

Every patient answered in a minute, even when the line is busy

Questions about prices, insurance and free slots are answered on WhatsApp, Instagram and the phone, day and night. An AI assistant answers from your own price list, books the patient with the right doctor, reminds them the day before and passes anything medical to your staff. Your website with your treatments and doctors, your app, treatment videos and one list of every patient, run by one engineer you know by name.

AED 3,600 a month

Your website, your app, one list of your customers, an AI assistant on WhatsApp and your videos, run by one engineer you know by name.

Where a clinic loses its patients

And what we set up for you, from the first month.

TODAY

01 A woman asks on Instagram at 11 pm what laser hair removal costs. Your coordinator sees it in the morning, after she has booked with another clinic.

02 At peak hours both lines are busy. The patient who cannot get through does not leave a message: they call the next clinic on Google.

03 Reception spends the day on the same questions: do you take my insurance, how much is a consultation, where do I park.

04 A patient booked for a long procedure does not come. The room, the doctor's time and the slot someone else wanted are lost.

05 Patients due for their six-month check-up or their next session are never called back: nobody has the time to go through the list.

06 Patient conversations live on the receptionists' own phones. Nobody knows who was answered, and when one of them leaves, the conversations leave too.

WITH US

The assistant answers in seconds with the price from your list, offers the next free consultation slots and books one in the doctor's schedule.

When the line is busy, the voice agent answers: the hours, the location, the next free slot with the right doctor. It books the appointment or arranges a call back.

The assistant answers from your own lists: the insurers you accept, direct billing or reimbursement, consultation prices, the map pin and the parking. It asks for a photo of the insurance card, so reception can confirm the cover before the visit.

Every appointment is confirmed the day before. A cancellation frees the slot at once, and the assistant offers it to the waiting list. Long procedures can be held with a deposit.

The list knows who is due and when. The assistant writes to each patient at the right time, in their language, and books them back in.

Every conversation is on the clinic's own WhatsApp number and in one list. Each member of staff sees only what their role needs, and nothing leaves with them.

How your week runs with us

Five moments every clinic knows, step by step, as we set them up for you.

01

An Instagram question at 23:10

IT STARTS

A woman asks on Instagram how much laser hair removal costs for full legs. Your clinic closed at 10.

WHAT CHANGES

She is booked before she writes to the next clinic.

- 1 Within a minute the assistant answers in her language: the price per session and for a package of six, from your price list.
- 2 It tells her the first visit is a consultation with a patch test, as your doctors set it, and what it costs.
- 3 It asks when she is free and offers the doctor's next free slots, with a female doctor when she asks for one.
- 4 She picks Saturday at 10:30. The appointment is in the doctor's schedule, with the conversation attached.
- 5 She gets the location, the parking and the preparation instructions your clinic approved, and the evening before she is asked to confirm.

02

Monday at 10, both lines busy

IT STARTS

Reception is checking patients in, both lines are ringing, and twenty WhatsApp messages are waiting.

WHAT CHANGES

Reception looks after the patients at the desk, and the phone and WhatsApp are still answered.

- 1 The voice agent takes the call reception cannot: the hours, the location, a cleaning with the hygienist on Thursday, booked.
- 2 On WhatsApp the assistant answers whether you take Daman, Sukoon or MetLife, from your own list, and asks for photos of the insurance card and the Emirates ID.
- 3 The card is read into the patient's details. Reception checks the cover, and any approval the insurer needs, before the visit.
- 4 A patient writes that her gums have been bleeding for a week. The assistant gives no advice: her message goes to the dentist, who calls her back.
- 5 Each new booking appears in the doctor's schedule without reception typing it again.

03

The day before

IT STARTS

Tomorrow your dermatologist has eighteen appointments, two of them long procedures.

WHAT CHANGES

Fewer empty slots, and a freed slot is offered the same day.

- 1 In the afternoon every patient gets a confirmation: the time, the doctor, the address, what to bring and how to prepare, as your doctors wrote it.
- 2 Those who have not answered are asked again in the morning, and reception sees who is still unconfirmed.
- 3 A cancellation frees the slot at once, and the assistant offers it to the patients waiting for that doctor.
- 4 The two long procedures were held with a deposit when they were booked, paid from a link.

