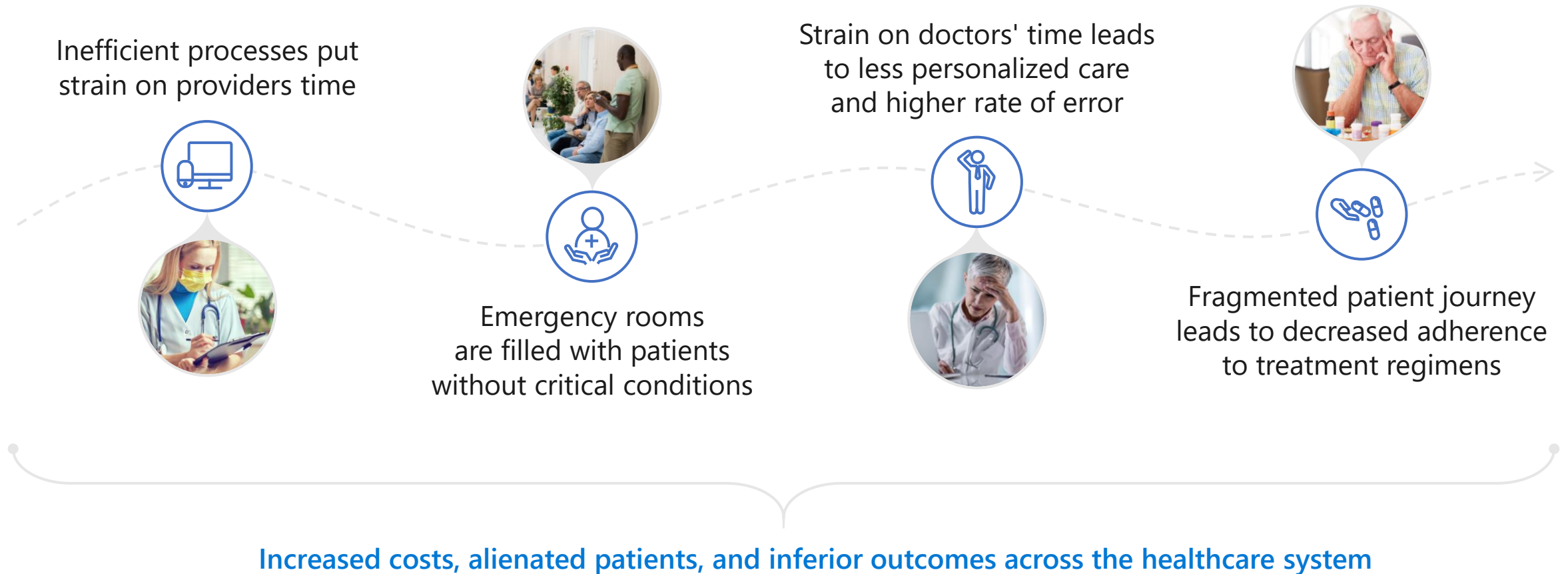


Healthcare Bot



Healthcare challenges across an overburdened healthcare system



Run with confidence using a compliant platform



GDPR compliant
with built-in compliance constructs to support user's Data Subject Rights (DSR)



ISO 27001 and 27018 certified
by aligning to globally recognized information security best practices



HIPAA compliant
with comprehensive safeguards to protect personal health information at rest and in transit



CSA STAR Gold certified
by demonstrating exceptional cloud security management capabilities



The Healthcare Bot service: Conversational AI for Healthcare purpose-built for the industry



