

STEER HEALTH

IMPACT REPORT

2024



STEER HEALTH'S

MISSION & PURPOSE

At Steer Health, our mission is to empower organizations by expanding care capacity, eliminating administrative burdens, and delivering delightful experiences for both patients and staff.

We are dedicated to driving revenue growth and achieving cost savings, ensuring sustainable and exceptional healthcare for all.



REMARKABLE

2024 IMPACT

This year, Steer Health made significant strides in simplifying healthcare delivery, optimizing workflows, and improving patient experiences. These achievements reflect our commitment to operational excellence and a patient-centered approach.

4.96M

Unique patients added in 2024

5

Average Patients Acquired per Provider Daily

34,298

Number of clinicians we serve

942K

Calls Answered by our Luna - Agentic AI

228K

Hours saved from Manual works for Staff and clinicians

84%

Acquired PATIENTS Commercial payor mix

2024 INSIGHTS

In-Network Expansion for Primary Care and Specialty Care

Expanding in-network options for primary care and specialty services has significantly reduced barriers to care, aligning with patient preferences for cost-effective solutions.

INSURANCE CHOICE MATTERS

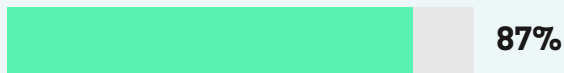
Patients across our network consistently prioritize providers that align with their insurance plans, reinforcing the need for broad in-network availability.



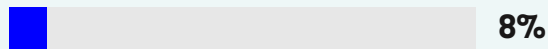
Nearly 9 out of 10

Opt for in-network providers when booking appointments through our platforms, highlighting accessibility as a top decision-making factor.

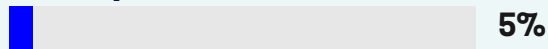
In-network



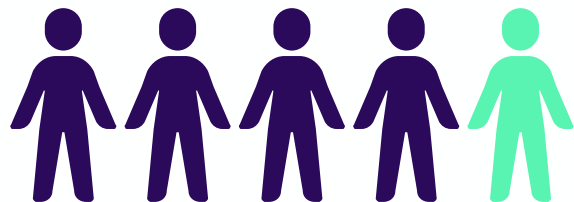
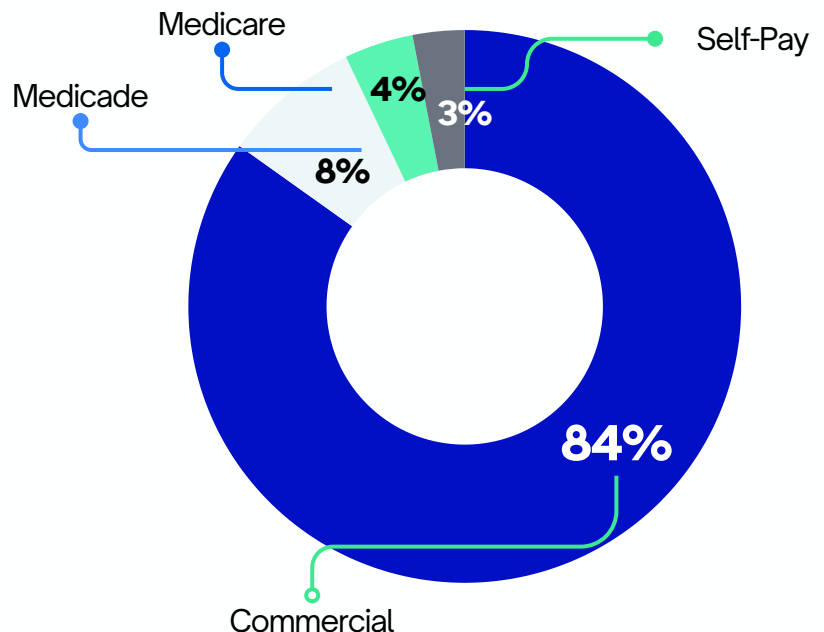
Out-of-Network



Self-Pay



Commercial Payor Dominance



More than 4 in 5 bookings were completed using commercial insurance, reflecting strong partnerships and streamlined access to care for insured patients.

WHY ORGANIZATIONS ARE CHOOSING

STEER HEALTH?

Healthcare organizations partner with Steer Health to tackle common pain points—from high no-show rates to overwhelming administrative tasks.

