nudge, not the chase.



Reactivation Agent

Reopens dormant intent lawfully, in your voice and awakens sleeping beauties when they asked to awake.



Insight Agent

Shows the owner where intent enters, weakens and converts.

Each agent is configured to the practice’s approved content, tone of voice, escalation rules and service boundaries.

Modular by design. We start with first response and qualification, add agents as the revenue grows. ***Not more software. More work done.***

CareConcierge does not replace Michèle.

It removes the repetitive chaos from her work week.

BEFORE: THE OPEN LOOPS

- ⊗ The same twelve questions, answered forty times a week
- ⊗ The after-hours backlog waiting every morning
- ⊗ Follow-ups that slip — a human can only hold so many open loops
- ⊗ Every channel, all at once, all day

AFTER: HER DAY BACK

- ✓ Instant answers on every channel, from approved content
- ✓ Bookings, callbacks and confirmations handled
- ✓ Follow-up that never forgets; enquiries never missed
- ✓ Michèle face-to-face with patients — the work only she can do

Michèle face-to-face with patients. *The work only she can do and is exceptional at.*

The boundaries, stated first.



CareConcierge works only from your approved content, escalates the moment a conversation reaches a clinical or operational boundary, and prepares the human handoff.



Does not diagnose a specific patient problem



Does not recommend treatment without patient context



Does not guarantee outcomes and only talks in probable bands



Does not replace clinical judgement

The guardrails are clinical, not conversational.

A chatbot follows a script. CareConcierge follows intent.

Every response is drawn from practice-approved content and designed around regulator advertising guidance in each market

AHPRA · GMC · ASA · FTC · TGA

The questions arrive in patients’ words, not in form fields.

“Do I need a referral?”		“Can I send photos first?”
“How much does it cost?”		“Is this right for my age?”
“Can I speak to someone after work?”		“I’m nervous about the procedure.”
“Do you offer payment plans?”		“Can I restart last year’s plan?”
“Can my partner join?”		“Is this covered by insurance?”

CareConcierge answers from approved content, qualifies the intent behind the question, and hands the right human a brief
so the patient feels met, not processed.

The patient who went quiet isn't always lost.

WHO WENT QUIET

- ✓ Unbooked consultations
- ✓ Lapsed treatment plans
- ✓ Membership enquiries that drifted
- ✓ Missed follow-ups
- ✓ Patients waiting on timing, money, courage or reassurance
- ✓ Family-influenced decisions that needed one more careful touch

WHAT CARECONCIERGE DOES

CareConcierge does not bulk-message the database. It restarts the conversation, carefully, lawfully, and in the practice's own voice.

Only ever with patients the practice may lawfully re-contact.



Platform proof, outside healthcare: before CareConcierge, our platform team re-engaged 8,000 dormant sales enquiries for a European financial-services firm, one in four booked back in, across three languages. Different industry; same mechanics.

What the first twelve hours usually look like.

16

Enquiries captured

100%

Response coverage

6 sec

Median AI response

2 + 3

Qualified + warm handoffs

0 > 3

Booked on the day: none — all three
booked the next morning

A \$39,200

Estimated speed-to-lead pipeline
value (indicative)

12 hrs

From go-live to full visibility of
every enquiry and source

No bookings on day one, which is precisely the point. 3 bookings on day two. This is pipeline visibility, not a revenue claim.

*The first page of the monthly Conversion Intelligence Report, what your enquiry flow actually looks like,
rather than what everyone assumes it looks like.*

A report an owner can actually use.



Where enquiries enter

Every channel, counted — website, WhatsApp, Instagram, phone, email.



When they arrive

In hours vs after hours, day by day, the demand your roster never sees.



What patients keep asking

The top concerns, themed — and where the pathway weakens.



Where each enquiry sits

Qualified, handed off, waiting, cooled — the whole funnel, visible.



What slipped

Follow-up delays and dormant opportunities re-engaged.



What it's worth

Estimated value protected each month (indicative).