**OUT-OF-THE-BOX
HEALTHCARE INTELLIGENCE**



**CUSTOMIZABLE
AND EXTENSIBLE**

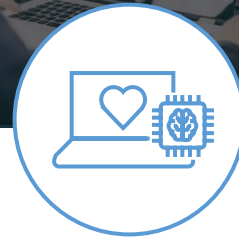
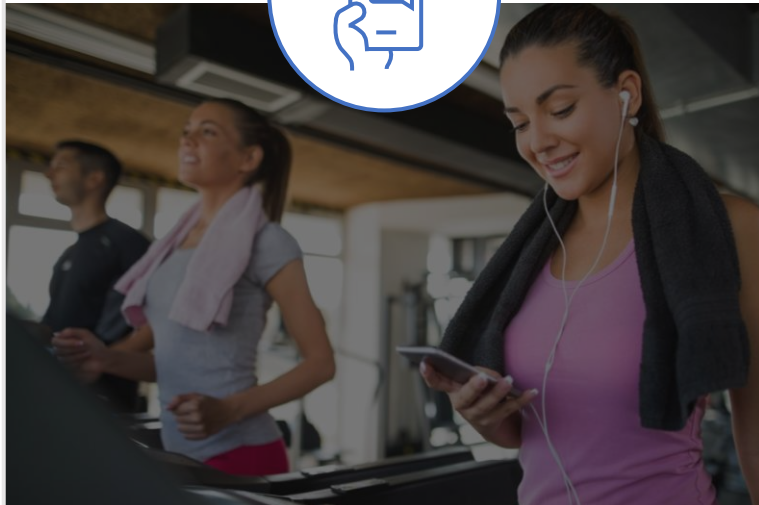


SECURE AND COMPLIANT

Cloud platform designed to empower Healthcare organizations to build and deploy compliant, AI-powered virtual health assistants and chatbots, that help them improve processes and reduce costs.

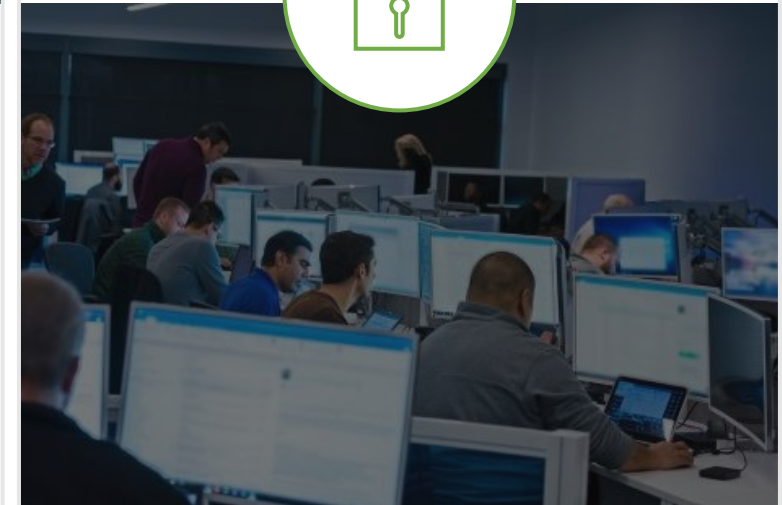
Realize the promise of AI in healthcare

Deliver an intelligent, conversational healthcare experience at scale



Empower healthcare organizations to build and extend intelligent virtual health assistants

