



— CASE STUDY · REVISED OCTOBER 2026

How Agnos helped CareCloud deliver an exceptional patient experience solution

Building Breeze, integrating it with CareCloud's practice management and EHR without disruption, and keeping FHIR compliance throughout. Now with a new section: how Agnos helps CareCloud customers use AI to get the most from their CareCloud investment.

Client

CareCloud, cloud-based practice management, EHR and revenue cycle platform, Florida

Engagement

Patient experience (Breeze), EHR integration, FHIR terminology services, since 2016

Stack

React and Angular, Node, GraphQL, GraphDB, AWS

"Your commitment to me and the CareCloud team was really remarkable and led to some amazing results."

JOSH SIEGEL, CTO, CARECLOUD

OVERVIEW

Healthcare deserves tools as modern and easy to use as the ones we meet everywhere else

CareCloud is a Florida-based company that believes healthcare deserves tools that are as modern, well-designed and easy to use as the ones encountered elsewhere in daily life. Agnos assisted CareCloud in offering its customers a comprehensive platform where hardware and software are perfectly aligned to make practices more profitable, modern and efficient.

PATIENTS USING CARECLOUD'S APP WERE ABLE TO

- Simplify intake and appointment scheduling, saving 15 to 20 minutes per patient
- Get notifications and stay in touch with the practice from their phones
- Offer instant feedback and securely access and update their records

PRACTITIONERS, ADMIN STAFF AND HOSPITALS WERE ABLE TO

- Make real-time, data-based clinical decisions
- Access real-time practice performance reports and statistics
- Enhance patient collection rates by 5 to 10%
- Reduce new-client blocks from one hour to 35 to 40 minutes

Challenges

CareCloud wanted a comprehensive solution to help medical groups achieve clinical, financial and operational excellence through a single cloud-based platform, Breeze. The challenges included:

- Integration efforts linking existing enterprise-wide systems to the platform must not adversely affect other systems in any way.
- Streamlining patient intake and check-in within Breeze: patients check in at home and upload intake forms directly to the practice management system and EHR.
- Maintaining FHIR compliance standards throughout.
- Completing the integration quickly while managing constantly changing requirements and incorporating new features and enhancements.

Agnos deployed its pro-Agile engagement and delivery models to overcome these constraints, helped CareCloud implement its patient experience solutions, integrated the existing systems with Breeze, and released the product update as scheduled. The result was CareCloud making major strides in the healthcare industry.

OUR APPROACH

What Agnos built for Breeze

To streamline intake and check-in, maintain patient history, and obtain real-time patient feedback and reports in sync with existing enterprise systems, Agnos helped CareCloud with:

FORMS

Intake and practice forms

Cross-platform intake forms using a modified Quippe SDK; cross-platform practice forms for Breeze and other JSON-schema tools used in Eagle; migration of the Quippe SDK to its latest version for the Breeze intake forms renderer; forms infrastructure and patient forms history.

