



MediLink

Your AI Healthcare Advocate

Supporting patients before, during, and after care—turning confusion into clarity when the system becomes overwhelming.

Healthcare Doesn't Fail at Medicine



Healthcare fails because patients are left alone to navigate a complex system without guidance. The medicine works—but the coordination, communication, and advocacy don't.

Understanding Urgency

Patients can't tell if symptoms need immediate attention or can wait until Monday

Post-Appointment Confusion

No clear guidance on recovery, warning signs, or next steps after leaving the doctor's office

Insurance Complexity

Medical bills and denial letters written in impenetrable legal language that patients can't decipher

Financial Vulnerability

No support when insurance denies coverage or bills contain errors—patients fight alone

Patients Don't Just Need Answers

They Need an Advocate

Every year, millions of patients make the right decision to seek care and still end up confused, delayed, or financially harmed. They need someone in their corner—not replacing doctors, but filling the gaps where the system leaves them vulnerable.

An advocate who explains what's happening in plain language, warns when something is urgent, guides recovery with personalized follow-up, and fights unfair medical bills with professional expertise.



Clear Explanations

Medical jargon translated into simple, actionable language



Urgent Warnings

Real-time guidance on when symptoms require immediate attention



Recovery Support

Continuous check-ins and guidance throughout the healing process



Financial Protection

Expert assistance fighting incorrect bills and insurance denials



Introducing MediLink

MediLink is an AI healthcare advocate that supports patients across the entire care journey. We stand in the gaps between doctors and insurers—exactly where patients are most vulnerable.



Before Care

Symptom assessment and urgency classification to guide initial decisions



During Care

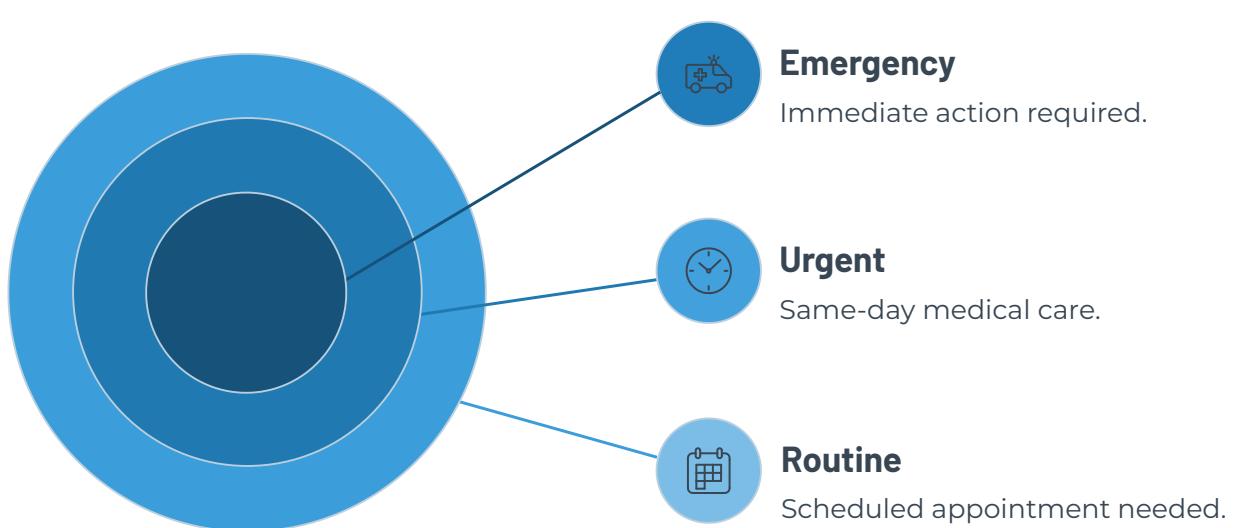
Understanding diagnoses, treatment options, and medical communications



After Care

Recovery monitoring, warning sign detection, and insurance advocacy

AI Triage Agent



Our triage system prevents both dangerous delays and unnecessary panic by providing clear, immediate guidance.

