

A regional health system in Alaska

ChorusCX customer since early 2025

About this organization

This organization is an independent, nonprofit health system serving Alaska's interior region, anchored by a hospital, a clinic, and a long-term care center. Across roughly 250,000 square miles of northern Alaska, the system delivers emergency, surgical, cardiology, cancer, and hospice care to a widely dispersed patient population.

ChorusCX in Action

This health system became a ChorusCX customer in early 2025, starting with our core call recording solution to support its patient-facing call centers. From there, the team added transcription and has continued layering in additional transcription capabilities to make the solution more robust, expanding coverage and adding new users four separate times since onboarding. This organization is a strong example of a customer that started small and has steadily scaled its ChorusCX footprint as its needs have grown.

A hospital system in Indiana and Kentucky

ChorusCX customer

About this organization

This organization is a six-hospital regional health system serving Northern Kentucky and Southeastern Indiana, supported by more than 169 physician offices across the tri-state area. The system offers a full range of care, including cancer treatment, heart and vascular services, women's health, surgery, and maternity care.

ChorusCX in Action

This organization's relationship with ChorusCX began with our call recording solution, capturing and storing patient and caller interactions across its contact centers. The team is now evaluating an expansion into transcription, specifically to better support hard-of-hearing patients and staff, an example of how ChorusCX extends beyond compliance and quality use cases into accessibility and patient experience.

A regional healthcare provider

ChorusCX customer
10 Encore systems live today

About this organization

This organization is a regional healthcare provider delivering primary and specialty care to patients across its community, with a strong focus on quality patient interactions and coordinated care.

ChorusCX in Action

This organization relies on ChorusCX for call recording across 10 Encore systems today, using the full suite of call recording features to support compliance, quality assurance, and staff training. The organization is now preparing to bring transcription online, with go-live planned within the next 30 to 60 days, the next step toward a more complete view of every patient interaction.

A hospital system in Georgia

In active discussions with ChorusCX

About this organization

This organization is the flagship facility of a three-hospital network serving Southwest Georgia. Alongside its main campus, the system operates more than 20 clinics offering family medicine, cancer care, heart and vascular services, orthopaedics, and emergency trauma care to the region.

ChorusCX in Action

This organization is currently in discussions with ChorusCX to bring online 55 call recording licenses and 120 AQM (Automated Quality Management) licenses, a significant expansion that would give the system enterprise-wide visibility into call quality and compliance across its contact center operations.