Our data and customer feedback suggest four core reasons behind this growth:

Revenue Growth/ Market Expansion

01

Steer Health's patient acquisition modules have added an average of **5–7 new patients per provider, per day**. By leveraging care search and digital discovery tactics, more than 88% of our providers are now ranked at the top of their local Google search results.

02

Our Digital Front Door has been proven to schedule appointments in under two minutes, delivering a retail-like experience for patients and their families.

INCREASE IN CONVERSION



+320%

Of website visitors to scheduled appointments through our digital front door solutions.

Cost Savings/ CareOps Automations

01

Luna AI handled 9.6 million patient queries in Q4 2024 alone, saving **9,257 clinician hours** and allowing staff to focus on direct patient care.

02

Pre-, During- and Post-Visit manual task automation including registration, realtime insurance eligibility verification and payment processing freeing up staff's time to focus on patient care.

AUTONOMOUS TASKS HANDLED IN Q4 2024



9.6M

WHY ORGANIZATIONS ARE CHOOSING

STEER HEALTH...

Competitive Advantage/ Online Reputation

01

Steer Health boosts healthcare organizations' online reputation by automating real-time feedback and reviews, enhancing visibility, trust, and patient loyalty.

02

Gain a competitive edge with our exclusive clinician profiles and digital discovery seamlessly integrated with Google My Business and Local Search engines.

OUR CUSTOMERS
AVERAGE ONLINE
REPUTATION



4.8/5.0

Alleviating Staff Burnout/ AI Concierge

01

Streamline all manual tasks for both ambulatory and inpatient care - automating the preVisit, during and after-visit activities.

02

Offload work on nurses during inpatient care. Steer Concierge offloads work on staff and creates more nursing capacity.

REDUCTION IN
NO-SHOW
RATES



86%

CHOOSING?

DIGITAL FRONT DOOR



Angela Hartsell, MD
Pediatrics

★★★★★

3 reviews

Appointment Message

About

Angela Hartsell, MD, MPH, is a hospitalist* board certified in pediatrics, pediatric hospital medicine and clinical informatics. She is a faculty member of the Core Health Pediatric Teaching Service. Her professional interests include pediatric hospital medicine, care of newborns, clinical informatics and technological advancements that...

[Read More](#)

Specialties

Pediatrics

Location

Primary
Core Health Women's & Children's Center
111 North Church Street Entrance C, Greensboro NC 27401, USA

[See directions](#)

 336.826.5050

View all reviews

[Jan 1 MED](#)
[Jan 2 Med](#)
[Jan 3 PM](#)
[Jan 4 MED](#)
[Jan 7 MED](#)
[Jan 8 MED](#)
[Jan 9 MED](#)

[9:00 AM](#)
[9:30 AM](#)
[10:30 AM](#)
[11:00 AM](#)

Good Morning, Strider

Scan now to never miss an update!

Open New App

Open New App

Open New App

BEAWE

A BEAWE

WHO IS CHOOSING THE

PRODUCTS?

We Partner and Collaborate with Innovation-Driven Physicians to Enhance Patient Care.

From large hospital networks to specialty clinics, forward-thinking providers trust Steer Health's AI-powered automation to enhance operations by delivering system-wide value, increasing care capacity, freeing staff from busywork, and ensuring patients can easily access the resources they need for healthier lives.

Trusted by
34,298 clinicians
and **19.8M patients**



**Medical Groups
& ASC's**

386



**Health Systems &
Hospitals**

49

WE HELP PROVIDERS

Steer Health collaborates with a diverse range of healthcare organizations

- **Hospitals and Health Systems**
- **Medical Groups**
- **Specialty Practices**
- **Ambulatory Surgery Centers**
- **Urgent Care Centers**
- **Dermatology**
- **Cosmetic and Aesthetic**
- **Orthopedics**
- **Pediatrics**
- **Chiropractor & Physical Therapy**
- **Primary Care**
- **Behavioral Health**
- **And more...**

SERVICES

WE PROVIDE...

GROWTH

Patient Acquisition & Market Expansion



01 Strengthening online care search and digital discovery

02 Streamlining the patient journey from search to aftercare

AUTOMATIONS

Pricing Transparency & Payments



01 Providing clear cost estimates and upfront payment options for billing transparency.

02 Accelerating cash flow with streamlined revenue cycle management tools

EMPLOYEE & PATIENT EXPERIENCES

Reducing Staff & Clinician Burden



01 Automating repetitive tasks and administrative workflows

02 Freeing up valuable time so clinicians can focus on patient-centered care

KEY ACCOMPLISHMENTS

GROWTH...

