

# Filling a Bird Flu Vaccine Study in 2 Months Without Adding a Single Coordinator.

How a commercial clinical research site used Areti's AI Coordinator to engage 619 patients, schedule 150 for screening, and compress enrollment by half.

## 619

PATIENTS ENGAGED

## 150

SCHEDULED FOR SCREENING

## 60%

CONVERSION TO SCHEDULED VISIT

## ~80 hrs

COORDINATOR TIME SAVED

## THE SITUATION

A Phase 2 research site was enrolling for a bird flu vaccine study on a compressed timeline. The protocol demanded fast, clean data and every week of enrollment delay put the study's deliverables at risk. The bottleneck wasn't patient interest. It was the path from interested patient to scheduled visit. Outreach ran on manual calls and emails. Every qualification step passed through a coordinator's inbox, then through layers of internal approval before a patient heard back. Some patients waited. Others disengaged. The network needed to move faster without adding headcount and their existing workflow couldn't get them there.

## THE APPROACH

The network deployed Areti's AI Coordinator — an autonomous platform that handles patient engagement, qualification, and scheduling — as the first point of contact for interested patients. The AI Coordinator ran outreach, qualification, and scheduling **in parallel** to the coordinators and not after them. Interested patients got an immediate response across text and email. The AI Coordinator answered their questions 24/7, walked them through protocol criteria, confirmed eligibility, and put qualified patients directly onto the site's calendar for their initial screening visit. Coordinators stopped fielding the same questions 200 times and started spending their day on patients who were already qualified and ready to show up.



**Most studies already generate enough interested patients. The bottleneck isn't volume — it's the middle of the funnel.**

— Areti Health AI Coordinator Case Study

# The Results.

Three-month engagement window. Same coordinator team. Cohort filled ahead of schedule, with a qualified pipeline already building for the next study.

619

Patients engaged and pre-screened autonomously

150

Patients qualified and scheduled for screening visits

38–55%

Weekly conversion rate

From engaged patient to scheduled visit.

214

Autonomous conversations handled

Averaging 2.3 questions per conversation.

~80 hrs

Coordinator time redirected

From repetitive Q&A to qualified patients.

2 mo

Cohort filled ahead of original timeline

Without adding a single coordinator.

Over a three-month engagement window, Areti's AI Coordinator ran all patient outreach, qualification, and scheduling autonomously. After enrollment closed, the AI Coordinator continued engaging inbound interest and building a qualified pipeline for the network's next studies — at no added cost.

## WHY IT WORKED

The key insight from this engagement: most studies already generate enough interested patients. The bottleneck isn't volume, it's the middle of the funnel. Areti's effectiveness stemmed from eliminating the delayed back-and-forth that causes emotional drop-off. Instead of interested patients waiting days for a response, then waiting again for approval, then waiting for scheduling, they got immediate engagement and were on the calendar the same day.

10x

Faster than traditional workflows

50%

Reduction in screen-failure rate

## This approach works when:

- Patient volume isn't the problem.
- Coordinators spend time on repeatable activities.
- Eligibility questions follow a protocol structure.
- Multiple approval steps slow patient movement.

## • ABOUT ARETI

An AI Coordinator for clinical trials.

Areti Health provides an AI-powered platform that automates and streamlines patient engagement workflows in clinical research. Our AI Coordinator mines electronic medical records, conducts mass outreach, engages and pre-qualifies patients, and schedules follow-up visits autonomously — compressing multi-month enrollment phases into weeks. **200+ studies supported.**