



Oncology Innovation Showcase #2 - Agentic AI Solutions



Lucio Gordan, MD
Florida Cancer Specialists & Research Institute



Jeff Hunnicutt
Highlands Oncology Group



Debra Patt, MD, PhD, MBA
Texas Oncology



Sean Riley
New York Cancer & Blood Specialists



canopy

On a peak Monday, Kathy = capacity of 3 FTEs

April 13, 2026 — Peak-volume Monday at Highlands Oncology

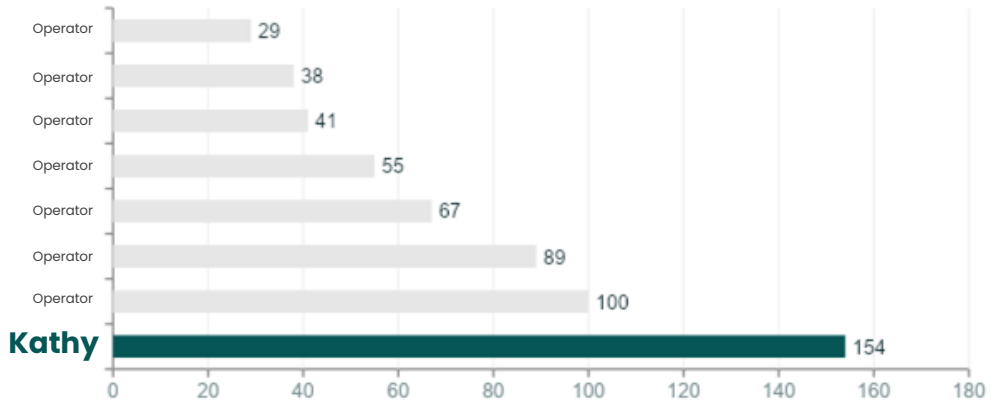
19.5%

OF ALL TICKETS ON APR 13

154 of 789

Nearly 1 in 5 patient tickets that day were created by Kathy.

Tickets created on April 13, 2026



≈ 3.0 FTEs compared to 52 tickets/day average for phone operators*

*Average tickets/day across 8 regular Highlands Oncology phone operators on days with 20+ tickets (Mar 25 – Apr 15).

Scale the footprint. Expand the capability.



CAPACITY

From overflow to primary

Move Kathy in-line with regular call volume — not just the calls that bounced off a busy signal.



NEW CAPABILITY

Simple appointment actions

Confirm and reschedule routine visits and labs — the highest-volume, lowest-risk calls in the queue.



EXPANSION

Two more practices in weeks

Launching at two additional customer sites in the next couple of weeks. The playbook works.



LEARNING

Compounding every week

Each deployment sharpens triage accuracy, intent recognition, and practice-specific knowledge.

Meet Kathy at our booth

Enterprise AI
for Oncology

canopy





Innovation in Cancer Care Delivery

Dan Nardi | CEO, Reimagine Care

COA ANNUAL CONFERENCE
APRIL 2026



Innovation

(NOUN)

The process of translating a new, creative idea into a tangible solution that adds significant value, improves existing processes, or solves a problem.

For an Oncology Practice, is this possible?



ED VISITS

70% ↓



INBOX
MESSAGES

42% ↓



PATIENT
SATISFACTION

9/10



PROVIDER
SATISFACTION

+98
NPS

ACHIEVED **WITHOUT** ADDING STAFF, INCREASING PROVIDER BURDEN, OR LOSING CONTROL OF YOUR PATIENTS.

Because in Practice, you Usually have to Choose:

IF YOU WANT...



Reduce ED utilization



Improve patient experience



Reduce inbox burden



Expand access



THEN YOU NEED TO...



Add staff or after-hours coverage



Increase cost to serve



Lose clinical visibility



Fragment the patient relationship

THESE OUTCOMES RARELY COEXIST IN ONCOLOGY.



So, what's innovative here?