ENHANCED CARE SEARCH & DISCOVERY

INCREASE IN CALLS

+400%

from Care Search and Discovery through Google My Business (GMB) and Conversational AI

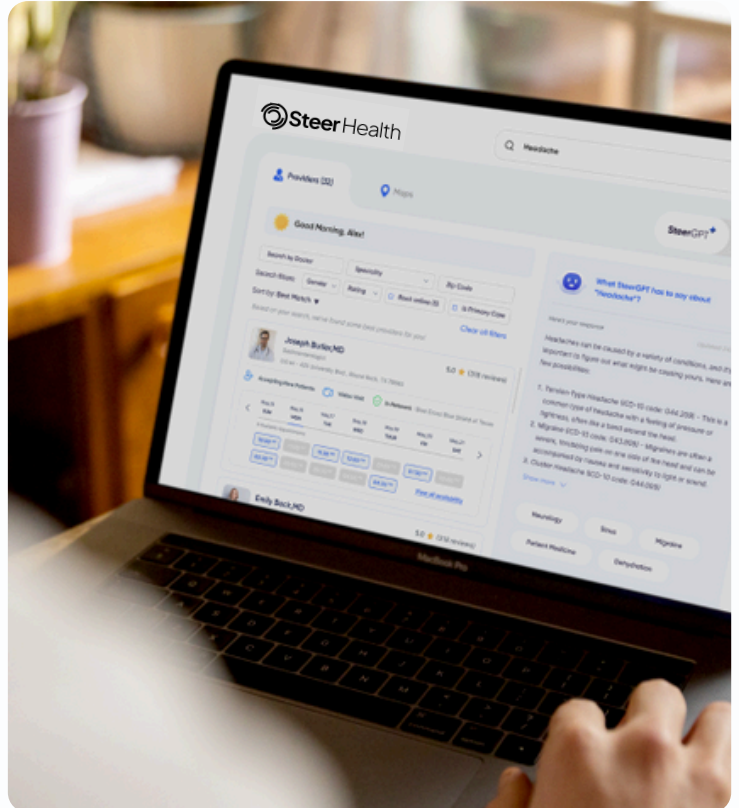
SITE TRAFFIC & VISIBILITY



GROWTH IN SITE TRAFFIC

+450%

from Google and other search engines—fueling awareness and engagement.



PATIENT ACQUISITION

INCREASE IN CONVERSION

+320%

Of website visitors to scheduled appointments through our digital front door solutions.