04

A toothache on Friday night

IT STARTS

At 21:30 a patient writes: "My tooth hurts badly and my face is swollen. What should I take?"

WHAT CHANGES

The patient is answered at once, a dentist decides what to do, and the assistant says nothing medical.

- 1 The assistant suggests no medicine and does not guess the cause. It tells him his message is going to the clinic's team now.
- 2 Your rules mark severe pain and swelling as urgent, so it also tells him: if this is an emergency, call 998 or go to the nearest emergency department.
- 3 The dentist on call gets the whole conversation at once and calls him back.
- 4 If you keep emergency slots, the assistant books the first one in the morning.

05

After the visit

IT STARTS

Today's patients have gone home: a cleaning, a HydraFacial, the second of six laser sessions.

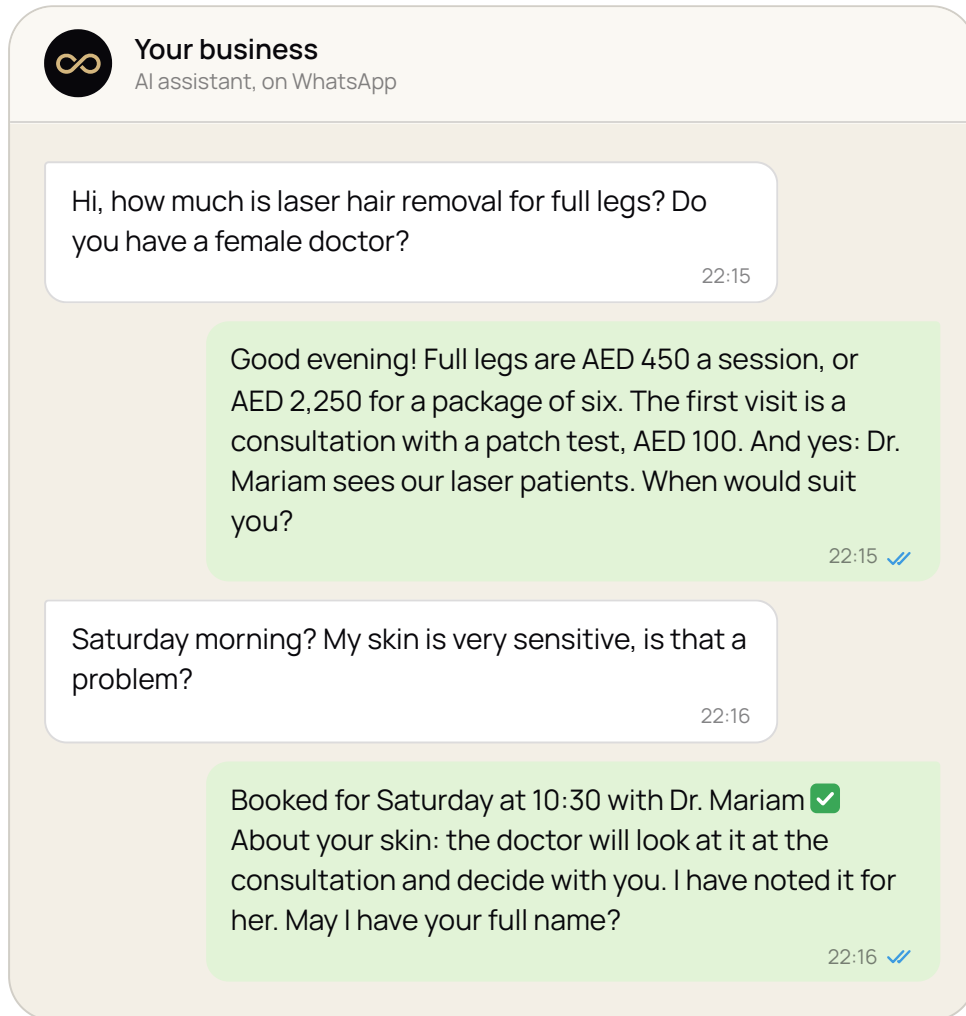
WHAT CHANGES

Packages are finished, check-ups are kept, and every patient is asked for a review.

