



AI PATIENT COORDINATOR

Every patient, looped in.

● LIVE SINCE JANUARY 2026 · LUMIERE AESTHETICS, BALI



*How much revenue is your clinic losing
that you will never see?*

Not the ads. The hours after the click.

Most clinics see four strangers.

Reylo sees Sarah.

23:47 *"Hi! Do you do rhinoplasty? I'm flying in from Australia in March..."*

This is her whole story — and how none of it leaks.

\$215K

Lost every year to no-shows alone.

Before counting slow replies, cold proposals and referrals never asked for.

Source · AmSpa industry benchmarks, 2024

21x

More likely to qualify when answered within 5 minutes.

Dian answers every patient in under 60 seconds. At 2 PM and at 2 AM.

Source · Harvard Business Review lead-response research



MEET DIAN

The coordinator who never sleeps.

Under 60 seconds. 40+ languages. Every channel. Warm, human — and invisible.

SARAH'S WHOLE JOURNEY · 15 SECONDS

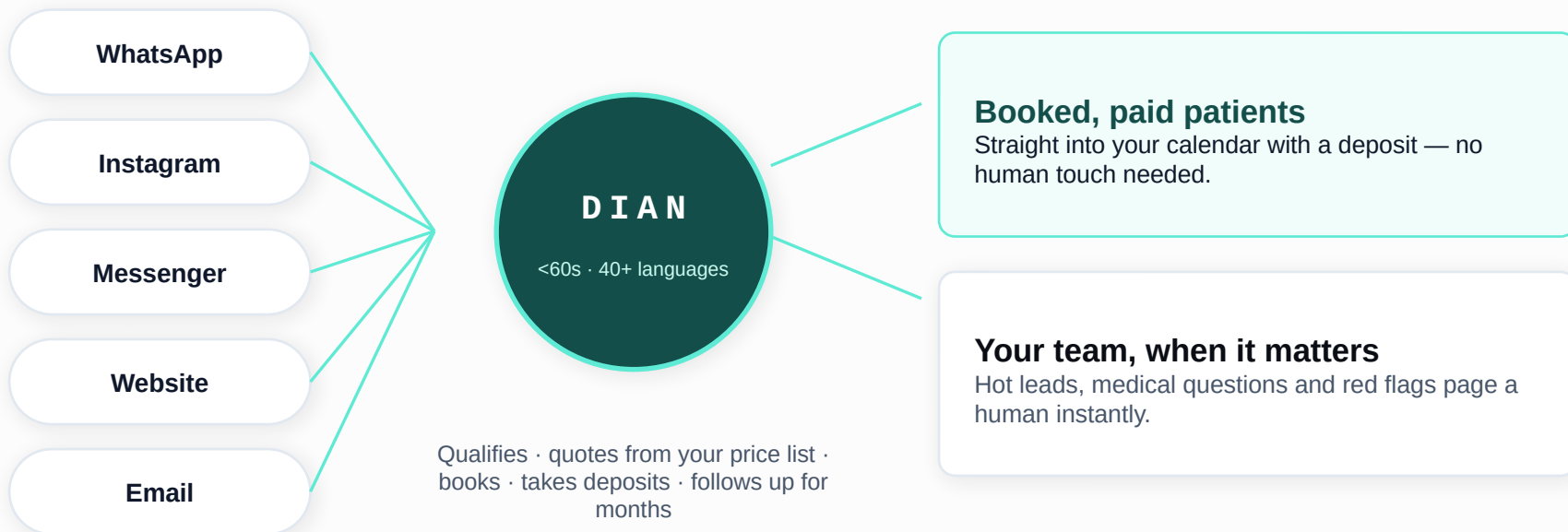
Watch the loop close.



Press play — from her midnight message to full recovery.

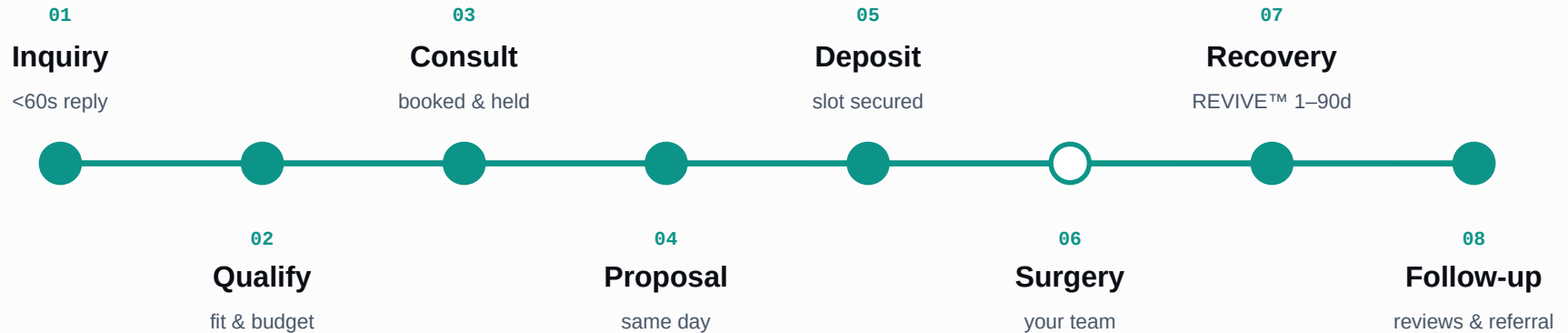
HOW IT WORKS

Every channel in. One coordinator. Your team in control.



Money and medicine are never decided by the AI — prices come from your locked list, clinical questions go to clinicians.

