



NEWS RELEASE

Weave Launches New AI-powered Platform to Transform Healthcare Practice Management

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Reimagined experience elevates patient interactions and simplifies practice operations

LEHI, Utah--(BUSINESS WIRE)--

[Weave](#) (NYSE: WEAV), a leading all-in-one customer experience and payments software platform for small and medium-sized healthcare businesses, has launched a fully redesigned experience that helps practices communicate, operate, and grow. The new Weave offers a modern, intuitive interface and integrates powerful AI tools, enhanced communication, scheduling, and billing and payment options directly into communication workflows. Designed for simplicity and efficiency, the platform improves practice operations by consolidating tasks into a more unified, easier-to-use system.

“We have reimagined the Weave platform based on extensive feedback, bringing a more powerful and flexible experience to our customers,” said Branden Neish, Chief Product and Technology Officer at Weave. “Every feature has been carefully crafted to enhance daily operations, elevate patient interactions, accelerate billing and payments cycles, and simplify practice management. Thousands of locations have already migrated to the new Weave and are experiencing the benefits of streamlined processes and more impactful patient interactions.”

Boost Productivity with AI-Powered Tools

The new Weave includes an AI-powered Assistant integrated into the platform, which helps customers craft personalized responses to reviews, write professional branded emails, and automate tasks like message tagging and voicemail transcriptions.

With Weave Call Intelligence, healthcare providers can easily extract actionable insights from call data through automated call categorization and revenue opportunity identification. This innovative AI-powered product provides a comprehensive understanding of patient and client interactions, empowering practice owners and office managers to make data-driven decisions that can drive practice growth.

Streamline Processes with Flexible UI



The new Weave features a familiar, flexible design that streamlines tasks with fewer steps and clicks, while custom themes enable users to personalize their experience. The Weave window can expand to fullscreen for a comprehensive view or shrink to fit seamlessly alongside the practice's system of record. A fully customizable dashboard places the most essential elements front and center, providing a helpful overview of the day. The new Weave is available via a Mobile App, Desktop App, or any web browser, providing seamless access across multiple platforms.

Improve Efficiency with Seamless Multitasking

The new Weave enables seamless multitasking with features like pop-out texting and team chat, allowing users to text patients, chat with staff, and view the calendar simultaneously. Users can toggle between locations to access one or all locations simultaneously and configure forms, messages, and other settings once for a single or multiple locations with ease. Security and software updates are installed automatically, ensuring the platform stays up to date without any extra effort.

Stay Organized with Smarter Scheduling

Weave's new Schedule View and Schedule Pulse offer enhanced calendar management and appointment tracking, making it easier for practices to stay organized. Additionally, the Schedule Send feature allows staff to compose and schedule text messages to send at the user's preferred time, ensuring timely communication with patients.

The new Weave is now available to all customer locations at no additional cost, enabling practices to manage operations more effectively while keeping patient care at the forefront. For more information, visit getweave.com.

About Weave

Weave is the leading all-in-one customer experience and payments software platform for small and medium-sized healthcare businesses. From the first phone call to the final invoice and every touchpoint in between, Weave connects the entire patient journey. Weave's software solutions transform how healthcare practices attract, communicate with, and engage patients and clients to grow their business. Weave seamlessly integrates billing and payment requests into communication workflows, streamlining payment timelines, reducing accounts receivable, and supporting practice profitability. In the past year, Weave has been named an Inc. Power Partner, a G2 leader in Patient Relationship Management software and a Top 50 Product for Small Business. To learn more, visit getweave.com/newsroom/.

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