You can't improve what your practice can't see.

Assume the first day flattered us. *It probably did.*

SCENARIO	MONTHLY PIPELINE*	10% CONVERTS	20% CONVERTS	30% CONVERTS
Conservative <i>25% of observed pace</i>	A \$588,000	A \$58,800	A \$117,600	A \$176,400
Base <i>50% of observed pace</i>	A \$1,176,000	A \$117,600	A \$235,200	A \$352,800
Full observed pace <i>100% — as measured at launch</i>	A \$2,352,000	A \$235,200	A \$470,400	A \$705,600

The launch snapshot does not prove revenue. It proves something more useful at this stage: the system surfaces commercial opportunity immediately. Even if only a quarter of the first-day pace persisted, the practice would be looking at roughly A\$588,000 in visible monthly pipeline — and at a conservative 10–20% conversion-to-treatment, A\$58,800–A\$117,600 in treatment value influenced or protected by faster response and better handoff.

* Illustrative modelling from a single 12-hour launch window, assumed launch-affected. Indicative only — not a forecast, projection, or revenue claim.

Live in three weeks.

Built around the way your practice already works.



01 · CRAWL

Weeks 1–3

Structured intake.

Approved content, tone, service lines, escalation rules, fee boundaries, channels. We ask the questions; you don't prepare a brief.

Replies in seconds, in your tone, from your approved content.



02 · WALK

Months 1–3

Live system. Real data.

Live communication, warm handoffs, the first reporting cycle, refinement.



03 · RUN

Month 3 on

Managed optimisation.

Conversion Intelligence, reactivation, advanced pathways, channel expansion.

No workflow rebuild. The system is configured around what already works — then it shows you where it quietly doesn't.

Start with the agents you need. *Expand when the practice is ready.*

ESSENTIAL

Single-site · From £950 or A\$1,450 / mo

Always-on first response and qualification.

- + First Response
- + Qualification
- + Handoff agents
- + All channels covered
- + Missed-call follow-up
- + 30-day review

RECOMMENDED

GROWTH

From £1,950 or A\$2,950 / mo

For practices serious about conversion, follow-up and the owner's view.

- + Everything in Essential
- + Follow-Up
- + Reactivation
- + Insight agents
- + Monthly Conversion Intelligence
- + Quarterly strategy session
- + Deep AI governance / Clinical guardrails

NETWORK

Multi-site · Custom

Multi-site, specialist or group practices.

- + Multi-site routing
- + Cross-site reporting
- + Account manager
- + Expanded capacity

A small number of recovered consultations, restarted treatment plans or reactivated enquiries can materially offset the platform cost.

Modular pricing, confirmed at the founder briefing · Setup charged · Annual prepay –10% · All pricing indicative

We're building the private-healthcare cohort with practices that want the owner's view.



Direct access to the founding team
Not a support queue.



Conversion Intelligence from month one
The owner's view, monthly.



Your practice shapes the roadmap
Across ten private-healthcare categories.



A founder briefing, not a pitch
If it isn't a fit, we'll say so.

BOOK A DISCOVERY SESSION

THE NEXT STEP

A 30-minute conversation: how enquiries enter, where response breaks down, what the team carries, and how pathways are followed up.