INSIGHT

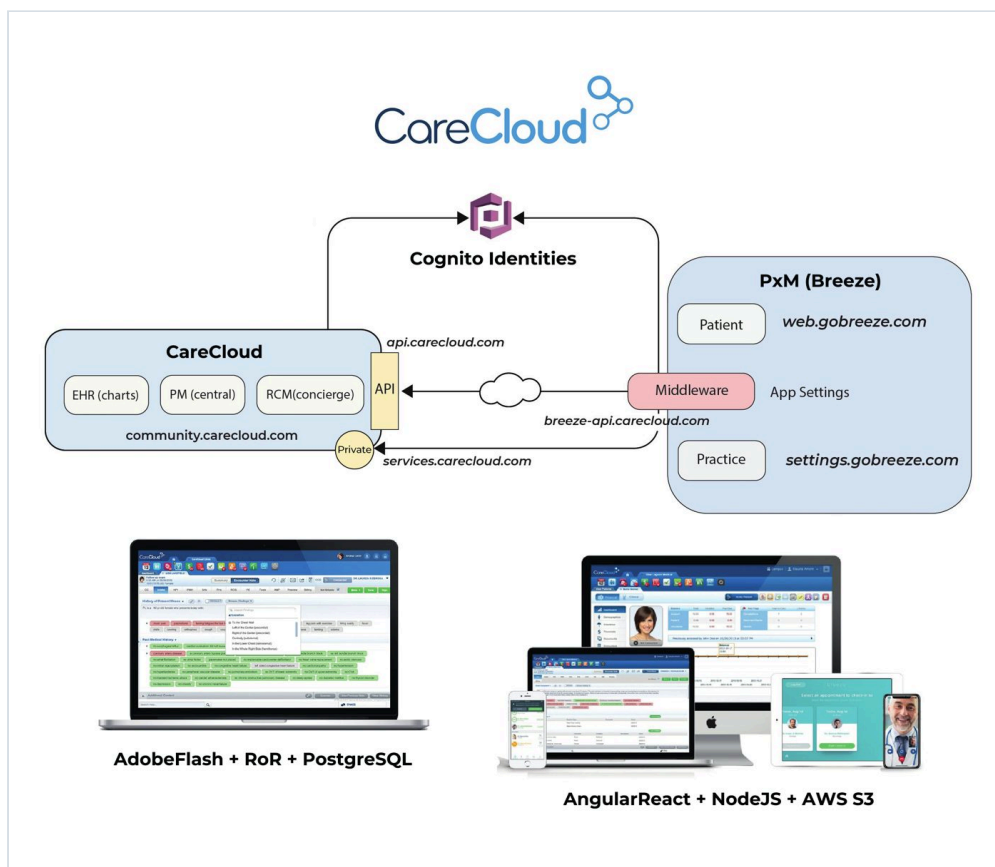
Dashboards and surveys

A patient experience management dashboard for Breeze Settings built with D3.js; patient surveys and surveys reporting.

PLATFORM

Infrastructure

Notifications infrastructure; practice settings authorization; patient sign-up; migration from PhantomJS to Chrome for generating and styling PDF documents.



Breeze (PXM) connects patient and practice surfaces to CareCloud's EHR, practice management and revenue cycle through the API layer and Cognito identities. The legacy stack (Adobe Flash, Ruby on Rails, PostgreSQL) gave way to Angular and React, Node.js and AWS S3.

THE PATIENT EXPERIENCE SOLUTION

Simpler communication between patient and practice

Agnos helped CareCloud offer excellent patient experience by simplifying communication with the practice. Patients fill in intake forms on their phones, and the forms upload directly to the practice management system and EHR, with every step customizable.

Patients complete check-in forms for their appointments from their phones using Breeze and can cancel beforehand, reducing no-shows. Pre-populated forms with known patient information drastically reduce check-in time. Patients receive direct notifications from the practice and stay engaged beyond the practice walls, saving time and effort.

Patients sign in and leave feedback directly from their phones, and pay however and from wherever they want, a "wow" experience. Agnos helped set up practice authorization settings so all patient data stays safe and secure. In a nutshell, this contemporary patient experience improved loyalty while eliminating repetitive paperwork and manual tasks.

Integrating the EHR for enterprise healthcare

Agnos helped CareCloud build and implement Fast Healthcare Interoperability Resources (FHIR) terminology service infrastructure (ValueSet expansions and CodeSystem lookups), settings inheritance and context resolution using a GraphDB, Breeze integration with the Go EHR, Go organization strategy configuration, a registry for Business Process Model and Notation (BPMN) workflows, and user roles and permissions.

FHIR, the HL7 standard describing data formats, elements and an API for exchanging electronic health records, facilitated interoperability among the hospital's legacy systems. Agnos helped integrate Breeze with the practice management and Go EHR systems without disruption, and determined the point-of-care charting strategy, engaging all stakeholders in system selection and implementation, data-entry templates, clinical decision support and rollout.