Run with confidence leveraging a secure and compliant platform



Today's solutions have only scratched the surface of what's possible



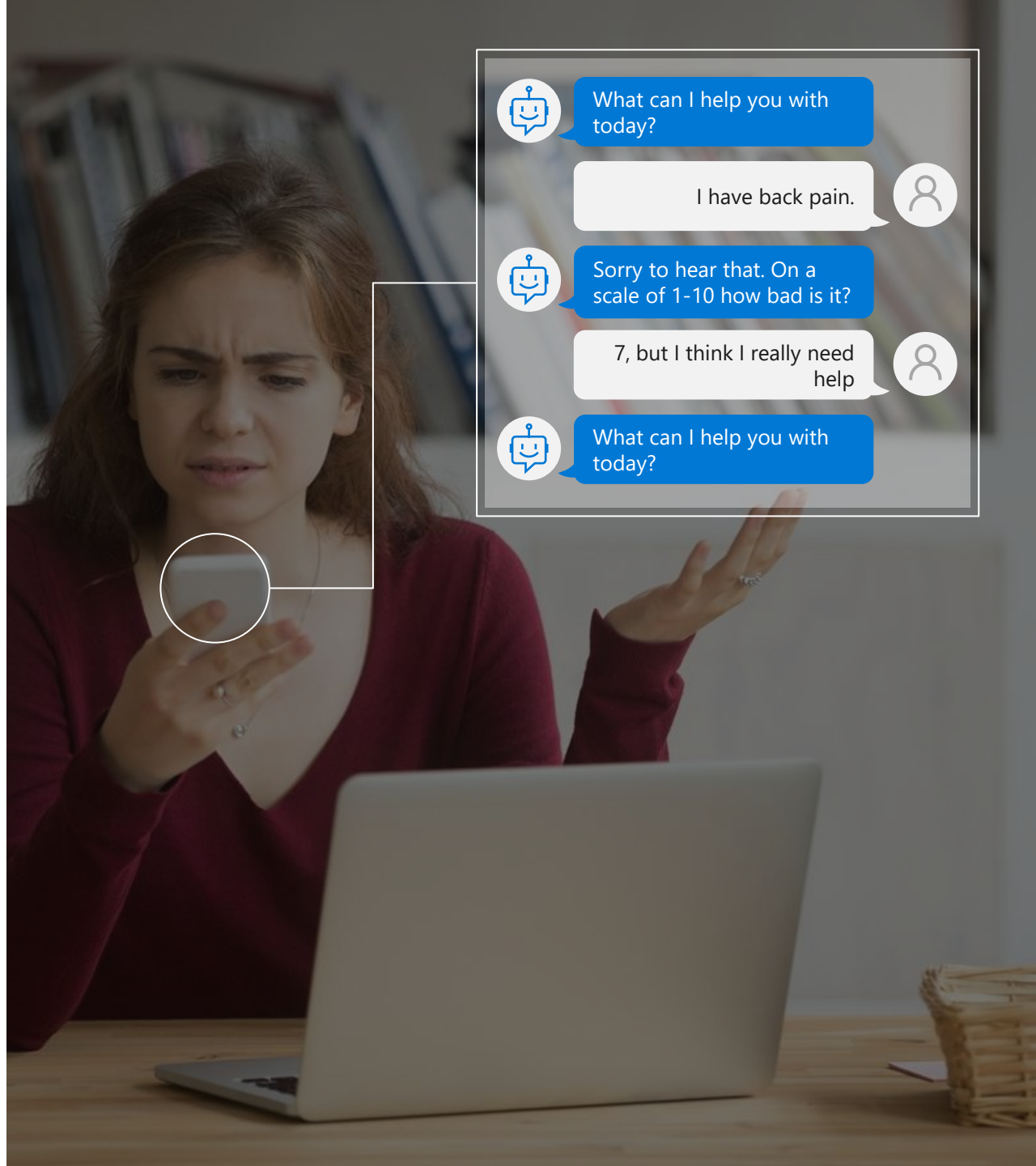
Standard bot building platforms lack the capabilities necessary for use in the healthcare industry



Symptom checkers are narrow in function and difficult to customize and typically impossible to extend



Typical chatbots have a hard time handling conversational pivots, colloquial language, and healthcare terminology



What can I help you with today?

I have back pain.