From first message to follow-up. One line, no leaks.



recovered patients re-enter the line — procedure two, referrals, reviews

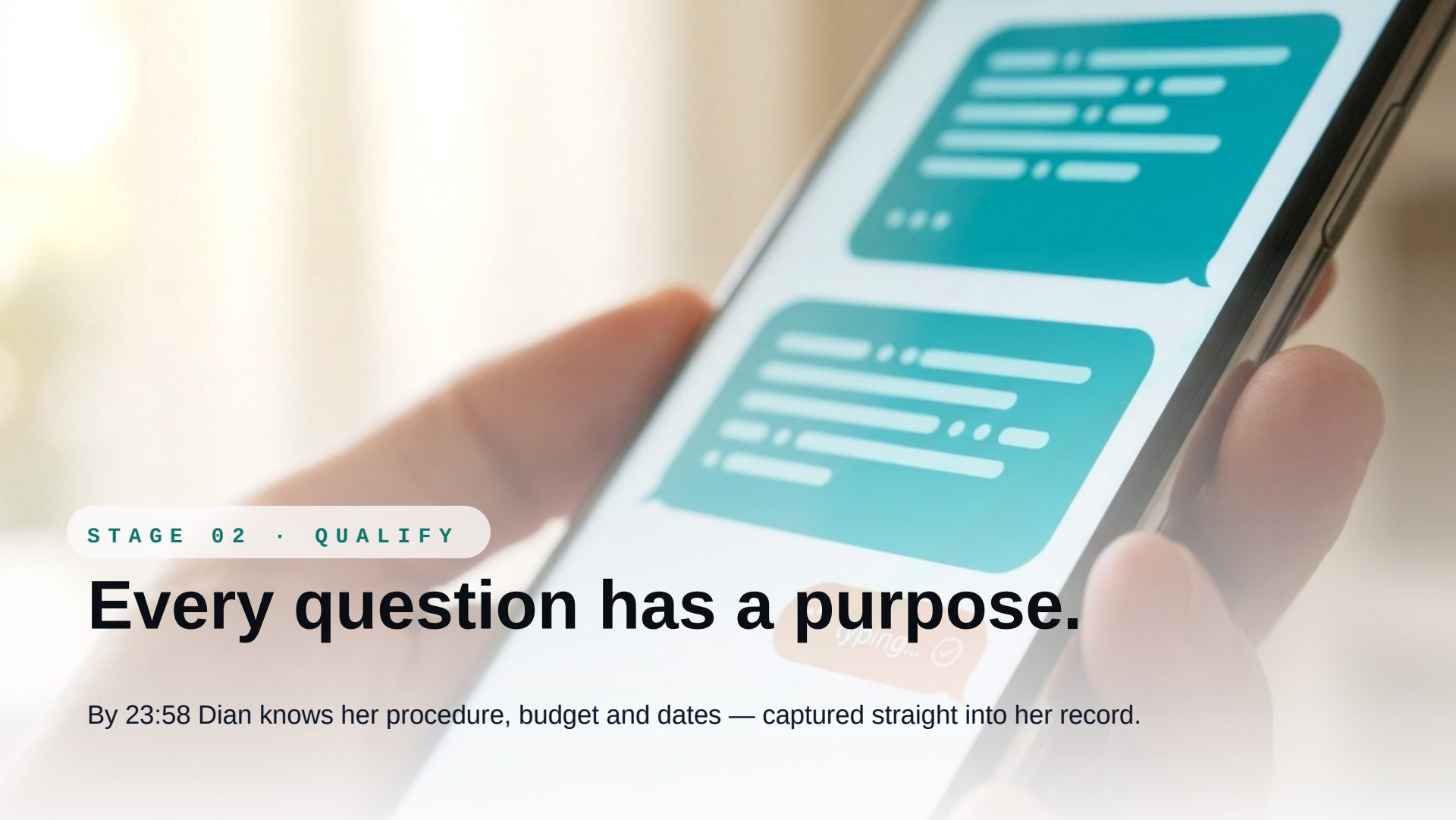
● Dian runs it ○ your team, coordinated by Reylo



STAGE 01 · INQUIRY

23:47. Sarah messages.

Your team is asleep. Dian replies in 41 seconds — warm, fluent, in her language.



STAGE 02 · QUALIFY

Every question has a purpose.

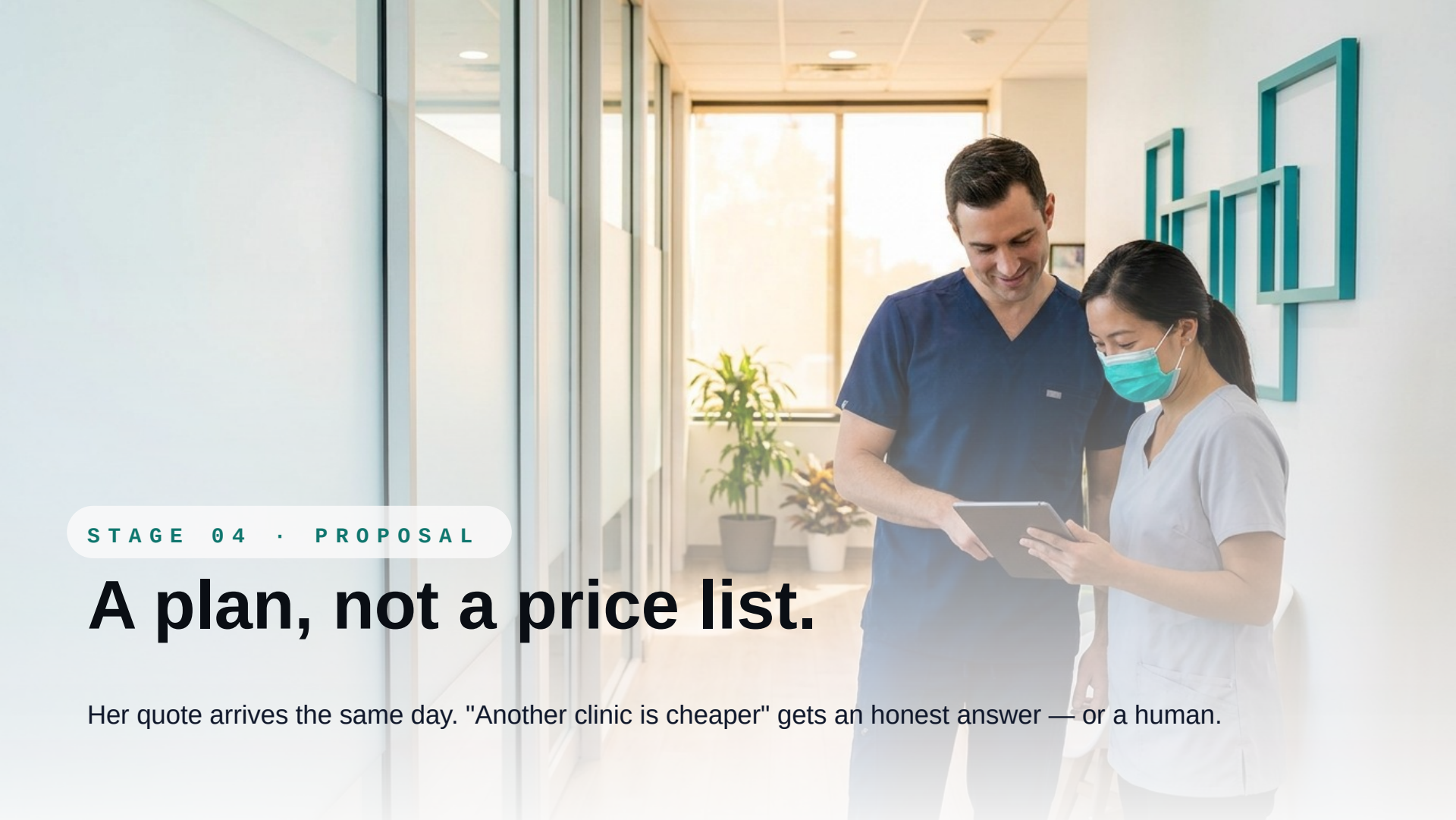
By 23:58 Dian knows her procedure, budget and dates — captured straight into her record.