What the integration delivered

- Patients view and download clinical information from their phones.
- Automatic upload of intake forms improved access to timely information at the point of care and cut duplicated admin effort; patients view and pay their own balances and save payment preferences.
- A single patient account shared with all providers saved time; best-practice protocols let practitioners work smarter with customized data views and timely, value-based, insight-driven care; population health, data collection and MACRA quality reporting could be leveraged.
- Practitioners and administrators see where each patient is in the appointment workflow: cancellations, pending check-in, checked in, waiting, checked out, with billing status and check-in-to-check-out time, making the practice accountable and efficient.

RESULTS

Return on investment

15–20 min

reduction in patient intake and check-in time

10–15 min

staff time saved per patient through reduced paperwork

5–10%

increase in patient collection rate

10–20%

higher revenue per encounter

Source: carecloud.com/breeze. Seamless communication between patient and practice; no pending compliance issues.

In their words

I am Senior Principal Systems Architect at CareCloud, an innovative cloud-based computing platform for healthcare. We have used Agnos consultants since 2016. Agnos has a strong leadership team; this team is useful when we were looking to seamlessly onboard consultants as our needs grew. We used Agnos in various short and long-term projects and technical tasks; Agnos consultants are very professional, technically proficient, flexible, and excelled in the execution.

Tony Grassa · Senior Principal Systems Architect, CareCloud

As Director of Engineering, I've had the opportunity to work closely with Agnos and have nothing but praise for their technical expertise and the high quality of work they deliver. Agnos consultants have provided many valuable contributions to our projects. Their professionalism and stalwart dedication to our ever-changing needs are some of the reasons we view Agnos as a trusted partner.

Adrian Martin · Director of Software Engineering, Platform, CareCloud

I appreciate all the time you guys invested with us even with all the ups and downs. Your commitment to me and the CareCloud team was really remarkable and led to some amazing results.

Josh Siegel · CTO, CareCloud

Technology stack

JSON schema tools · JavaScript libraries · GraphQL · React and Angular · AWS cloud platform · GraphDB

NEW IN 2026

Helping CareCloud customers get the most from CareCloud with AI

Agnos helped build many of the solutions CareCloud customers use every day. We know how Breeze, the practice management system and the EHR fit together, where the data lives and what the APIs can do. In 2026 we put that knowledge to work for CareCloud's customers, helping practices use AI to get more from the platform they already pay for.

The gap we see in practices

Most CareCloud customers use a fraction of what they own. Intake forms exist but are not pre-populated. Surveys run but nobody reads them weekly. The appointment-workflow view shows where patients stall, but no one acts before the no-show. Reminders go out on a fixed schedule rather than when a patient is likely to pay. None of that is a product problem. It is an adoption problem, which is exactly what AI is good at closing.

The industry numbers agree. Bain's 2026 scorecard finds providers reporting about four times their projected ROI on AI, led by revenue cycle, with 67% of provider revenue-cycle AI already running as semi- or fully autonomous agents. McKinsey finds patient engagement is where perceived AI potential most exceeds implementation. For a practice on CareCloud, the data to close that gap is already in one place.

What Agnos does for CareCloud customers

SERVICE	WHAT IT IS	WHERE THE VALUE SHOWS UP
CareCloud utilization review	A two-week assessment of how the practice uses Breeze, PM, EHR and RCM against what the platform can do, with the data to prove each gap.	A ranked list of unused capability, each item with the dollars or minutes it is costing today.
Intake and check-in optimization	Pre-populated forms, the right form set per visit type, and AI that reads uploaded documents (insurance cards, referrals) into the record.	Breeze delivered 15 to 20 minutes per patient at launch; full configuration gets practices there, and document AI removes the retyping that remains.
No-show and stall prevention	A model over the appointment-workflow data predicts which patients will stall or not arrive; an agent drafts the outreach for staff to send.	Fewer empty slots, shorter waits, and a front desk that calls the right five patients instead of all fifty.
Revenue cycle agents	Agents that work denials, chase documentation and time payment reminders to each patient's behavior, inside CareCloud's RCM workflow.	Collections and days in A/R, the numbers Bain finds returning fastest for providers.
Patient voice, read weekly	Survey free text summarized by AI into the three things to fix this week, verbatims attached.	Reviews and ratings, which half of younger patients use to choose a provider.
Ambient documentation fit	Selection and integration of an ambient scribe that writes into the CareCloud chart correctly, with a clinician-led accuracy review before go-live.	Penn Medicine measured 20% less documentation time; St. Luke's reported about \$13,000 more reimbursement per clinician (Deloitte 2026).