- 1 In the evening each of them gets a thank-you with the aftercare instructions your doctor approved for that treatment.
- 2 A reply about redness, pain or anything else medical goes straight to the nurse or the doctor. The assistant does not answer it.
- 3 The next laser session is booked at the interval your doctors set, before the patient forgets.
- 4 The next day every patient is asked for a Google review.
- 5 Six months after the cleaning, the assistant writes to book the next check-up.

A question at 22:15, and a consultation booked a minute later

An example of your assistant on WhatsApp. The prices are an example: yours come from your own list.



What a clinic gets

From our catalogue, the services a clinic actually uses, all inside one monthly price.

◆ AI assistant for patients 5.1

Answers on WhatsApp, Instagram and your website, day and night, in the patient's language: prices, insurance, hours, which doctor is in.

◆ Appointments and reminders 5.4

Booked, moved and cancelled in each doctor's schedule, confirmed the day before, and a freed slot offered to the waiting list.

◆ Treatments and doctors online 2.3

Each treatment with its price from your list, each doctor with specialty, languages and days, and a booking button on every page.

◆ Recalls and next sessions 5.9

Six-month check-ups, the next laser session, the rest of a package: each patient reminded on the channel they use.

◆ Calls answered when the line is busy 5.6

When both lines are taken, the voice agent picks up, books the appointment or arranges a call back.

◆ Deposits and packages paid online 2.7

A deposit to hold a long procedure, or a package paid in advance: by card from a link, or in instalments with Tabby or Tamara where you offer them.

◆ Treatment videos 6.1

Short videos about a treatment, a doctor or the clinic, checked by a person and approved by you. Before-and-after photos only with the patient's written consent.

◆ No medical advice, ever 5.10

It never diagnoses and never says which treatment or medicine a patient needs. Anything clinical goes to your staff with the conversation; in an emergency it tells the patient to call 998.

◆ Your price list and insurers 5.5

It answers only from what you approved: your prices, the insurers and networks you accept, the preparation instructions your doctors wrote.

◆ Every enquiry in one list 4.2

WhatsApp, Instagram, calls, Google and the website, each with its source, the treatment asked about and who answered.

◆ Google profile and reviews 8.6

Hours, doctors and photos kept current, Ramadan hours too. A review request after every visit, and replies for you to approve that never mention a patient's treatment.

◆ Insurance cards and Emirates IDs 5.7

Photos sent before the visit are read into the patient's details, so reception can check the cover before the patient arrives.

◆ Patient details by role 4.8

Reception, coordinators, doctors and managers each see what their work needs, and every change is recorded.

◆ Your clinic's own app 3.1

Appointments, packages, reminders and documents in an app under your clinic's name.

The systems you already use

We connect what you run today, so nothing has to be switched off, and patient records stay in your clinic's own system. How each one connects, honestly:

◆ Clinicea

Clinic system: appointments and patient records

Through its API on Clinicea's Enterprise plan; patient records stay in Clinicea.

◆ Zenoti

Appointments and packages for aesthetic chains

Connected through its API; patient records stay in Zenoti.

◆ Tabby

Treatments paid in instalments

Connected through its API.

◆ Insta by Practo

Clinic system with insurance claims

Through the APIs Insta opens on request; patient records stay in Insta.

◆ Okadoc

Online booking with doctors

With the help of Okadoc's team, which sets up each connection itself.

◆ Network International

Card payments at reception and by link

Connected through its API.

The price compared

What the same pieces cost in Dubai when you buy them one by one, and what you pay with us.

WHAT YOU NEED	BOUGHT SEPARATELY	WITH TECH CONCIERGE
A catalogue or listings site with search and filters	AED 12,000–60,000 once	✓ Included
A CRM for ten users	AED 510–3,673 a month	✓ Included
A WhatsApp platform with an AI chatbot, Meta's message fees on top	AED 477–1,740 a month	✓ Included
A call answering service	AED 288–800 a month	✓ Included
Local SEO and the Google Business Profile	AED 1,500–5,000 a month	✓ Included
A monthly video package	AED 5,000–15,000 a month	✓ Included
All of it	AED 12,000–60,000 to build, then AED 7,775–26,213 a month	AED 3,600 a month, all of it

Typical prices in Dubai, checked 10 October 2026.