These results can be achieved within existing oncology workflows – **not by replacing them.**

- 1 Alongside your care team
- 2 Within existing systems
- 3 Designed to extend

A Different Care Delivery Model—not just a New Tool

An AI-powered virtual oncology care layer integrated with a human, oncology-trained team

AI-Augmented Triage & Navigation

Continuous Patient Engagement

Human Clinical Oversight



EXTENDS YOUR TEAM'S CAPACITY—WITHOUT EXPANDING THE TEAM.

THIS IS WHAT WE'VE
BUILT WITH

Remi



Remi is an agentic, AI-enabled virtual assistant, embedded within a human-led oncology care model, designed for community oncology practices.



It doesn't just respond to patients it actively manages parts of the care journey.



ED Reduction

Earlier intervention,
before crisis



Inbox Reduction

Resolved before escalation



9/10 Satisfaction

Always-on,
personalized support



+98 Provider NPS

Less noise, more signal

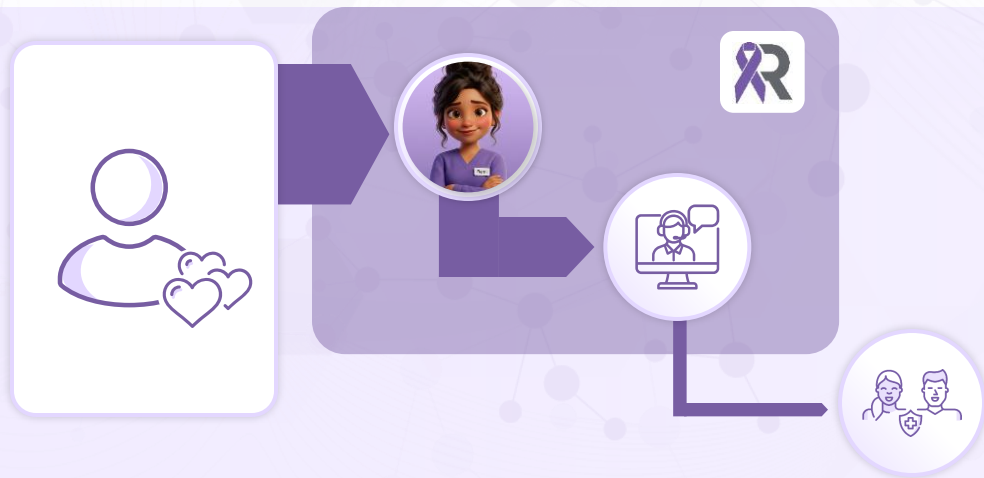
Current Support & Triage Experience

100%



24 - 48
HOURS

Reimagine Care Experience



30 - 60 MINS

MEET

JANE

AGE

73 years old

DIAGNOSIS

Triple-Negative Breast Cancer

STAGING

IIIA — pT2 pN1a (found w. SLNB)

SURGERY

Lumpectomy/SLNB, 6 wks prior

PLAN

Adjuvant ddAC → weekly Taxol

THE MOMENT: D4, C1 ddAC



Thursday evening,
redness at the incision site.

What would your patient do next?



Just started
chemo



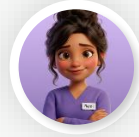
ED 45 min
away



High-risk
patient



Portal?
Not her thing



Remi

Hi Remi. The skin on my left breast feels strange. It's a bit warm and more red than usual

Hi Jane, it sounds like you're concerned about a skin issue. Is that correct?

(Yes or No)

Yes

Are you experiencing any of the following symptoms:

- Trouble breathing
- B. Throat tightness
- C. Swelling of lips or mouth
- D. None

Respond A, B, C, or D

None of those

Which of these best describes your skin issue?

- A. Rash
- B. Hives
- C. Itching
- D. Bumps
- E. Wound
- F. Other

F

If you are able, please send a picture of your skin issue.

Let me ask my husband for help with a photo

Ok, and while we're waiting, is this skin issue new or worsening?

