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## **RAYS TECHSERV PRESENTS**

**VHA** - Your Virtual Healthcare Assistant  
Empowering healthcare anytime, anywhere.

## **SIMPLIFY YOUR FRONT DESK WORKFLOWS**

Rays Techserv's Virtual Healthcare Assistant (VHA) helps your clinic handle routine admin and patient communication - with accuracy, speed, and compliance. Our VHA is designed to support your team - not replace it.



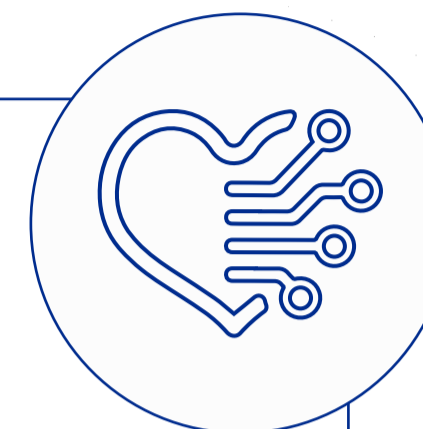


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## Streamlined Communication with Patients

- Respond to incoming messages and emails
- Manage appointment scheduling, rescheduling, and cancellations
- Support provider switches
- Assist new patient onboarding
- Help with prescription refill requests
- Guide patients on portal usage
- Handle forms, letters, and medical records requests



## Smarter admin support for your team

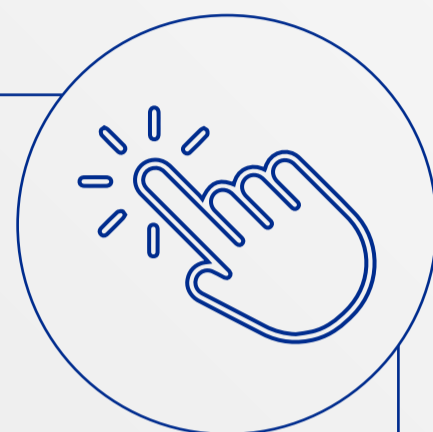
- Resolve billing disputes
- Help collect copays and outstanding balances
- Maintain daily logs and call notes
- Initiate prior authorization requests
- Assist with insurance updates





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## HIPAA-COMPLIANT & FULLY SECURE



- 24/7 access with real-time backup
- Encrypted documentation
- Delivered by a US healthcare compliant support team
- Easy integration with your clinic's existing systems

## WHY CLINICS LIKE MEDSPYCH TRUST US:



- 23+ years in healthcare IT
- Proven support for behavioural health practices
- Responsive, trained assistants
- Fully managed, flexible VHA service
- Scalable support based on clinic needs



**Let your front office focus on care — we'll handle the rest.**