



NEWS RELEASE

Weave Call Intelligence Helps Address Rising Care Deferral as Patients Delay Procedures Over Concerns About Affordability

2026-04-22

Weave's latest Call Intelligence capabilities help healthcare practices engage patients before cost concerns take over

LEHI, Utah--(BUSINESS WIRE)-- [Weave \(NYSE: WEAV\)](#), a leading AI-powered patient communications and engagement platform purpose-built for healthcare practices, today announced a series of platform enhancements to one of its leading AI products, Call Intelligence. The latest updates turn the product from a robust analytics tool into a deeply embedded, AI-driven workflow engine for modern healthcare practices.

The latest updates to Weave's Call Intelligence turn the product from a robust analytics tool into a deeply embedded, AI-driven workflow engine for modern healthcare practices.

The announcement comes at a pivotal moment for the healthcare industry.

According to [recent polling](#), two-thirds of Americans (66%) say they worry about affording health care, ranking it higher than anxiety about utilities, food, housing, and gas. More than half of adults (55%) report their healthcare costs have increased in the past year, and 56% expect those costs to become even less affordable in the year ahead. Against this backdrop, the window between a patient's intent to schedule and their decision to defer care is narrowing — and every missed call, incomplete conversation, or overlooked follow-up now carries a greater cost for practice owners.

"Healthcare businesses don't just need more data — they need to prioritize follow-up without drowning in more overhead. Call Intelligence turns everyday interactions into meaningful, measurable outcomes that capture revenue and maintain the human touch," said Abhi Sharma, Chief Technology Officer at Weave. "The refined version of Call Intelligence acts as an indispensable teammate that allows front-desk teams to focus more on their patients. In an environment marked by rising costs, patient trust and communication are everything."

Behaving more like an educated staff member than software, Weave's Call Intelligence:

- 1. **Prioritizes high-value and urgent follow-ups.** Opportunity detection helps practices identify



unscheduled patients and track which appointments were recovered after an initially unscheduled interaction — giving leaders a clearer picture of scheduling conversion and ROI.

2. **Integrates workflows directly with practice management systems (PMS).** With select PMS writebacks, Call Intelligence connects AI-generated summaries directly to the practice's system of record — reducing manual data entry, improving documentation consistency, and making conversation insights easier to operationalize without leaving existing workflows.
3. **Includes enterprise and multi-location capabilities.** The product now supports the needs of larger practices and multi-location organizations with semantic search across conversation transcripts, multi-location comparison views, aggregated reporting, granular filtering, data exportability, and role-based access controls.
4. **Covers expanded verticals in healthcare:** Originally launched with a dental focus, Call Intelligence now serves a growing range of healthcare verticals — including veterinary, optometry, and medical specialties such as dermatology, surgery, primary care, mental health, and plastic surgery. "Before Call Intelligence, we had very limited insight into call quality, missed opportunities, or consistency across staff. Now we can review real call data and identify patterns that were previously invisible — missed conversion opportunities, inconsistent scripting, or staff not feeling empowered to use the tools at their disposal," said dermatologist and multi-location owner, Dr. Jeffrey Ellis. "The result has been improved consistency across the team, and stronger conversion of inbound inquiries into booked appointments."

To learn more about Weave's Call Intelligence, visit: <https://www.getweave.com/call-intelligence/>

About Weave

Weave is a leading vertical SaaS company delivering an AI-powered patient communications and engagement platform purpose-built for modern healthcare practices. More than software, Weave is an always-on teammate—handling patient interactions across voice and text and operating at the center of the patient journey. Through agentic AI workflows and authorized integrations with practice management systems, Weave ensures critical tasks like scheduling, insurance verification, and payments happen seamlessly, so nothing falls between the cracks. By embedding AI directly into daily operations, Weave reduces administrative workload, frees up staff to focus on human-centered care, and delivers real-time insights that help practices run smarter and grow with confidence. Serving nearly 40,000 customer locations, Weave was named a 2026 Best Software Awards winner for healthcare software products by G2. To learn more, visit [getweave.com/newsroom](https://www.getweave.com/newsroom).

Media Contact

Chelsea Kilpack
Internal Communications & PR Manager, Weave
pr@getweave.com

Source: Weave