

ADMISSIONS · 24 / 7 · ENGLISH & SPANISH

Valentina — *AI Admissions Specialist* for ABA Clinics

BY VIDAL DIGITAL MIAMI

Valentina is the front desk your clinic does not have at night. She greets every family the moment they arrive at your website, answers their questions in their own language, and registers their request — **so no family ever leaves without an answer again.** When Valentina works at your clinic, everything arrives by email: instant alerts by day, one calm morning summary at night — you never open a new system.

I What she does

- **Answers families 24/7**, in English and Spanish, in the visitor's own language — services, areas, ages, schedules, insurance in general, and how to get started.
- **Captures intake requests** — and when she works at your clinic, delivers them by email: instantly during the day; gathered into one calm **morning summary** at night, with anything she could not answer clearly flagged for you.
- **Your clinic chooses the schedule:** 24/7 with two modes, or after-hours only, while your own reception covers the day.
- **Five ways to install her** — a hosted page of her own (live in this demo), a WordPress plugin and one line of widget code on any website (ready to provision for your clinic), with a native module on Vidal Digital websites and WhatsApp on the roadmap.
- **Your choice of specialist:** each clinic picks its own face and name — Valentina, Camila, Andrés, or Elena.

II What Valentina does *not* do

- **No medical or clinical advice.** She never diagnoses, never comments on treatment, therapy hours, or a child's needs — clinical questions go straight to your team.
- **No medical data collection.** She does not request or keep diagnoses, insurance member numbers, or clinical details in the intake record.
- **No insurance coverage confirmations.** She can say which insurers your clinic works with in general; whether a specific plan covers a child is confirmed by your clinic on the call.
- **No scheduling.** She does not book, move, or cancel appointments, and never promises a start date or a waitlist position — she registers the request; your team schedules.
- **No unconfirmed promises.** She never guarantees results, availability, or services your clinic has not confirmed in its information sheet.
- **Not an emergency service.** If a child may be in danger, she directs the family to call **911** first — she never promises immediate attention while the clinic is closed.

III Safe by design

- **Designed to avoid requesting medical information** and to limit unnecessary data processing. Valentina never asks for medical details; if a visitor shares them anyway, they are flagged and kept out of the intake record.
- Captures only the adult's **name and phone**, the **administrative reason** for contacting, and a **preferred contact time** — with their consent.
- **Panel access with passkey.** Your clinic's panel is private, and every user can sign in with a passkey — fingerprint or face — instead of a password: optional, recommended (the administrator first), with passwords kept as backup.
- Questions she cannot answer honestly are never improvised — they are **referred to your team**.
- **Retention — a pre-launch commitment:** automatic retention limits **will be implemented and verified before any real clinic goes live**: conversations kept per clinic in isolated records, reviewable and deletable by the clinic, **deleting automatically after 30 days**, with conversation links **expiring in 7 days**. A commitment for launch — not a feature of the present demonstration.

IV Built with privacy and security safeguards appropriate to its intended use

- Health chatbots operate inside the HIPAA framework: HHS treats third-party chatbot providers that handle health information as potential **business associates**, with agreements and safeguards in place.
- Large health systems use chatbots only inside controlled programs, with enterprise agreements in place.
- Valentina is an **administrative** admissions assistant, designed never to ask for medical data; anything a visitor shares unprompted is flagged and kept out of the intake record.
- **Panel security:** each clinic has its own private, separate panel — its data only — with its own users and roles (administrator, reception, view-only), protected sign-in, and the license switch inside: turn it off and Valentina pauses everywhere at once. Family data travels encrypted, and alerts arrive by email, so no extra system holds your families' information.

$199 /month

+ $299 setup. Each plan includes a fixed monthly AI allowance: if it runs out, Valentina pauses — she never bills overage. Vidal Digital web clients receive **50% off setup**. Every inquiry answered at night is one your front desk never loses.

"Your clinic closes at 5. Families ask at 9. Valentina works that shift."

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Bright Steps ABA Therapy is a fictional clinic created for demonstration. This document describes the Valentina service by Vidal Digital Miami.