News

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Ubie, Inc., an AI-driven healthcare prediction platform, has announced a collaboration with Mayo Clinic to co-develop a unified digital front door platform designed to streamline patient access, triage, and scheduling across health systems.

The platform, named Smart Support, aims to integrate chat and voice interfaces into a single enterprise-grade access point available 24/7. The initiative is focused on simplifying how patients navigate healthcare systems by reducing reliance on multiple portals and fragmented digital entry points.

Digital front doors have increasingly been adopted by health systems to improve scheduling and care coordination beyond traditional phone-based interactions. However, inconsistent

implementations have led to patient friction, low adoption rates, and operational inefficiencies. The Smart Support platform is intended to address these challenges by offering clinically validated symptom assessment, triage, and appointment scheduling within a unified interface.

The system is designed to route patients to the appropriate care setting based on symptoms, clinical needs, and coverage details. It will support natural language interactions, instant responses, and a triage-to-booking workflow, with escalation pathways to human agents for high-acuity or complex cases.

In addition to access and scheduling, Ubie and Mayo Clinic plan to co-develop a chronic disease management module as an add-on to Smart Support. The module is expected to allow patients with high-burden conditions to track adherence to care plans, receive personalized recommendations, monitor health trends, and flag issues requiring clinical escalation.

For healthcare organizations, the platform is positioned to address operational pressures, including call center congestion and scheduling bottlenecks, while aiming to improve first-contact resolution and self-service completion rates.

“Ubie's collaboration with Mayo Clinic is a significant step to further our mission of guiding everyone to the right care, where the needs of the patient come first,” said Kota Kubo, co-founder and co-CEO of Ubie. “By unifying the current approach to digital front doors, Ubie seeks to streamline how patients engage with health systems and accelerate their path to getting the care that they need.”

The collaboration follows Ubie’s participation in a 30-week pilot under Mayo Clinic’s Platform Accelerate program.

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