Gregory Gray

Commercial Co-Founder
CareConcierge Pty Limited

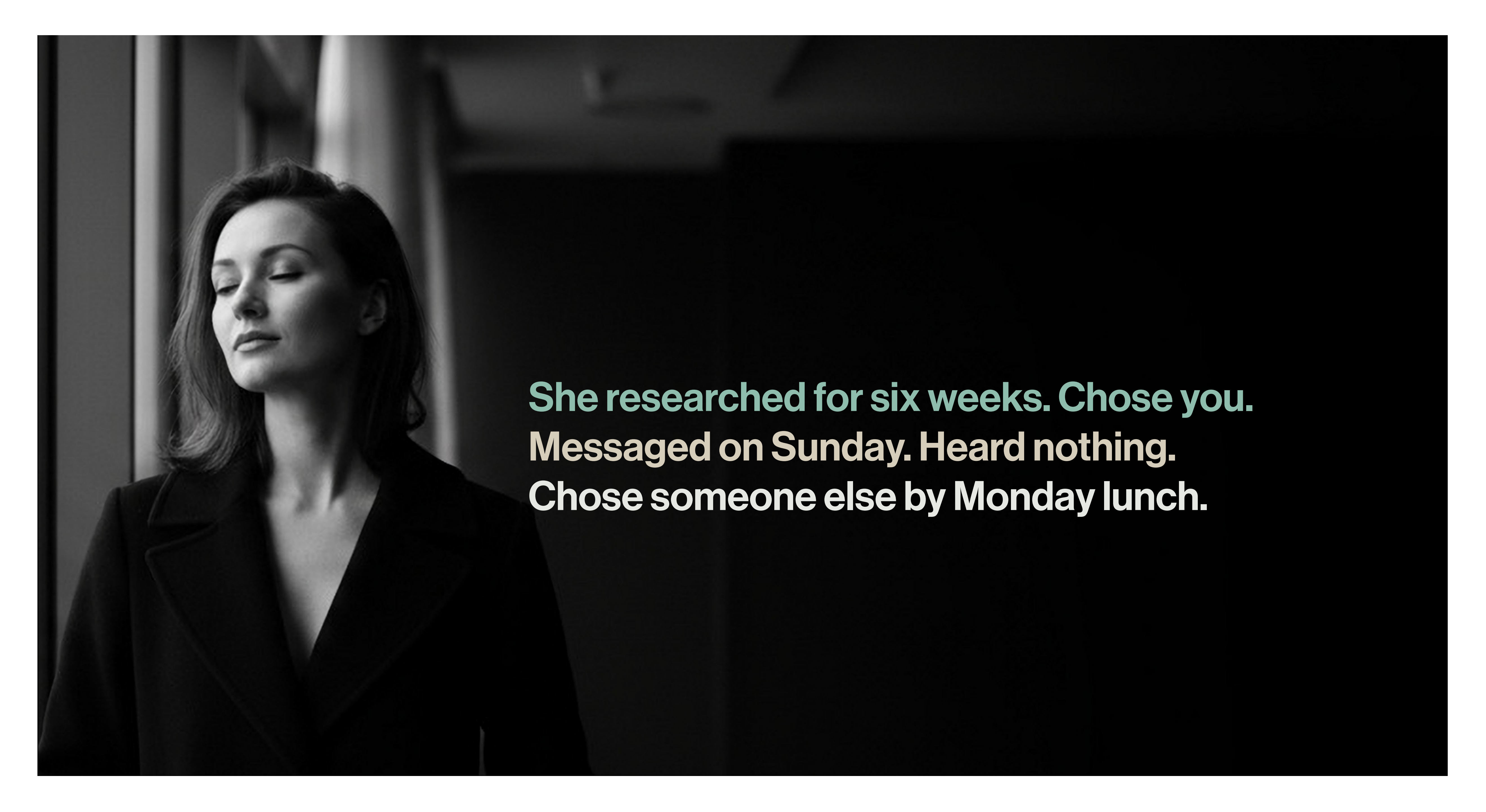
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Australia Phone. +61 2 9127 9005