AED 3,600 a month, all of it

One invoice a month and one engineer you know by name. Nobody to hire.

WHEN IT PAYS FOR ITSELF

6 Extra new patients a month that cover our month

For example, AED 600 from a consultation and a first treatment.

With us the work comes out of your month: an hour of engineer time is AED 120, a video AED 60, and AI compute is charged at twice its cost. A big build such as an app is estimated first and built over the months you choose, or sooner with extra blocks of AED 500.

Our price is per month, excl. VAT (reverse charge).

Bought separately, a website and an app are yours outright. With NewGen they are built and run for you as a service; what stays yours is set out in the agreement, which we go through with you before you sign anything.

Your first month

What arrives when, from the day you start.

Week 1	A meeting with your engineer: your doctors and their schedules, your price list, the insurers you accept, and how patients reach you today.
Week 1	Enquiries from WhatsApp, Instagram, calls and the website start landing in one list, each with its source.
Week 2	The assistant learns your prices, insurers, hours and the instructions your doctors approved, and what it must always pass to your staff. It starts answering with your team watching.
Weeks 2–3	Your website with your treatments, doctors and prices, and appointments booked straight into your doctors' schedules, with a reminder the day before.
Week 4	Recalls and review requests start going out, and your first weekly report arrives.

What you see every week

The numbers a clinic owner asks about, without asking anyone.

Reply time

How fast each new enquiry got its first answer, on WhatsApp, Instagram and the phone.

Appointments

Booked, confirmed, moved, cancelled and no-shows, by doctor, and the freed slots taken from the waiting list.

Recalls and packages

Check-ups and sessions due, who was reminded and who has booked.

Enquiries by source

Instagram, WhatsApp, Google, calls and the website: which bring booked appointments, by treatment.

Passed to your team

The medical and urgent messages the assistant handed over, and how fast your staff answered them.

Reviews

Review requests sent, new reviews on Google, and replies waiting for your approval.

What clinic owners ask us

Will the assistant give medical advice?

No. It never diagnoses, never suggests a treatment or a medicine, and never tells a patient whether something is safe for them. It answers practical questions from what you approved: prices, insurers, hours, location, doctors' days, preparation. Anything medical goes to your team with the whole conversation, and in an emergency it tells the patient to call 998.

How does it answer insurance questions?

From your own list: the insurers and networks you accept, and whether you bill them directly or the patient claims the cost back. It asks for a photo of the insurance card, and your reception confirms the cover. It never promises a patient what the insurer will pay.

We already have a clinic system. Do we have to change it?

No. Medical records stay in your system. If it can be connected, appointments go straight into it. If it cannot, we agree with your reception in the first week how bookings reach it.

Who sees our patients' details?

Only the staff who need them. Each role sees what its work needs, reception the appointments and contacts, a manager the reports, and every change is recorded. Medical records are not in the list at all: they stay in your clinic's own system.

Who owns the data?

You do. Your content and your patients' data are yours, and we export them on request in standard formats.

Can I try it first?

Yes. You try it on your own business first, before you sign anything.

START

Try it on your own business first

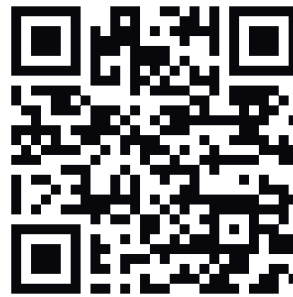
Message us on WhatsApp and tell us about your business. You see it working on your own business before you sign anything.



Message us on WhatsApp

SCAN TO MESSAGE US

wa.me/971529507463



See it online

SCAN TO OPEN THE PAGE

newgen.market/for/clinics



THE PERSON WHO ANSWERS

Sam White

CTO, NewGen International

You get an engineer by name, not a ticket number. I read your messages on WhatsApp and I answer them myself.