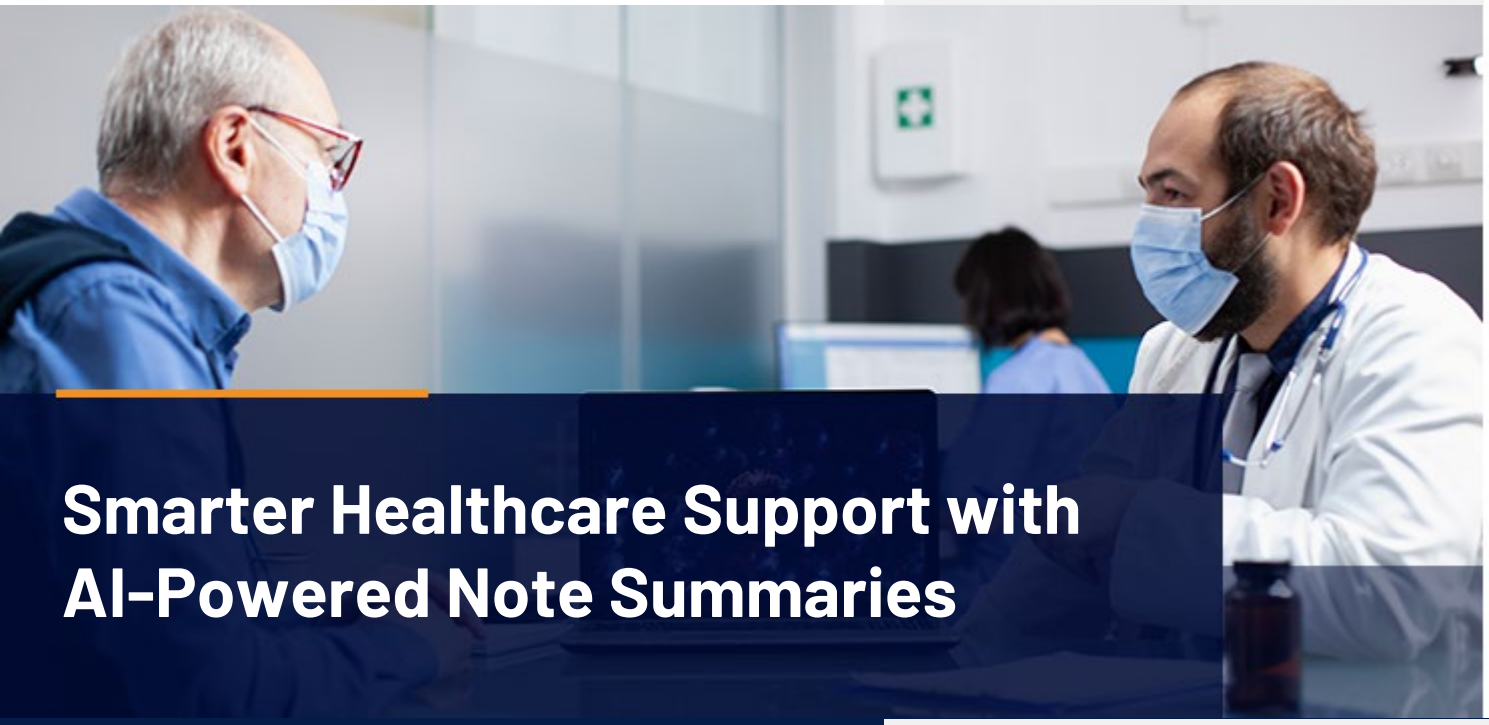
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Smarter Healthcare Support with AI-Powered Note Summaries

Executive Summary:

A leading U.S. healthcare enterprise partnered with Factspan to tackle inefficiencies in customer support caused by the manual review of lengthy, unstructured patient notes. These delays created long turnaround times (TAT) for query resolution, inconsistent service quality, and higher risk of oversight.

Factspan developed a GenAI-powered note summarization solution leveraging Gemini Flash 2.0, combined with custom pre- and post-processing layers for accuracy and compliance. Integrated seamlessly into existing platforms, the solution enabled concise, context-aware summaries that reduced manual effort, accelerated query handling, and improved scalability, enhancing both customer satisfaction and agent productivity.

About the Client:

The client is a leading U.S. healthcare company offering pharmacy care, health insurance, and retail health solutions. With a nationwide network of retail pharmacies and clinics, the organization focuses on improving outcomes through personalized care and technology-driven innovation.

Project Highlights:

- **95%+** accuracy in summarizing complex patient notes
- **50%** reduction in turnaround times for customer requests
- Noticeable improvement in customer satisfaction and experience
- Reduced agent fatigue with consistent, compliant summaries
- Scalable, secure framework extendable to broader healthcare workflows

Business Challenge:

Customer support agents were spending excessive time manually reviewing complex patient notes before resolving queries. These records were lengthy, unstructured, and prone to misinterpretation, slowing response times and increasing the risk of errors. The lack of automation led to long turnaround times, agent fatigue, and inconsistent service delivery.

The challenge intensified as query volumes grew, making scalability difficult. Business users demanded faster, more accurate responses, but manual workflows limited efficiency and created operational bottlenecks. To address these issues, the client required a secure, compliant, AI-powered summarization framework capable of accurately processing sensitive healthcare records at scale.

Our Solution:

Factspan designed and implemented a GenAI-based note summarization solution optimized for healthcare workflows. The program was structured into three integrated layers:

- **Pre-processing:** Scripts cleaned, segmented, and standardized patient notes for structured analysis.
- **Summarization:** Gemini Flash 2.0 models generated rapid, context-aware summaries of unstructured notes, reducing the time agents spent reading.
- **Post-processing:** Tailored scripts refined outputs, aligning them with compliance policies and the client's customer support workflows.

The system was seamlessly integrated with existing platforms, ensuring security, compliance, and usability. Agents could now access concise, accurate summaries directly in their workflows, enabling faster responses and consistent service. By automating patient note interpretation, Factspan reduced turnaround times, minimized errors, and delivered a scalable framework that could be extended to additional healthcare use cases.

Solution Architecture Overview



Factspan is a Data and AI company. We help global enterprises and product companies to collect, store, and manage their varied and complex data structures, identify patterns and trends, and build analytical models to analyse and deliver business outcomes.