



OPPORTUNITY

To decrease wait times and unanswered questions caused by fragmented resources. These delays create poor customer experience.

INNOVATION

Sabin leveraged vector search to streamline queries, cut wait times, and improve service quality.

SOLUTION

Using local physician ties and InterSystems vector search, Sabin built an updated knowledge base for fast, accurate answers.

IMPACT

sabIAna reduced appointment time by 25%, minimized errors, improved claims, and positioned Sabin ahead of competitors.

The sabIAna Initiative: Sabin's AI-Driven Vector Search for Customer Satisfaction in Medical Queries

Brazil's renowned medical diagnostic laboratory, the [Sabin Group](#), has revolutionized its operations with the innovative sabIAna initiative, an advanced AI-driven vector search technology for medical test queries. SabIAna automates extensive medical testing knowledge, delivering swift and precise answers to 2,500 daily queries from non-medical staff, often arising from hard-to-read prescriptions. By significantly reducing wait times and minimizing errors, sabIAna has empowered the lab to serve a larger client base with unparalleled efficiency and accuracy. The technology's seamless integration with a robust, continuously updated knowledge base, in collaboration with local physicians, ensures that every response is reliable and current. Using **InterSystems IRIS® for Health**, this cutting-edge solution enhances service quality and sets a new standard for customer satisfaction in medical diagnostics.

Timely, Accurate Answers to Medical Queries

Sabin's sabIAna enhances its operations and customer service. By implementing vector processing, the lab aims to significantly reduce wait times and operational costs while improving the accuracy of answers to common questions from lab employees. This technology allows the lab to handle a vast number of medical tests and prescriptions more efficiently, ensuring that clients are served faster and with greater precision. The lab's unique advantage lies in its close relationship with local physicians, which facilitates quick and accurate updates to the knowledge base, crucial for maintaining the reliability of AI-driven responses.

“We have about 20 employees who answer the questions and around 4,000 people who ask them.... Our Brazilian labs, unlike some others, have faced challenges resolving these types of questions. Many rely on SharePoint or similar tools, which aren't always well-suited for this kind of task.”

Sabin Group team

Greater Efficiency, Fewer Errors in Diagnostics

The sabIAna initiative has had a major impact on Sabin's operations and customer satisfaction. The lab has decreased service time per appointment by 25%, allowing for faster patient throughput and minimizing errors in ticket processing. Operational rework and the costs associated with error correction have been reduced, particularly in insurance claim denials. The lab is projected to see a reduction of at least 2% in losses due to claim denials, directly improving revenue capture and financial performance. The combination of these operational and financial benefits has set Sabin apart from its competitors, who often do not prioritize such improvements.

What Powers the sabIAna Initiative from Sabin

Vector database for common questions: The use of a vector database to answer common questions from lab employees has significantly reduced wait times and improved customer satisfaction. This technology ensures that employees can quickly and accurately resolve routine queries, enhancing the overall service experience.

Local physician collaboration: A close relationship with local physicians enables faster and more accurate updates to the knowledge base. This collaboration ensures that the AI-driven responses remain reliable and up-to-date, reflecting the latest medical practices and procedures.

Rapid and cost-effective implementation: The project's rapid and cost-effective implementation allows for quick market validation and continuous improvement. This approach contrasts with larger, more complex projects that can take years to implement and often fail to reach production, highlighting the lab's agility and commitment to innovation.

Google Chrome extension: The development of a Google Chrome extension streamlines the process of accessing AI-driven answers, improving the user experience for lab employees. This extension allows employees to ask questions and receive answers without the need to switch between multiple systems, thereby increasing their efficiency and reducing the time spent on resolving issues.

About the Winner: Grupo Sabin

The Sabin Group is a leading medical diagnostic lab based in Brasilia, Brazil, serving a vast network across 18 states. Known for its advanced use of AI and vector search technology, Sabin is revolutionizing how medical tests are processed, ensuring faster and more accurate service. This innovative approach not only enhances operational efficiency but also significantly boosts customer satisfaction.

About the InterSystems Impact Awards, Selected by an MIT Panel

Each year, select client organizations are recognized at the InterSystems READY conference for projects driving positive change. Nominations are evaluated by independent judges from MIT on three criteria:

- **Makes a significant difference**
- **Breaks new ground**
- **Sets an example**

To learn more about the InterSystems Impact Awards visit

<https://www.intersystems.com/intersystems-impact-awards/>.

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