



Your Patient Journey, Re-Architected on Salesforce

Stop losing patients to fragmented data. Elixir, the specialty-specific Contact Center built natively on Salesforce Platform, turning your front office into a System of Intelligence.

Schedule Your Personalised Demo Today

Most Contact Centers are black boxes of disconnected data. Because Elixir is Salesforce-native, your intake team, clinicians, and billing department share a single, real-time database. No APIs, no syncing delays, and 100% data integrity.

PATIENT INTAKE	LOGISTICS & OPERATIONS	FINANCIAL READINESS
Referral Partner Management <i>Track, nurture, and automate high-value referral sources.</i>	Real-Time Census Management <i>Live occupancy tracking across all facilities and locations.</i>	One-Click Eligibility Verification <i>Instant insurance verification at the point of first contact.</i>
Pre-Admission Assessments <i>Custom clinical screenings mapped directly to the CRM.</i>	Bed & Room Reservations <i>Manage vacancy and assign beds in a single click.</i>	Cost of Care Estimates <i>Provide upfront financial transparency to improve collections.</i>
Omnichannel Engagement <i>Voice, SMS, and Email unified in the patient record.</i>	Transport Management <i>Coordinate medical transport and arrivals seamlessly.</i>	AI-Assisted Call Summaries <i>Automated transcription and intent analysis for every lead.</i>

Modernize Your Intake. Contact Us Today

Credibility & Trust

Enterprise-Grade Security
Built on Salesforce’s global infrastructure (HIPAA, SOC2, and PCI compliant).

Proven Results: * 25% Faster
Lead-to-Intake Conversion.

- **30% Reduction** in manual data entry via Automation.
- **99.9% Uptime** powered by Salesforce.

Industry Recognition
Powering multi-site Behavioral Health, Specialty Groups, and Telehealth enterprises across the globe

Reduce patient leakage and front-desk burnout by automating the busy work of intake.

Key Highlights

- 🎯 Omnichannel patient communication
- 🎯 Integrated scheduling and intake
- 🎯 Insurance verification support
- 🎯 AI-assisted call summaries
- 🎯 Real-time dashboards and analytics
- 🎯 Fully integrated with EHR and Billing

Manage the entire pre-visit journey on a single platform. Capture leads, verify insurance in real-time, and schedule appointments without ever leaving Salesforce.

Platform Overview

Elixir Contact Center is an integrated patient communication and engagement platform that connects patient interactions with clinical, operational, and billing workflows. Built on a unified platform, it enables healthcare organizations to manage patient communication across phone, SMS, email, and digital channels while ensuring a seamless patient experience from first contact to post-visit follow-up.

The Pillars



Omnichannel Support

SMS, Email, and VoIP integrated directly into patient records.



Smart Reservation Engine

Real-time visibility into bed and room availability across locations.



Lead & Opportunity Management

Automated routing and nurturing of digital patient leads.



Real-Time Eligibility

Integrated Eligibility Verification before patient arrival.



Care Team Collaboration

Built-in tools for real-time provider and staff communication.



Inventory & Order Management

Effortlessly track medical supplies and fulfill patient orders.



Patient Journey Tracking

Visibility into every touchpoint from initial contact to discharge.



Pre-Admission Assessment

Digital clinical screening tools built directly into the CRM.

Key Benefits



Improve patient access and engagement



Reduce missed appointments



Improve front-office productivity



Centralize patient communication



Enhance patient experience



Improve operational visibility

Integrations



Trusted by Leaders in



Elder Care & Home Care



Primary Care Offices & Specialty Clinics



Behavioral Health & Online Therapy Groups



Ambulatory Care & Medical Device Organizations



School Systems & Community Health Networks