KEY ACCOMPLISHMENTS

AUTOMATIONS

1.8M

E-REGISTRATIONS &
PAYMENTS PROCESSED

1.6M

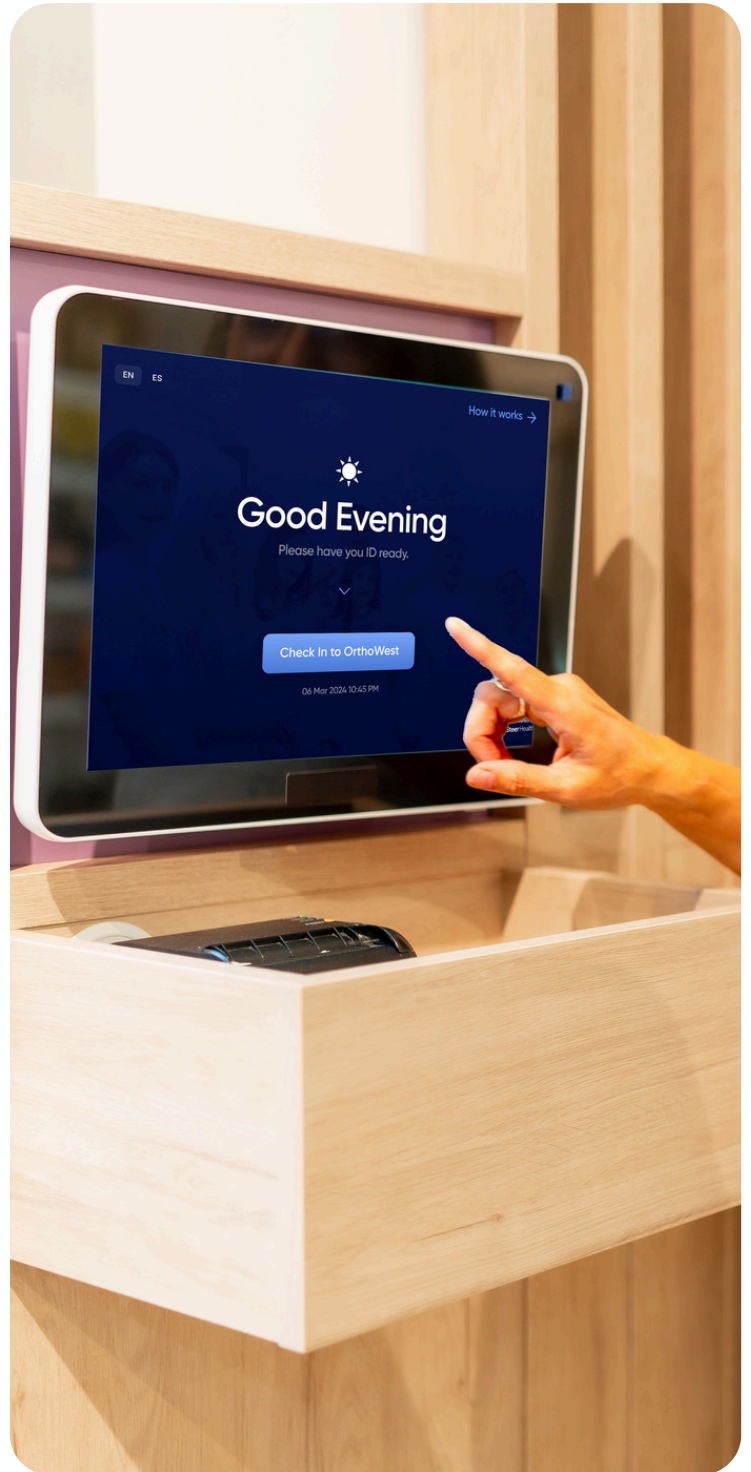
INSURANCE ELIGIBILITY CHECKS
PERFORMED

32K+

TRIAGES COMPLETED, SAVING
CLINICIANS 22% OF THEIR TIME

Steer Health's focus on automating clinical and administrative workflows has delivered transformative results for providers and Patients alike.

By minimizing administrative burdens and eliminating repetitive tasks, our automation tools allow healthcare professionals to devote more time to personalized patient care and strategic growth.



KEY ACCOMPLISHMENTS

EMPLOYEE & PATIENT EXPERIENCES

92%

PATIENTS REVIEW OUR CUSTOMERS SITE

96%

USERS SATISFIED WITH OUR AUTOMATION & AUTO-RESOLUTION RESPONSES

168%

INCREASE IN ONLINE REVIEWS YoY

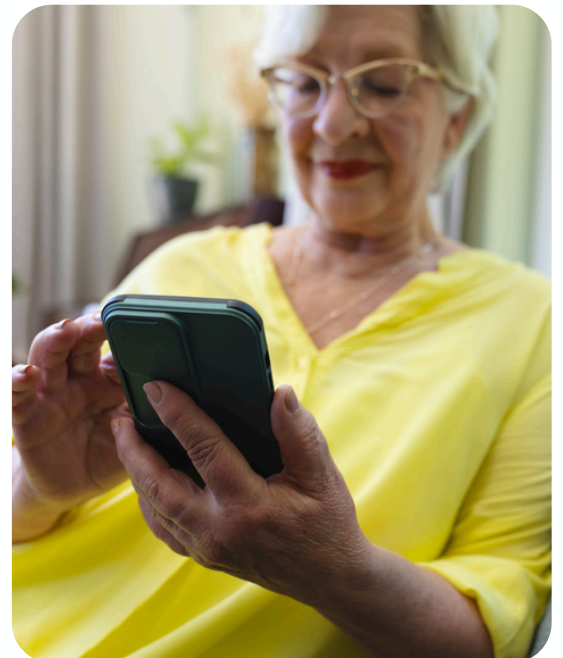
Steer Health solutions consistently earn an

NPS OF OVER 96

REFLECTING A DEEP COMMITMENT TO PATIENT AND STAFF SATISFACTION.

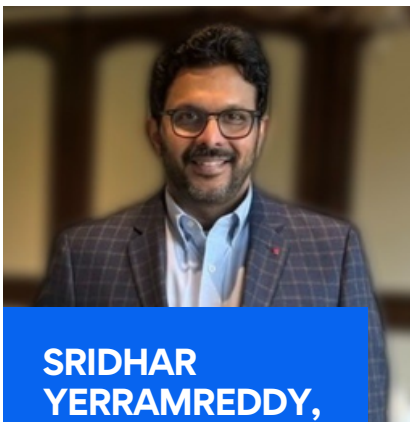
Patients and their families describe the experience as “enchanted”, citing the ease of scheduling, timely communication, and seamless care coordination.

