

Right Guidance. Right Urgency. Reassured Parents.

AI Assistant for Pediatric Clinical Triage

Flyer



Pediatric care teams face constant pressure to respond quickly, accurately, and empathetically, often outside normal clinic hours.

Clinics struggle with:

High volumes of after-hours calls

Emotionally charged concerns from worried parents

Nurse burnout from repetitive symptom assessments

Risk of over-triage (avoidable ER visits) and under-triage (clinical exposure)

What should be a guided intake process often becomes a strain on clinical staff and a source of anxiety for families. Hexaware's AI-powered pediatric clinical triage assistant helps providers respond to parent concerns quickly, accurately, and empathetically, especially outside normal clinic hours.

Purpose-Built for Pediatric Care Pathways

Built on Hexaware AgentVerse®, an advanced agentic AI platform, our AI-powered pediatric clinical triage assistant is an agentic, voice-based solution designed specifically for pediatric care pathways.

It engages parents in calm, structured conversations to:

- Capture symptoms, duration, and context
- Apply age-appropriate, protocol-driven triage logic
- Assess urgency levels safely and consistently
- Provide clear, appropriate next-step guidance
- Escalate to nurses or physicians when clinically required

The result: faster clarity for parents and better prioritization for care teams.

Why This Approach Is Different

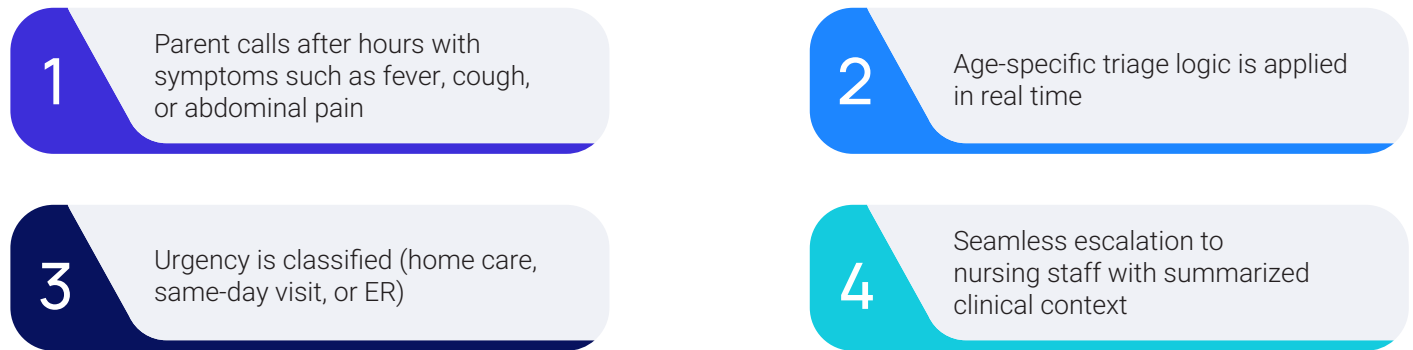
This solution is **not diagnostic**. It is not **autonomous**. It is **clinician-governed by design**.

Key differentiators include:

- Protocol-driven clinical reasoning
- Confidence-scored assessments
- Human-in-the-loop escalation for clinical judgment
- Full audit trails for governance, compliance, and QA

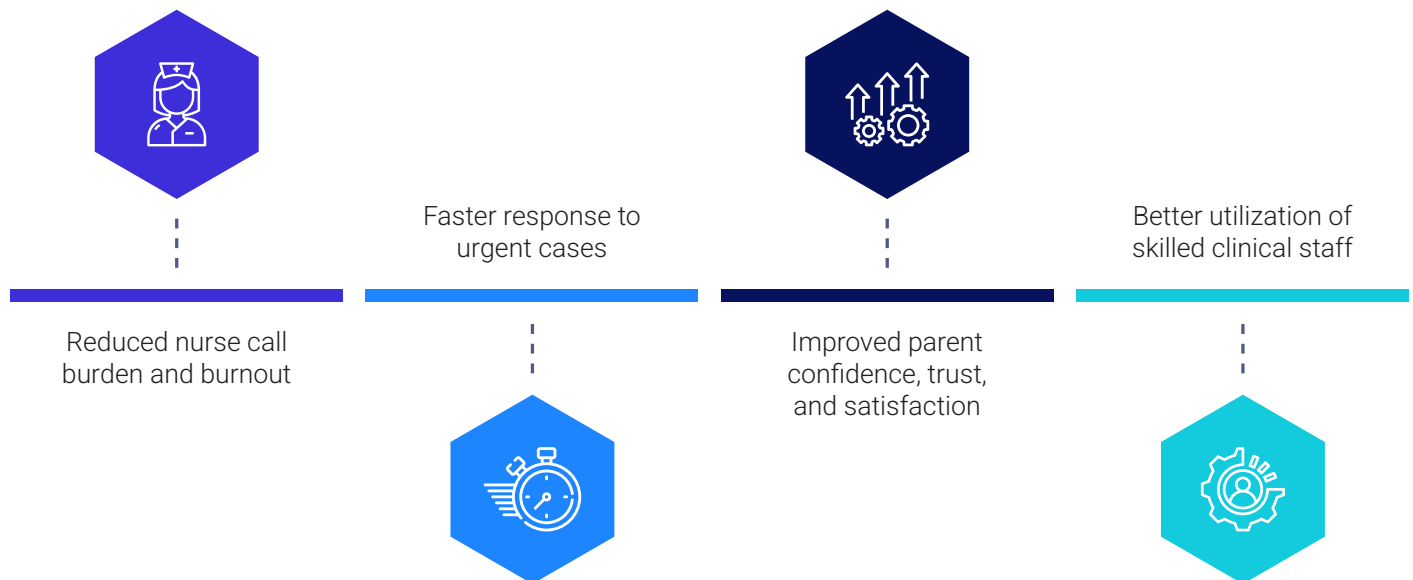
AI supports clinical decision-making—it does not replace it.

How it Works



Measurable Provider Impact

Healthcare providers using AI-powered pediatric triage can achieve:



AI Doesn't Replace Pediatric Judgment. It Protects It at Scale.

Hexaware helps providers deliver consistent, compassionate pediatric care while ensuring safety, governance, and clinical oversight remain firmly in human hands.

Contact marketing@hexaware.com to request a demo.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>

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