STAGE 03 · CONSULT

Booked before breakfast.

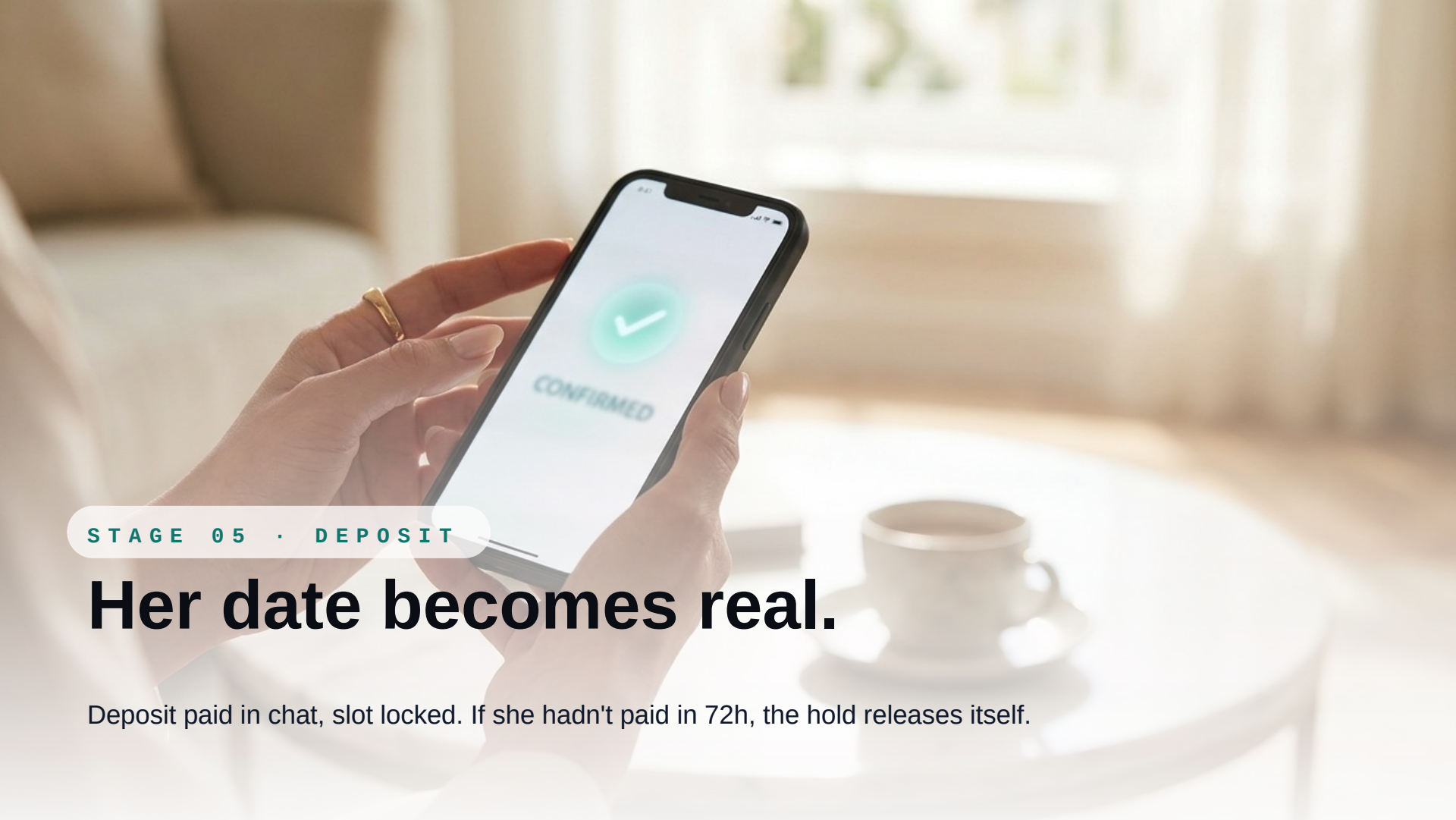
Sarah wakes up to a confirmed consult in your real calendar — reminders included.

A man and a woman in medical scrubs are standing in a bright, modern hospital hallway. The man, wearing dark blue scrubs, is holding a tablet and pointing at the screen. The woman, wearing light blue scrubs and a teal surgical mask, is looking at the tablet. They are both smiling. The hallway has large windows on the right side, letting in natural light. There are potted plants and teal-colored wall art in the background.

STAGE 04 · PROPOSAL

A plan, not a price list.

