AIMCARE 2026 · TBILISI · OCTOBER 2026

ASR.GE

A Georgian-language voice agent for patient intake and appointment booking.

Automating symptom intake, specialty routing and appointment booking in Georgian, English & Russian



GIORGI GIORGADZE · FOUNDER & CEO, ASR.GE

SPEECH INTELLIGENCE · GEORGIA

THE GAP

Georgian-speaking patients have no automated intake.

PUBLIC MEDICAL SPEECH DATA · HOURS

~118 h	~0 h
ENGLISH	GEORGIAN
MultiMed + PriMock57	Only 10 healthcare clips

SOURCES: MULTIMED · PRIMOCK57 · COMMON VOICE 25.0

Staff bottleneck	Receptionists take scheduling calls one at a time instead of serving patients at the desk.
English first	Voice assistants on the market are built and tuned for English speakers.
Vocabulary	Georgian drug names, specialties and the way patients describe symptoms.

Goal: a phone agent that speaks Georgian, English & Russian, understands the patient and books the visit.

WHAT HAPPENS ON A CALL

One phone call, from complaint to confirmed visit.

/01

Patient calls

Dials the clinic number. The agent answers at once, in Georgian.

/02

Describes it

In their own words, in Georgian, English & Russian.

/03

Doctor found

Agent suggests the right specialist and their free times.

/04

Visit booked

Written to the clinic calendar while the patient listens.

/05

SMS sent

The agent says goodbye and ends the call itself.

CALL IT NOW

+995 32 242 32 45

then key 277

INSIDE MYPHONE PBX

ext. 277

Direct extension dial

PROACTIVE OUTBOUND

The agent calls patients to confirm upcoming visits, so cancellations surface before the day.

THREE LANGUAGES

Patients speak Georgian, Russian or English. The agent follows.

KA
Georgian
ქართული



RU
Russian
Русский



EN
English
English



LANGUAGE DETECTION

94%

correct on voices it had never heard before

BUILT IN-HOUSE

SWITCH

Replies move to the caller's language mid-call.

FALLBACK

Any other language: the agent answers in English.

Tested: 3 Georgian, 2 Russian and 2 English calls. An English speaker greeted in Georgian got every reply in English and booked a cardiologist.

APPOINTMENT MANAGEMENT

Find, book, check, move or cancel. Every change is confirmed by SMS.

Find

Free slots by specialty or by doctor

Book

Straight into the clinic calendar

Check

Reads back the patient's visits

Reschedule

Moves a visit to a free slot

Cancel

One visit, or all of them at once

Any booking, change or cancellation sends the patient an SMS with the visit details.

CLINICAL UNDERSTANDING

Patients describe symptoms in their own words. The agent finds the specialist.

PATIENT SAYS · EXAMPLE

„თავი მტკივა და გული მერევა, სამი დღეა.“

“My head hurts and I feel sick, three days now.”

ICPC-2 · PRIMARY CARE

N01 · D09

ICD-10

R51 · R11

SPECIALIST

Therapist

BOOKED · SMS SENT

Thu 10:30



MEDICATION CHECK

1,000+

medicines registered in Georgia, known to the agent

When a patient names a medicine, the agent confirms the name and dose against the registry.

SAFE ANSWERS

The agent checks before it answers.

Misheard medicine names

Heard პარაცეტემოლის, matched it to პარაცეტამოლი in the registry. The conversation goes on.

Unavailable times

• TESTED

“3 p.m. is outside the doctor's working hours.” Offered 2 p.m. instead. Caught twice in testing.

Unclear speech

Asks the patient to repeat instead of guessing. The call stays up.