NEW IN 2026 · CONTINUED

How we do it safely, and why Agnos

Guardrails on every engagement

- **Inside the practice's BAA.** Models run in the practice's cloud tenant under its business associate agreements; no patient data in consumer AI tools.
- **Grounded in CareCloud data.** Every AI output is derived from the chart, the schedule or the ledger and shows its source. No freehand answers to patients.
- **Staff approve, AI drafts.** Outreach, estimates, appeals and clinical text are drafted by AI and sent by a person until the measured error rate earns more autonomy.
- **Measured before and after.** Each service starts with a baseline (minutes, dollars, no-shows, satisfaction) and ships only when it beats it.
- **Owned.** A named owner, a drift alarm and a kill switch per model, written into the practice's runbook.

A worked example

A multi-location specialty group on CareCloud wants to cut no-shows. Agnos starts with the appointment-workflow data Breeze already captures, builds a stall-risk model inside the group's cloud account and connects it to a drafting agent. For four weeks the agent drafts reminders and reschedule offers; the front desk sends them, and every edit is logged. Then the group compares no-show rates by location against the baseline; if the numbers hold, the agent earns the right to send low-risk reminders on its own.

Why this is uniquely Agnos. We built the forms, notifications, practice-settings authorization and FHIR terminology services these AI services depend on. We know what the data means because we helped decide how it would be stored.

Why Agnos

Agnos has worked with CareCloud since 2016 and helped deliver Breeze, the EHR integration and the FHIR terminology infrastructure in this case study. Our interoperability work at CareCloud has been referenced by Google Cloud's Healthcare API teams, and our products are honored by the CARIN Alliance for meeting CMS interoperability guidelines.

Since 2026 Agnos has been an AI-first services company, delivering through an AI-driven software lifecycle: specifications become pull requests through coding agents, CI is the gate, and senior engineers review and merge. Under our Gain Share model, we do not make money unless the practice realizes the outcomes we define together.

Future plans. CareCloud continues to work with Agnos on new features to enhance the patient experience. For CareCloud customers, the next step is a utilization review: two weeks, your data, a ranked list of what your platform could be doing for you. Write to info@agnos.io.

ABOUT THIS PAPER

The AI Sherpa, about Agnos, and the sources behind the 2026 section



THE AI SHERPA

AI for Good and AI for Evil are the same technology. The doctor who treats himself has a fool for a patient, and the health system that takes on AI alone is in the same position. The AI Sherpa is the Agnos promise: a guide who knows the mountain, builds inside your cloud and your business associate agreements, measures every step against a baseline, and climbs with you.

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About Agnos. Agnos was established in 2012 with a mission to empower businesses with next-generation, end-to-end agile software development services. We combine human creativity with cutting-edge technologies to benefit society and shape accountable business. Our hand-picked global team of technologists and consultants, with partner capacity of more than 20,000 worldwide, offers a follow-the-sun delivery platform. Core values: agility, trust and quality. As an AI-first services company focused on the intersection of healthcare and artificial intelligence, Agnos guides healthcare organizations through responsible, secure AI, from strategy to production.

Sources for the 2026 section. Bain & Company with Bessemer Venture Partners, "The 2026 Healthcare AI ROI Scorecard," October 2026; McKinsey, "Generative AI in healthcare: current trends and future outlook," April 2026; Deloitte, "2026 US Health Care Outlook," December 2025.

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