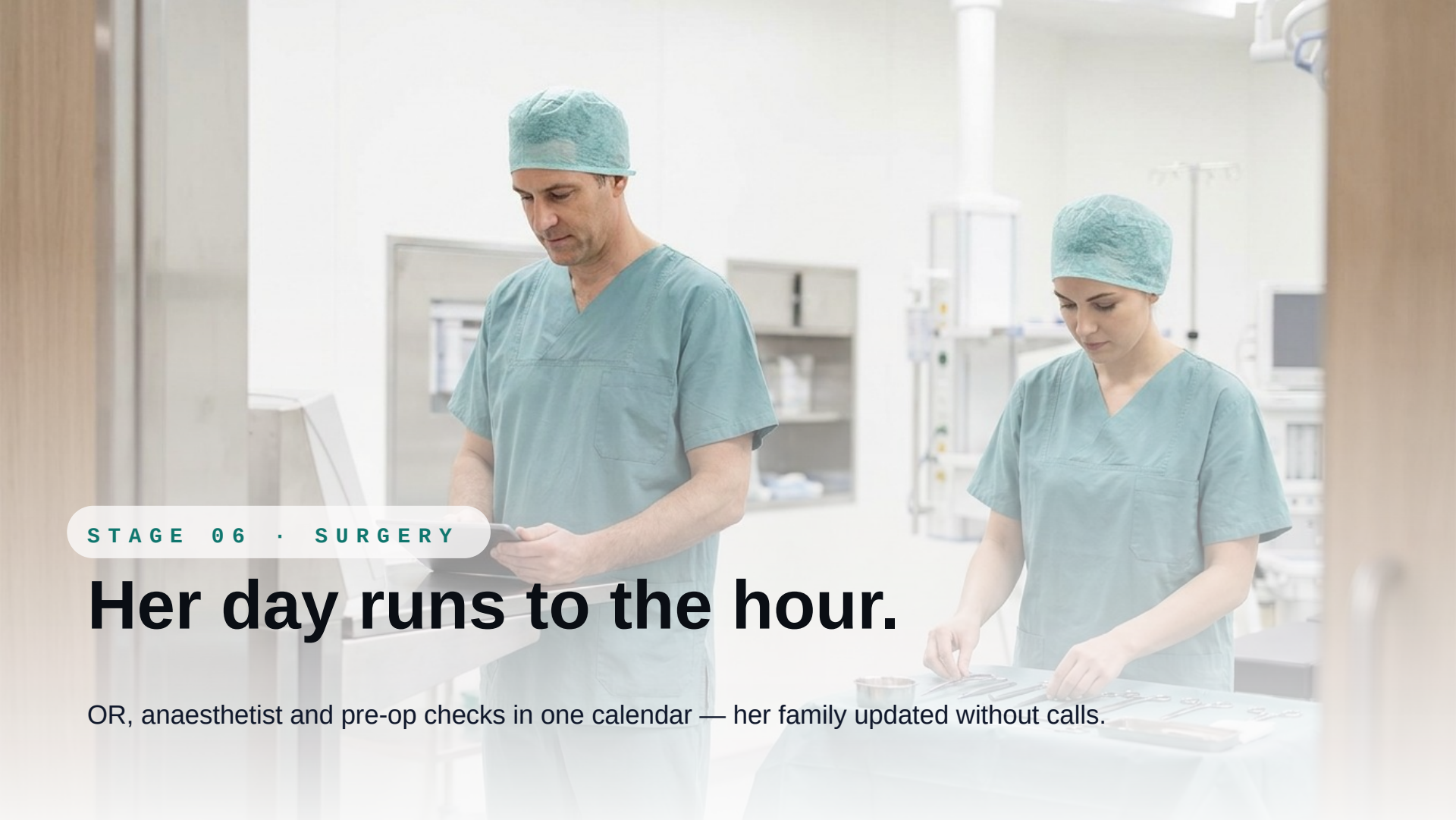
Her quote arrives the same day. "Another clinic is cheaper" gets an honest answer — or a human.



STAGE 05 · DEPOSIT

Her date becomes real.

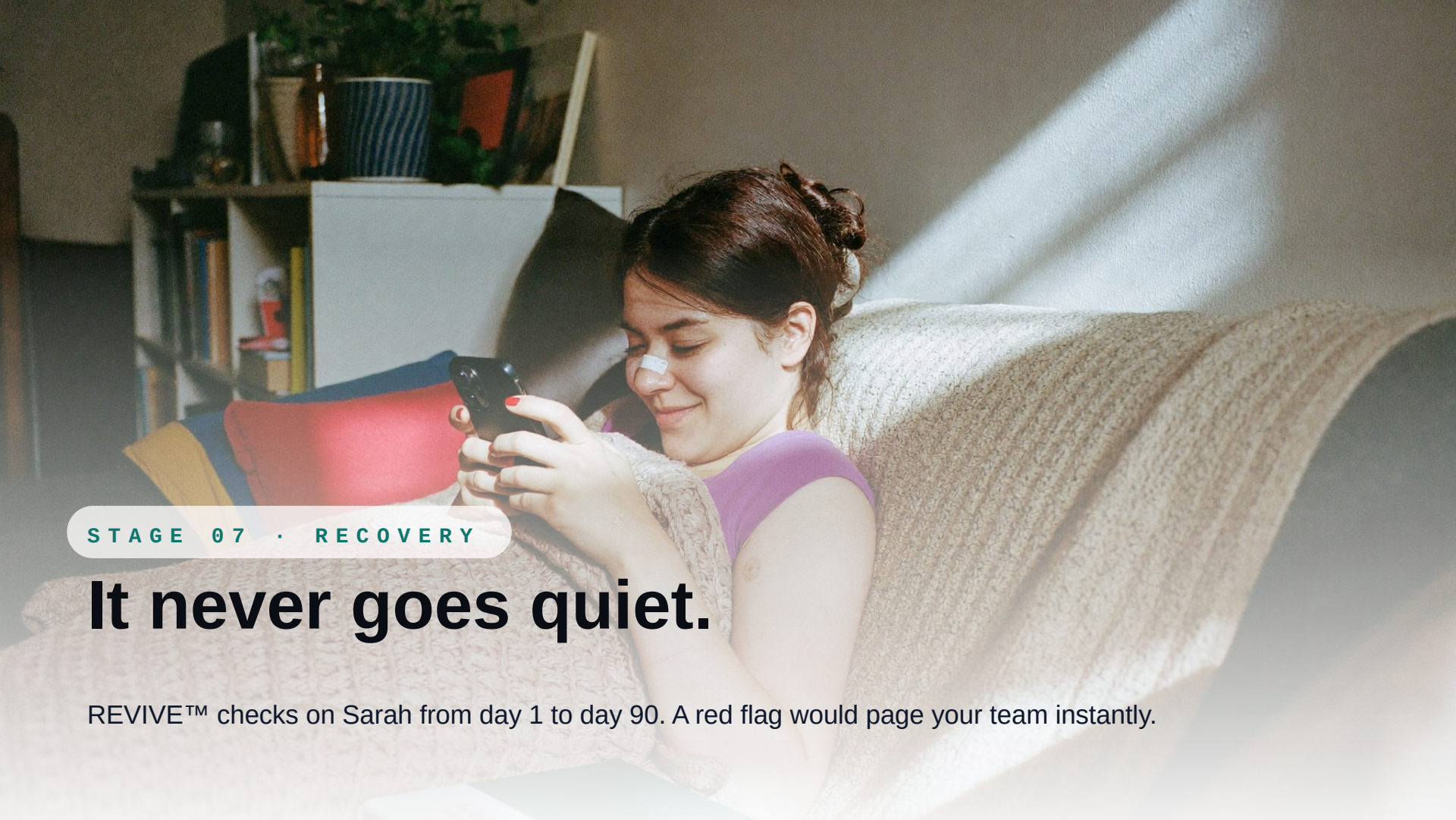
Deposit paid in chat, slot locked. If she hadn't paid in 72h, the hold releases itself.