By reducing administrative tasks, we empower front-office staff and clinicians to provide higher-touch, more empathetic interactions that truly humanize healthcare.



A PERSONAL NOTE FROM THE CEO

Gratitude, Collaboration, and Continued Success



**SRIDHAR
YERRAMREDDY,**
CEO & Founder, Steer Health

As we reflect on 2024 and look ahead to 2025, I want to express my heartfelt gratitude to our employees, customers and partners for their unwavering commitment to our shared vision. Together, we have the opportunity to create a profound and lasting impact on clinical and financial outcomes by turning pivotal moments into meaningful catalysts for growth and success. By improving lives, easing the burdens on clinicians, and enhancing the health of the communities we serve, we are shaping a brighter future.

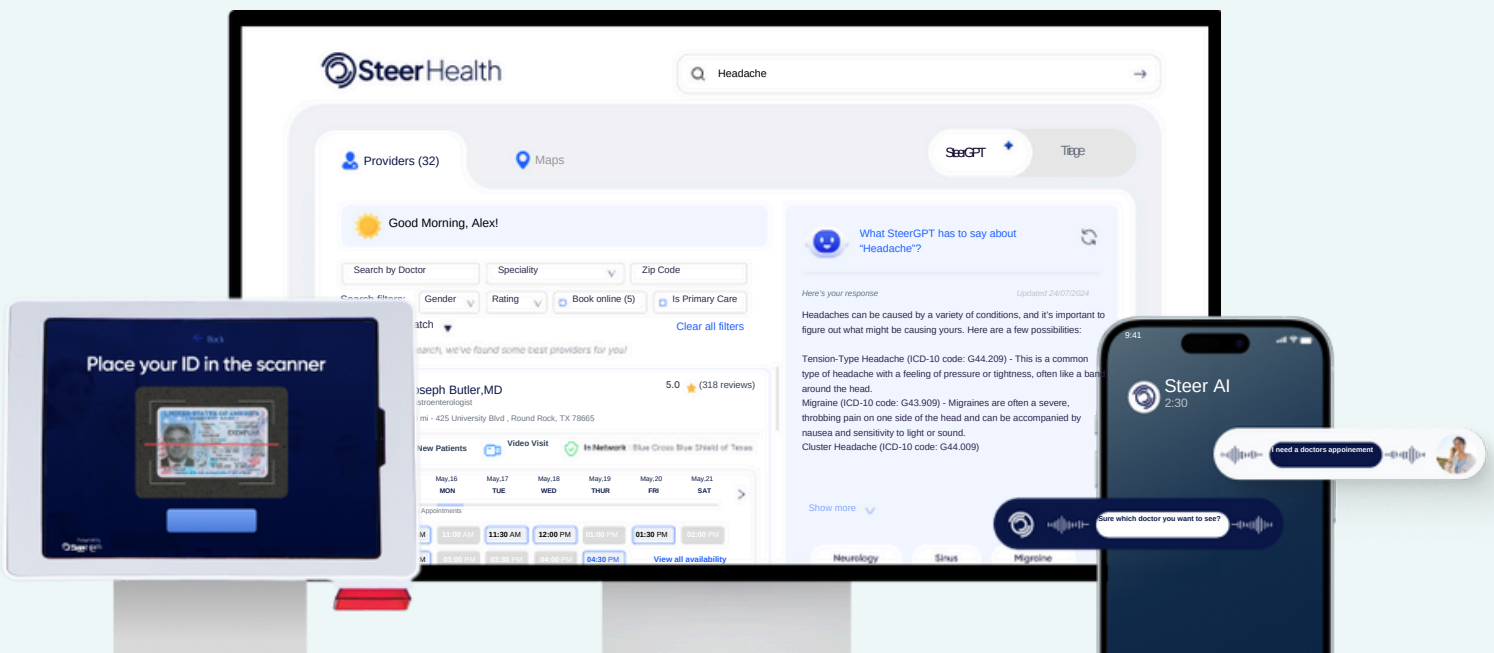
Thank you for being an integral part of this journey—I look forward to all we will achieve together in the year ahead.



2024

Thank You

www.steerhealth.ai





 www.steerhealth.ai

 1800-STEER-NOW

 hello@steerhealth.ai

 @steerhealth

 Dallas, Texas