

AI Lead Qualification & Scheduling for MiKO Plastic Surgery

Turning Every Inquiry into a Consultation—Automatically

Current State: How Booking Works Today

- Phone calls
- Emails
- Website contact forms
- Social media DMs
- Manual handling across channels

Current State Pain Points

- Delayed responses
- Inconsistent intake
- Staff burnout
- High no-show rates
- Poor visibility

Market Reality

- Patients expect instant confirmation.
- Clinics that respond first win the consultation.

Target State Vision

- Instant response
- Standardized intake
- Self-scheduling
- Automated reminders

End-to-End Automation Workflow

Lead → Instant Response → AI Intake → Qualification → Scheduling → Reminders → Dashboard

Pain Points to Automation Mapping

- Missed responses → Instant SMS/Email
- Inconsistent intake → AI questionnaire
- Manual scheduling → Self-booking
- No-shows → Automated reminders

What We Automate (and What We Don't)

- Automate admin tasks.
- Preserve human care and clinical judgment.

Technology Stack

- n8n workflows
- SMS & Email
- Calendar scheduling
- Custom dashboard

Business Impact

- +20–40% consultations
- Lower no-shows
- Same staff, higher output

Before vs After

- Response time: Days → Seconds
- Scheduling: Manual → Automated
- Visibility: Fragmented → Centralized

Low-Risk Implementation

- Incremental rollout
- Measurable KPIs
- No disruption to surgery

Recommendation

- Deploy AI Lead Qualification & Scheduling as Phase 1 growth system

Final Takeaway

- We're not automating surgery.
- We're automating everything that delays it.