A male and female surgeon in an operating room. The male surgeon on the left is wearing teal scrubs and a cap, looking down at a tablet. The female surgeon on the right is also in teal scrubs and a cap, looking down at surgical instruments on a table. The background shows medical equipment and a clean, bright environment.

STAGE 06 · SURGERY

Her day runs to the hour.

OR, anaesthetist and pre-op checks in one calendar — her family updated without calls.

A woman with dark hair tied back, wearing a purple sleeveless top, is sitting on a light-colored couch. She has a white bandage on her nose and is looking down at a black smartphone in her hands. She is smiling slightly. The background shows a bookshelf with books and a plant. A bright light source from the right creates a strong shadow on the wall behind her.

STAGE 07 • RECOVERY

It never goes quiet.

REVIVE™ checks on Sarah from day 1 to day 90. A red flag would page your team instantly.

A photograph of two young women with long hair, laughing and looking at a smartphone together. They are sitting at an outdoor cafe with a large brown umbrella. In the background, there is a city street with buildings, a street lamp, and other people. The scene is bright and sunny.

STAGE 08 · FOLLOW-UP

Day 30: five stars.

Day 90: her sister books. Every happy patient becomes the next three — automatically.

Then the loop starts again.

Procedure two, three and four — from the patient you already earned.

Your brand, in their pocket, all the way home.

- ✓ **Treatment plan & schedule** — always current, no calls needed
- ✓ **REVIVE™ recovery check-ins** — day 1 to day 90, authored by surgeons
- ✓ **Documents & e-consent** — signed, stored, auditable
- ✓ **Deposits & payments** — without leaving the journey
- ✓ **SOS access** — one tap to reach a human, any hour



Every conversation makes the next one better.

01

Patterns observed De-identified signals: what converts, where patients hesitate, which answers land.

02

Improvements proposed Better qualification, better replies — suggested, never imposed.

03

A human approves Every change is reviewed by your team before it ever reaches a patient.

YOUR DATA, YOUR VAULT

Each clinic runs isolated and encrypted.

Only anonymised patterns inform improvements. Your patient data never trains anyone else's clinic — and it's exportable any time, owned by you.

Dian gets smarter about your clinic — not from it.

Dian knows exactly when to hand over.

Asks for a call

Medical language

Hot buying signal

Proposal going cold

Negative sentiment

Clinical question

Six triggers page a human instantly — with full context, one tap away.

REYLO · JUST NOW

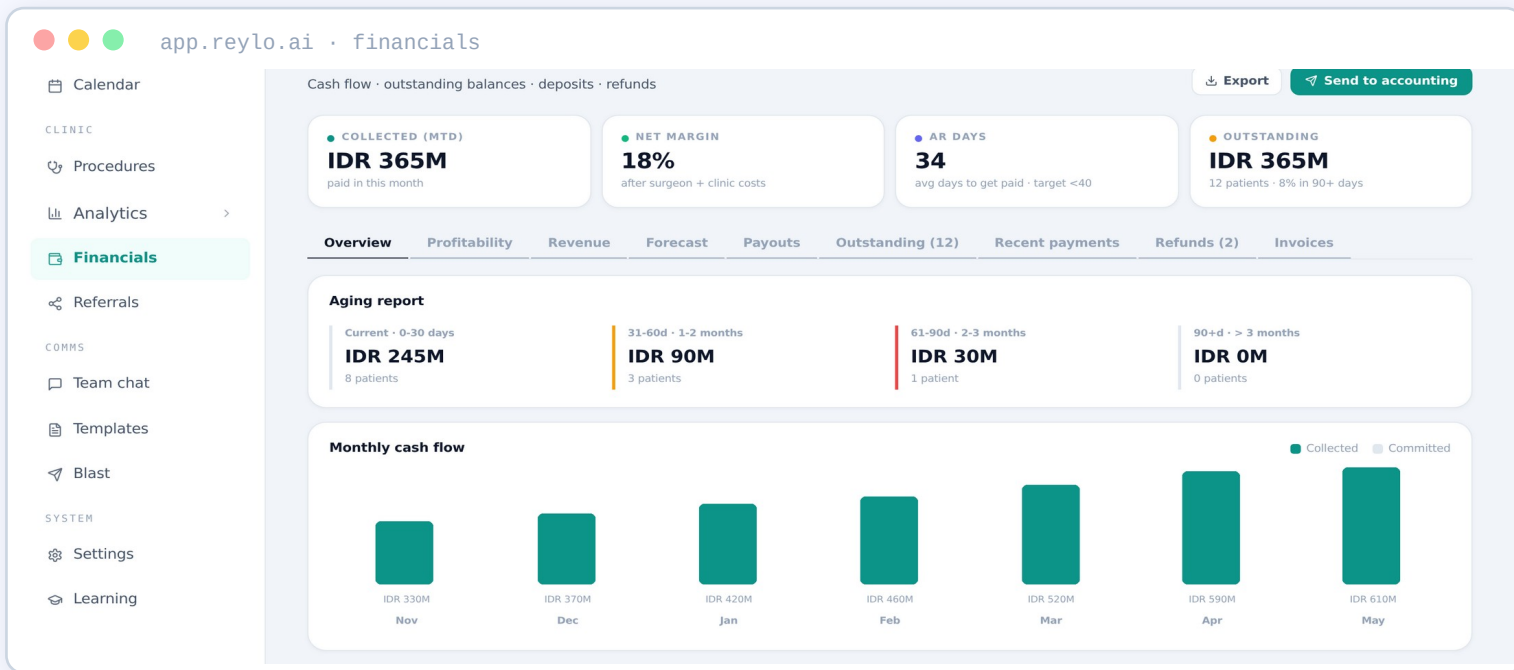
Hot lead — take over now

Sarah W. (rhinoplasty, ~\$14K) is asking to speak with someone before confirming her deposit.