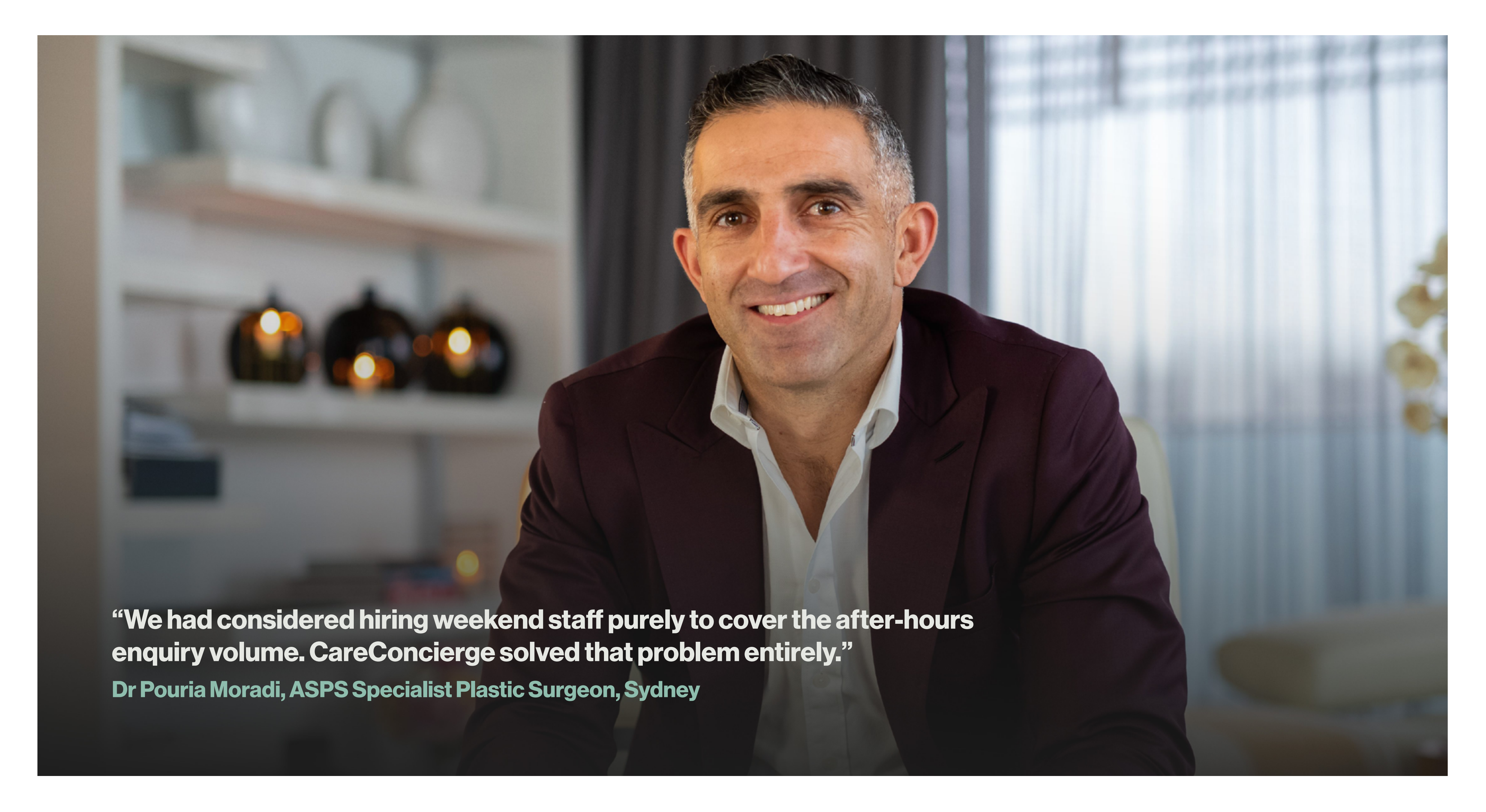
Email. greg@careconcierge.health

Meeting. calendly.com/greg-careconcierge/30min

Website. careconcierge.health



She researched for six weeks. Chose you.
Messaged on Sunday. Heard nothing.
Chose someone else by Monday lunch.



“We had considered hiring weekend staff purely to cover the after-hours enquiry volume. CareConcierge solved that problem entirely.”

Dr Pouria Moradi, ASPS Specialist Plastic Surgeon, Sydney

CARECONCIERGE

ALWAYS-ON PATIENT-INTENT INFRASTRUCTURE FOR HIGH-TRUST PRIVATE HEALTHCARE.