

How a Gujarat Hospital Group Captures Patient Intake with a Gujarati AI Agent

A Gujarati AI voice agent collects each referred patient's treatment need, department and arrival time, and adds it to the hospital's Google Sheet automatically after the call.

Gujarati natural conversation, English medical terms	4 details per patient: name, treatment, department, arrival	1 row per call in the hospital's Google Sheet	Auto sheet updated when the call ends		
Greet in Gujarati	Patient name	Treatment needed	Department	Arrival time	Row in Google Sheets

The hospital group

A multi-specialty hospital group in Gujarat. Many patients come through referrals, and most prefer to speak Gujarati.

The challenge

- Referred patients need a quick, clear intake before they arrive.
- Patients speak Gujarati, mixing in English medical words.
- Writing phone details into registers or spreadsheets by hand is slow and error-prone.

What made it work

- **Ask only what the desk needs:** four details, in order.
- **One question at a time,** confirming names and times back.
- **Match field names to sheet columns,** and test with a real call before going live.
- **Use tools staff already have:** a shared Google Sheet.

What was built

A Gujarati AI voice agent set up as the hospital's medical assistant. On each call it collects:

1. the patient's full name;
2. the treatment they need;
3. which department's doctor to see;
4. when they will arrive.

After the call

- A workflow adds a row to Google Sheets: time, name, treatment, department, arrival time, call summary.
- No medical advice: diagnosis stays with the hospital's doctors.
- Also available: CSV export, webhooks, Zapier and CRM integrations.

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Hospital anonymised. Results will be added once reviewed with the hospital.