Open chat

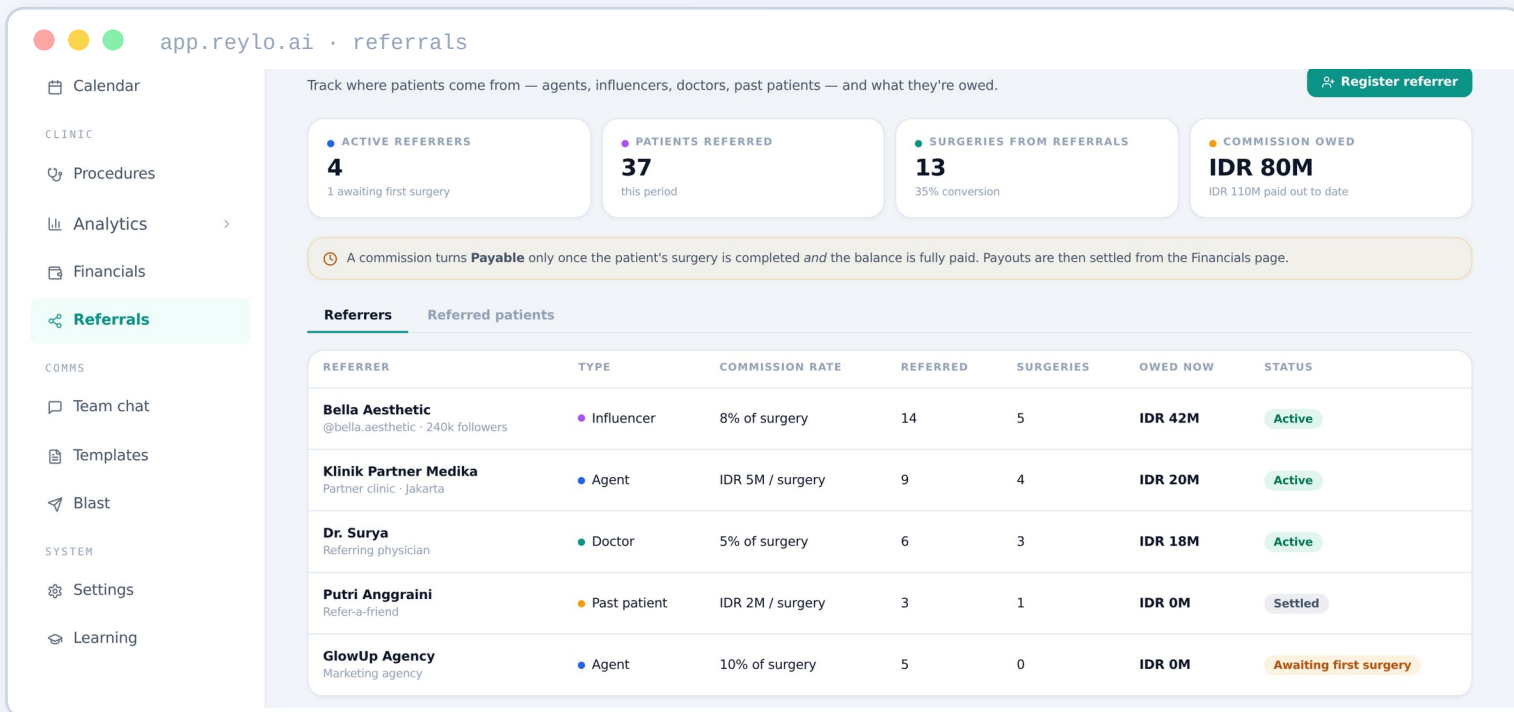
THE REAL PRODUCT — NOT A MOCKUP

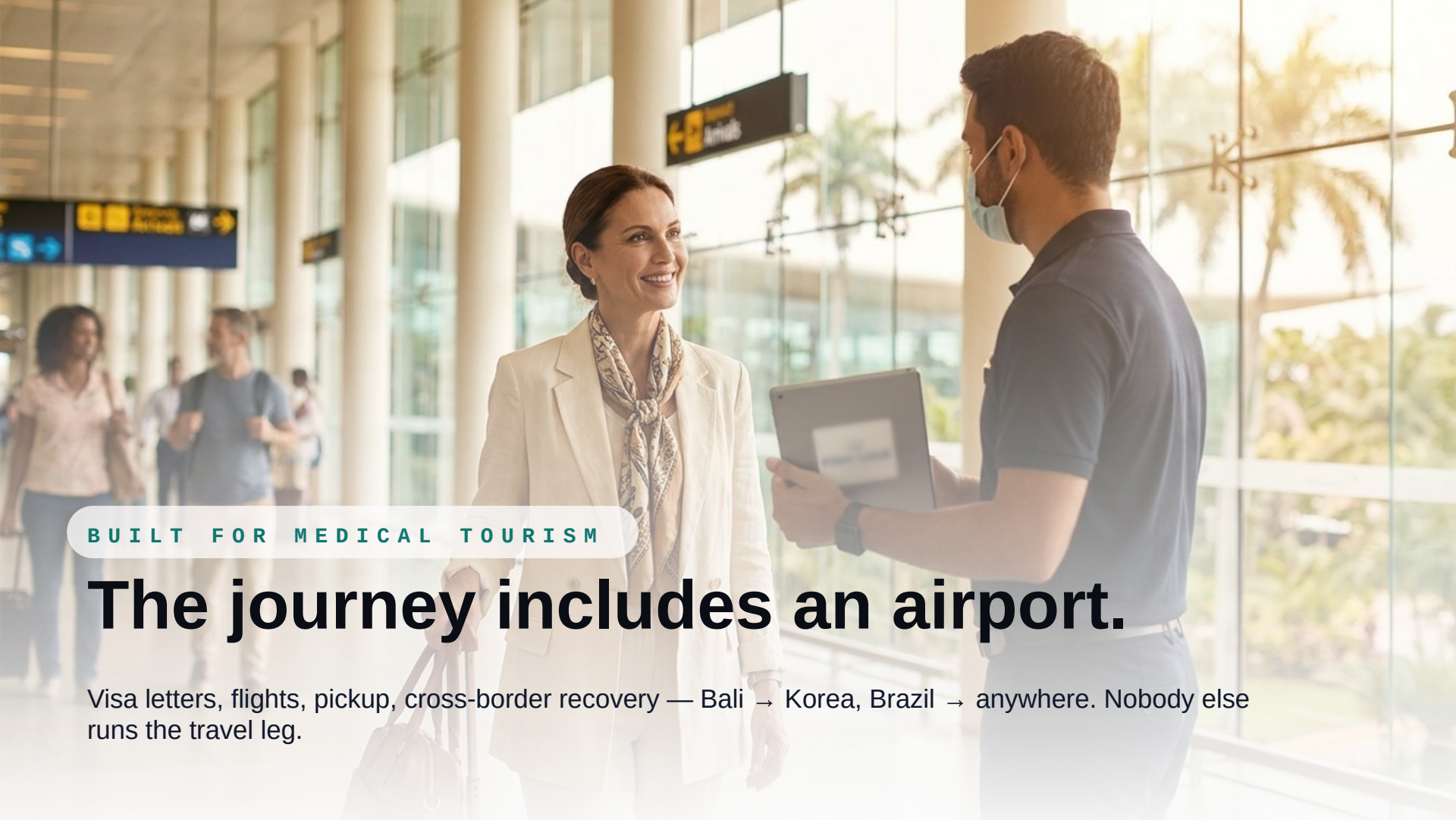
The dashboard. Your money, one screen.



One dashboard per role — owner sees revenue, coordinator sees priorities, doctor sees patients, nurse sees the ward.

Agents and influencers, tracked and paid.





BUILT FOR MEDICAL TOURISM

The journey includes an airport.

Visa letters, flights, pickup, cross-border recovery — Bali → Korea, Brazil → anywhere. Nobody else runs the travel leg.

This is medicine. Dian acts like it.

- ✓ Never gives medical advice — clinical questions route to clinicians.
- ✓ Red-flag symptoms page a human immediately.
- ✓ Quotes only your documented prices. No invented offers.
- ✓ REVIVE™ recovery — authored by a practicing surgeon.



They each own a slice. Reylo owns the loop.

Capability	Inbox bots	US-centric suites	Reylo
AI runs the conversation 24/7, <60s	scripted	X	✓
Whole journey — enquiry to referral	X	partial	✓
WhatsApp-first + LINE / Kakao roadmap	partial	X	✓
Medical-tourism operations built in	X	X	✓
Human approval + clinical guardrails	X	partial	✓
Priced for growth markets	✓	X	✓

PRICING

One platform. Sized to your clinic.

STARTER

\$390 /mo

Solo clinics getting started.

- ✓ Dian on WhatsApp, 24/7
- ✓ Full journey pipeline
- ✓ REVIVE™ recovery flows

MOST POPULAR

GROWTH

\$990 /mo

Busy clinics, 200–600 leads/mo.

- ✓ Everything in Starter
- ✓ Instagram & Messenger
- ✓ Analytics & attribution

SCALE

\$2,400 /mo

High-volume & multi-location.

- ✓ Everything in Growth
- ✓ Multi-clinic HQ view
- ✓ Priority support & SLA

Month-to-month · WhatsApp messages passed through like a utility · keep your existing tools.

GO LIVE IN DAYS

No rebuild. No rip-and-replace.

1

Connect WhatsApp