Intelligent Symptom Analysis

MediLink's triage agent analyzes symptoms and classifies urgency into three clear categories: Emergency, Urgent, or Routine. This helps patients take the right action at the right time.

By asking targeted questions about symptom severity, duration, and context, the AI provides personalized recommendations—whether that's calling 911, seeking same-day care, or scheduling a routine appointment.

This prevents the common scenario where patients either ignore serious warning signs or rush to the ER for minor issues, improving outcomes while reducing healthcare system strain.

Recovery Agent

Continuous Post-Care Support

Healthcare doesn't end when you leave the doctor's office. MediLink's recovery agent checks in with patients after appointments or procedures, monitoring progress and flagging potential complications early.

The system asks targeted questions about symptoms, medication adherence, and overall wellbeing. It recognizes warning signs that might indicate complications and guides patients toward appropriate next steps.

When concerning patterns emerge, the agent encourages timely follow-up with healthcare providers—catching problems before they escalate while providing reassurance when recovery is on track.

01

Automated Check-Ins

Regular status updates via text or app notifications

02

Warning Sign Detection

AI identifies red flags requiring medical attention

03

Guidance & Reassurance

Clear next steps for every stage of recovery

04

Professional Escalation

Timely referral back to providers when needed



Billing & Insurance Advocate

This is our wedge. When patients receive confusing medical bills or insurance denial letters, they paste the text into MediLink. Our AI explains the issue in plain English, identifies common billing errors or authorization problems, and drafts a professional appeal letter with proper citations.

Plain English Translation

Complex legal and medical terminology decoded into clear, understandable language

Error Identification

Detection of coding mistakes, duplicate charges, and authorization gaps

Professional Appeals

Generated letters citing standard patient rights and insurance regulations

Actionable Next Steps

Clear guidance on how to submit appeals and follow up effectively

This turns a high-stakes, confusing moment into a clear, actionable outcome—potentially saving patients thousands of dollars while reducing the emotional burden of fighting the system alone.

Real-World Impact

Turning Confusion Into Action

MediLink transforms vulnerable moments into empowered decisions across the entire patient journey.

Avoided Delayed Care

Patients recognize urgent symptoms earlier, preventing dangerous delays in seeking treatment

Reduced Stress

Clear explanations and guidance eliminate the anxiety of navigating healthcare alone

Fought Incorrect Decisions

Professional appeal letters help overturn improper insurance denials and billing errors

Financial Savings

Successfully appealing denials and catching billing errors saves patients thousands of dollars

Built for Safety & Responsibility

Clear Medical Disclaimers

- 1 Every interaction includes prominent notices that MediLink is not a replacement for professional medical advice

Emergency Warnings

- 2 Direct prompts to call 911 or seek immediate care when symptoms suggest life-threatening conditions

No Diagnoses or Prescriptions

- 3 The system guides decision-making but never attempts to diagnose conditions or recommend medications