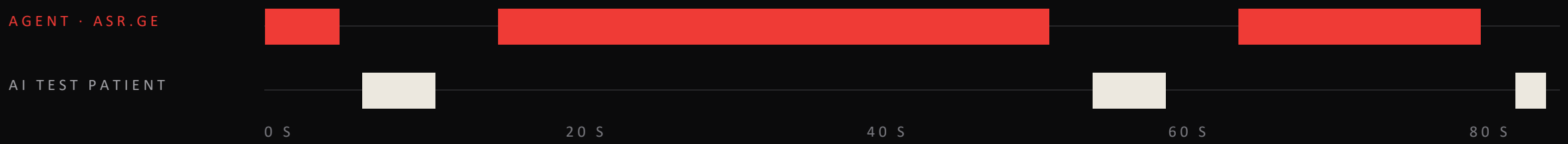
Questions about ASR.GE

• TESTED

Answered only from the approved FAQ. Tested with “What is ASR.GE?” and “Who created it?”

SIMULATED ENGLISH-SPEAKING PATIENT · 18 OCT 2026

A simulated patient called ext. 277 and booked a cardiologist in 86 seconds.



/01 · PATIENT ASKS

“I'd like to book an appointment with a cardiologist, please.”

/02 · AGENT OFFERS

Two cardiologists with free times on Monday, 19 October.

/03 · BOOKED

Cardiologists, Mon 19 Oct, 13:30. SMS sent.

86 s
whole call

0
staff involved

KA → EN
greeted in Georgian, served in English

Seven test calls, seven confirmed bookings.

7 / 7

test calls ended in a confirmed booking

29 / 29

calendar, SMS and FAQ actions completed without an error

3

languages: 3 Georgian, 2 Russian and 2 English calls

2.7 s

median wait for each reply after the patient stops speaking

2

requests outside working hours caught, alternatives offered

86 s

for a full booking call with a simulated English-speaking patient

SOURCE: 7 TEST CALLS, 41 PATIENT TURNS · TEST CALENDAR, NO REAL PATIENTS

Grounded in the clinic's own rules, the agent can advise, not only book.

THE AGENT ANSWERS FROM

● TODAY

Doctors and calendar

1,000+ registered medicines

ICD-10 · ICPC-2 codes

Approved FAQ

○ NEXT

Test preparation rules

Services and equipment by branch

De-identified patient history

PREPARATION RULES

PATIENT *“I want a cholesterol blood test tomorrow morning.”*

AGENT “Booked for 8:30. Come fasting: no food for 9–12 hours before; water is fine.”

SERVICES AND EQUIPMENT

PATIENT *“Can I get an MRI at your clinic?”*

AGENT “Not here, but our other branch has MRI. First free slot: Tuesday, 15:00.”

DE-IDENTIFIED HISTORY

PATIENT *“I'd like to see my endocrinologist.”*

AGENT “Your last HbA1c was 7 months ago. Shall I book it before your visit?”

Next: a clinical pilot and Form 100 drafts.

WHAT THE PROTOTYPE SHOWS

7 of 7 test calls ended in a confirmed booking, with no staff on the line.

Georgian, Russian and English patients are served by one agent.

Every change reaches the patient by SMS.

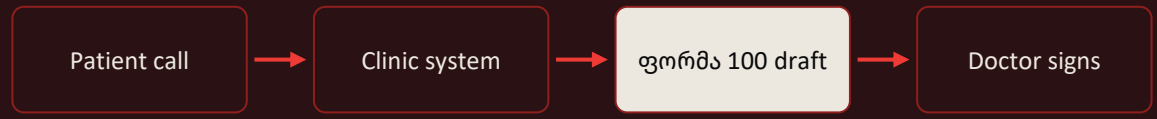
/01 · CLINICAL PILOT

Partner clinic · starting soon

Real patients, patient intake and appointment booking calls

/02 · FORM 100 AUTOMATION · ფორმა 100

What the patient said, the matched codes and a call summary go to the clinic system, which drafts the health certificate for the doctor.



ASR.GE

QUESTIONS

Ready to *listen.*

+995 32 242 32 45 , 277

Scan to call the voice agent

CALL THE AGENT

+995 32 242 32 45 → 277