Your number, on the official WhatsApp Cloud API — connected in minutes.



2

Load your prices

Your procedures, prices and protocols become Dian's locked source of truth.



3

Dian goes live

New enquiries handled the same week — your team approving from day one.

Keep your CRM, your calendar, your billing. Run Reylo alongside — and watch which one your team actually opens.

You already pay more — for tools that don't talk.

REPLACED EVERY MONTH

CRM / practice management	\$400
WhatsApp business tool	\$150
Booking & scheduling	\$60
Email & marketing tool	\$120
Forms & e-sign	\$80
Coordinator hours gluing it together	\$800+

~\$1,600+/mo in tools and glue-work

RECOVERED EVERY YEAR

No-shows killed by deposits	~\$215K
Leads answered in <60s, not 9h	every one
Dormant patients re-activated	win-back
Reviews & referrals asked for	automatic

\$759K/yr modeled gain — illustrative, at 120 leads/mo · \$8.5K
avg surgery

Growth tier: \$990/mo — less than a part-time coordinator. And it never sleeps.

Your ads stop being a black box.

01

Real attribution

Every surgery tied to the enquiry that started it — even 47 days and 12 messages later.

02

CAC by procedure

See what each booked surgery actually cost to acquire, by channel and campaign.

03

Agency mode

Your marketing agency sees acquisition metrics and lead status across clinics — with clean boundaries around patient data.

Agencies optimise what the ad platform shows. Reylo shows what actually pays your bills.

Every happy patient becomes the next three.

Reviews

Asked automatically at the happiest moment of recovery — with a direct link to your Google page.

NEW · ROLLING OUT Q3 2026

Win-back

Dormant enquiries and past patients re-engaged with a personal message referencing what they wanted.