(Yes or No)

Yes, seemed to be more red when I looked at it tonight

With your skin issue, are you experiencing ANY of these symptoms? (Reply Y for any)

- Pus, oozing, blistering, or bleeding
- Pain in the affected skin area
- Fever of 100.4°F or higher
- Skin problem affecting your eyes or face

(Yes or No)

Yes

Which symptom is most concerning to you right now?

- A. Bleeding, oozing, or blistering
- B. Fever of 100.4°F or higher
- C. Eye or face involvement
- D. Pain in the affected area
- E. Other

Respond with one letter

It's a little tender

It would be helpful for the care team to take a look at your skin.

If you can, please take a picture of the area and send it to me. This will help them decide how to help you.



Are you using any medication for your skin issue?

(Yes or No)

No I'm not

Thank you for this information.
I've alerted your care team.
They'll contact you very soon.

While waiting for them to contact you:

- Keep the area clean and dry
- Try not to scratch or rub the spot
- Don't put any new lotions or creams on it
- Take pictures to see if it changes

6 MINUTES

Real Time
Duration

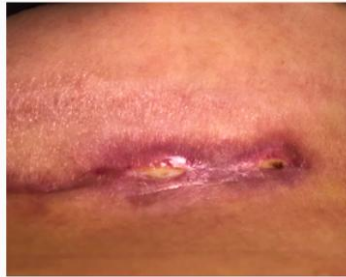
0 MINUTES

Human Time
Needed

JS Jane Smith

Claim Encounter

P



Remi | Skin Toxicity Pathway

Are you using any medication for your skin issue?

(Yes or No)

11:05

Jane Smith

JS No I am not.

11:07

Severe: Skin Toxicity

Remi | Skin Toxicity Pathway

Thank you for this information. I've alerted your care team. They'll contact you very soon.

While waiting for them to contact you:

- Keep the area clean and dry
- Try not to scratch or rub the spot
- Don't put any new lotions or creams on it
- Take pictures to see if it changes



As



Encounter Info

Patient Info

START TIME

DURATION

6 minutes

ALERTS

Severe: Skin Toxicity

TRIAGE SUMMARY | AI-GENERATED

- Patient reports skin on left breast feels strange, warmer, and more red than usual.
- No trouble breathing, throat tightness, or swelling of lips/mouth.
- Skin issue does not fit conventional descriptions (not rash, hives, itching, bumps, or wound).
- Patient indicated the issue is new or worsening, with more redness noticed that evening.
- Admits to tenderness in the affected area.
- Acknowledged experiencing at least one of the following: pus, oozing, blistering, bleeding, pain, fever, or involvement of eyes/face.
- Most concerning symptom for the patient is tenderness (pain in the affected area).
- Has not used any medications for the skin issue.
- Patient stated intent to ask spouse for help with providing a photo of the area.

INITIATOR

Patient

JS

8:35pm

Jane first texts Remi

8:41pm

Brittany (RN) takes over the conversation

8:45pm

Jane has shared temp and BP

8:50pm

Sarah (APN) begins video visit with Jane

eRx for Clindamycin
(PCN Allergy) sent @ 9pm

Friday Morning & Saturday

Remi checks in with Jane, redness reduced

35 MINUTES IN DURATION

- ✓ Initial triage fully automated
- ✓ Photo shared easily right from phone
- ✓ Escalation to RN and then APN
- ✓ Vitals information shared
- ✓ Prescription sent to local pharmacy
- ✓ Automated follow up



LEARN MORE

“Will AI remain a tool...or
become part of the care
team?”

If you believe innovation should feel like this—we’d
love to show you what it looks like for your practice.

Reimagine Care | reimaginecare.com | COA 2026

Closing: From Innovation to Adoption

- COA Innovation Showcase
- Turning AI Possibility Into Practice Reality
- Canopy | Reimagine Care





Thank you

- COA wants your feedback for future sessions, please click on the QR code to answer a few q