Professional Care Links

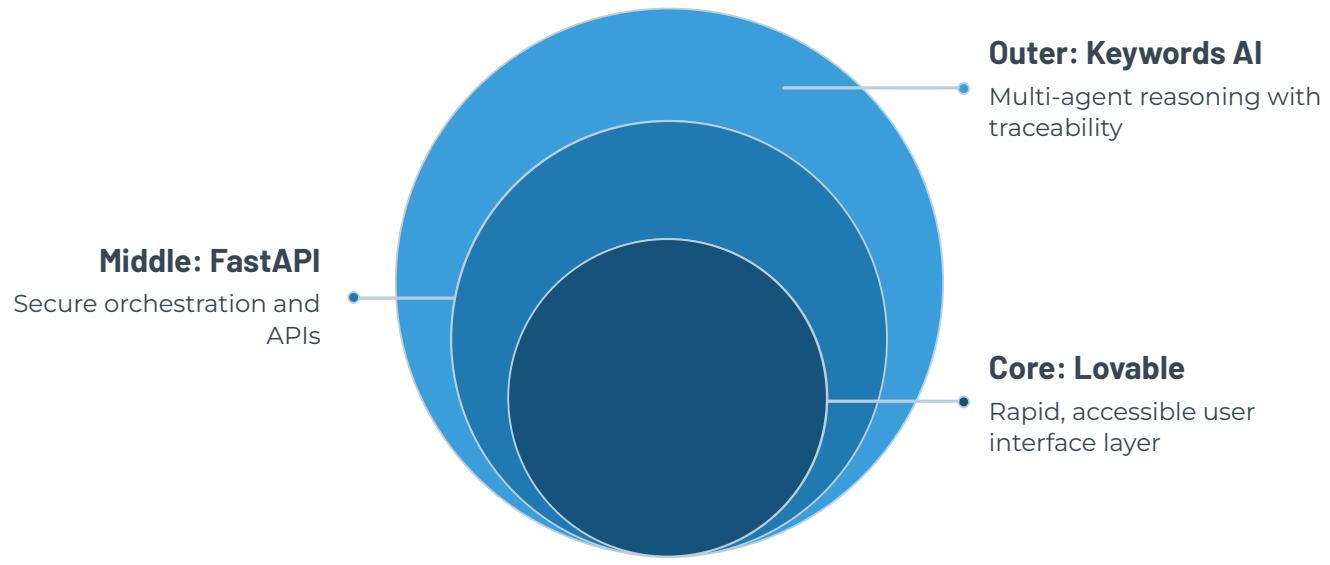
- 4 Seamless connection to booking appointments, finding in-network providers, and accessing human support

Safety Comes First

MediLink is designed as an advocate and guide—not a medical provider. We enforce strict boundaries around medical advice, maintain full transparency about AI capabilities and limitations, and prioritize patient safety in every interaction.

Our compliance banner appears on every screen, reminding users that in emergencies, they should call 911 immediately. We provide information and support, but always defer to human medical judgment for diagnoses and treatment decisions.

The Architecture Behind Trust



Each agent operates with specialized knowledge and clear boundaries, ensuring reliable, auditable decision-making.

Multi-Agent System Architecture

Lovable provides rapid, accessible user interface development—making complex AI interactions feel simple and intuitive for patients.

FastAPI serves as our secure backend orchestration layer, managing agent routing, request validation, and integration with medical databases.

Keywords AI enables sophisticated multi-agent workflows with full reasoning traces and metadata-rich requests. This traceability is critical for healthcare applications—every decision can be audited, and every interaction includes context about urgency, complexity, and workflow stage.

This architecture allows us to build safe, transparent AI systems in a highly regulated space where trust and accountability are paramount.

Try MediLink

Experience the Platform

See how MediLink empowers patients to navigate healthcare with confidence

Access the live prototype to explore our AI-powered healthcare advocacy tools

MediLink

Not Medical Advice: MediLink is an AI assistant for informational purposes only. In an emergency, call 911 immediately.

Welcome back, Alex

Here's your health overview for today

Alex

Check Symptoms

Dashboard

Symptoms

Booking

Insurance

Recovery

Care Circle

Upcoming Appointments

Next Appointment

Dr. Sarah Chen
Primary Care
Feb 5, 2026 @ 10:30 AM
HealthFirst Clinic, Suite 201

In-Person

Dr. Michael Rivera
Cardiology
Feb 12, 2026 @ 2:00 PM
Virtual Visit

Virtual

Dr. Emily Watson
Physical Therapy
Feb 14, 2026 @ 9:00 AM
PT Plus Center

Upcoming Visits
3

Medications
5

Recovery Score
92%

Next Check-in
2h

Today's Medications
2 of 5 taken

Metformin
500mg
8:00 AM

Lisinopril
10mg
8:00 AM

Vitamin D
1000 IU
12:00 PM

Metformin
500mg
6:00 PM

HIPAA Compliant
End-to-End Encrypted

Access Prototype

Book a Doctor

Check Symptoms

View all

Edit with Lovable