NEW · ROLLING OUT Q3 2026

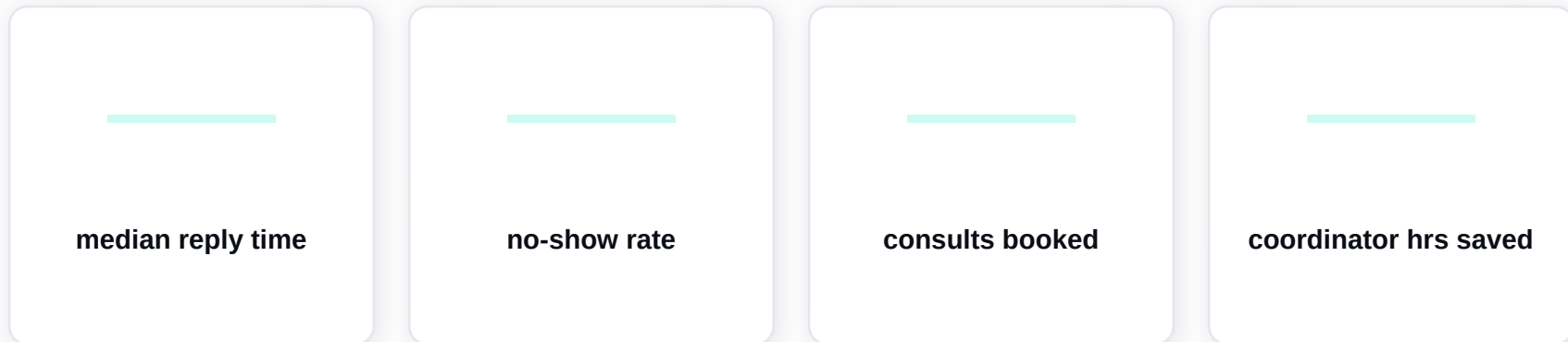
Referrals & commissions

Agents, influencers, doctors and past patients tracked in one ledger — commission calculated per surgery.

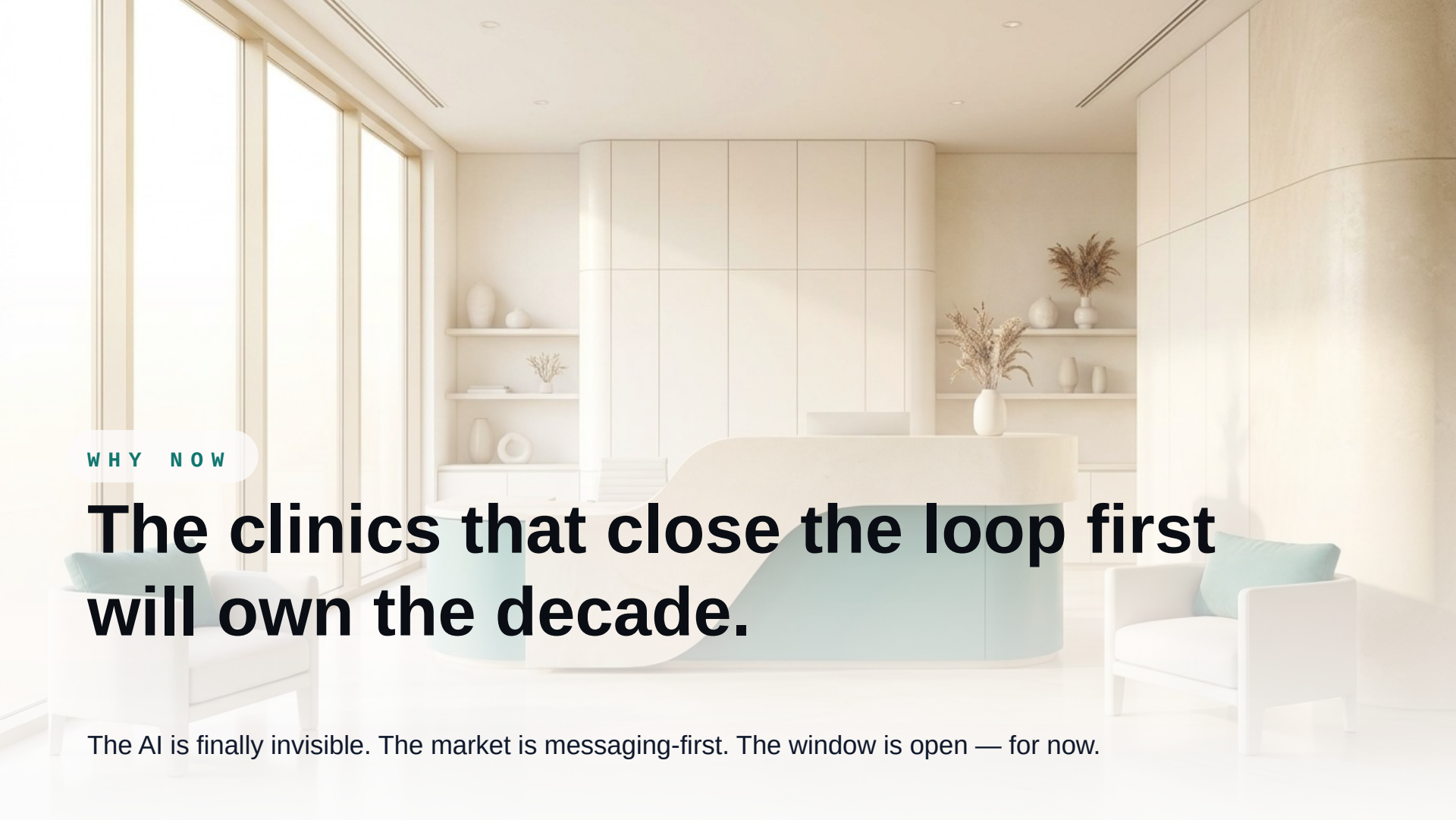
LIVE IN PRODUCT

A referral arrives at essentially zero acquisition cost — the patient you have is worth more than the ad you haven't bought.

Lumiere Aesthetics — live with Dian.



Placeholders by design — we only present numbers the pilot has actually produced. Clinical advisor: Dr. Eduardo Nunes, creator of the REVIVE™ protocol.

A modern, minimalist interior space, likely a clinic or office. The room features large windows on the left, providing ample natural light. The walls are a light, neutral color. In the center, there is a curved, white reception desk. Behind the desk, there are built-in shelves displaying various decorative items, including vases and small plants. To the right, there is a tall, curved white cabinet. In the foreground, there are two white armchairs with light blue cushions. The overall aesthetic is clean, bright, and contemporary.

WHY NOW

The clinics that close the loop first will own the decade.

The AI is finally invisible. The market is messaging-first. The window is open — for now.



See Dian handle a real patient.

A 20-minute live demo — or text Dian yourself.

Book a 20-minute demo

Text Dian a question



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