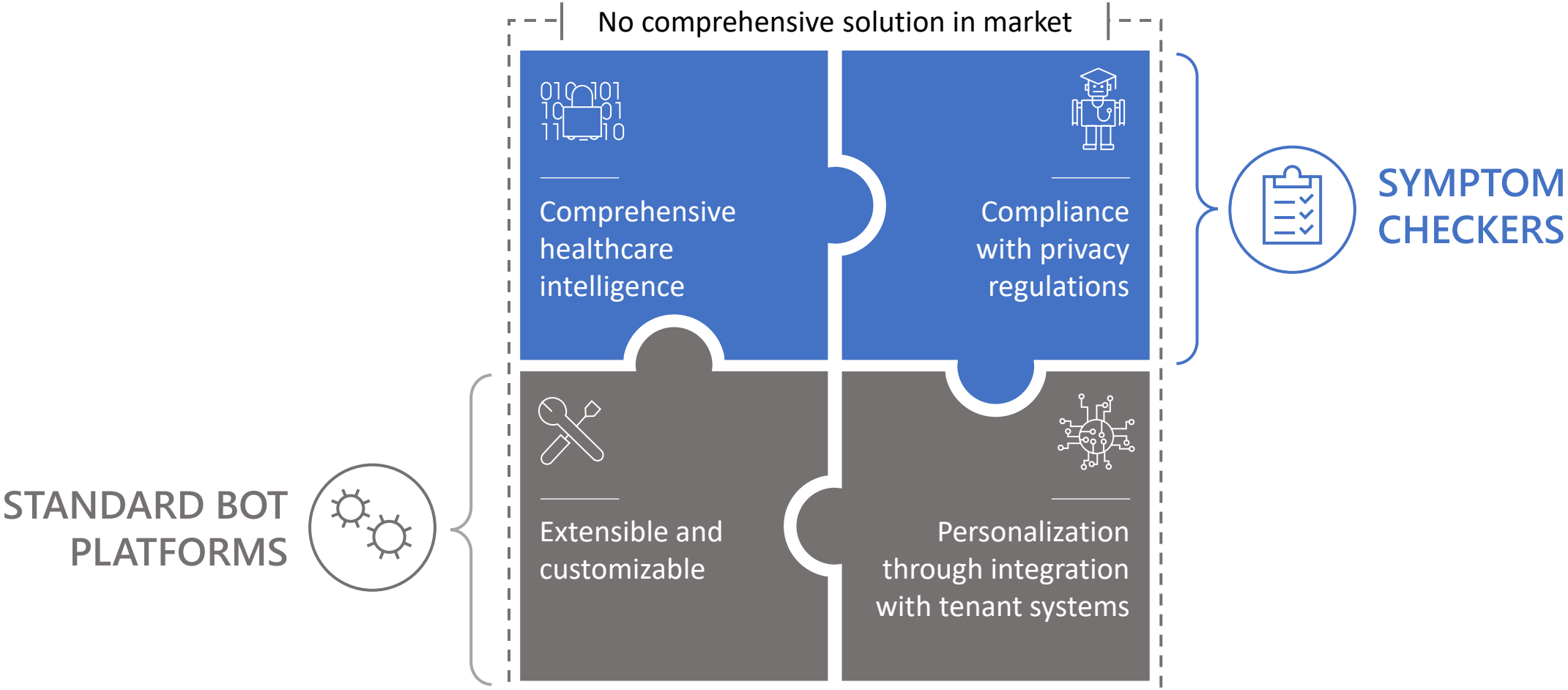
Sorry to hear that. On a scale of 1-10 how bad is it?

7, but I think I really need help



What can I help you with today?

Current solutions don't cover the needs of healthcare

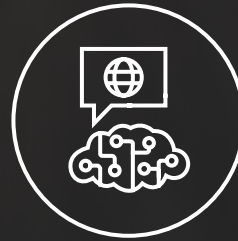


Healthcare Bot service has built-in healthcare AI that communicates intuitively in a healthcare context

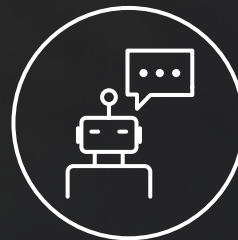
Integrates medical content from trusted sources including information on conditions, symptoms, specialists, medications, procedures and triage protocols



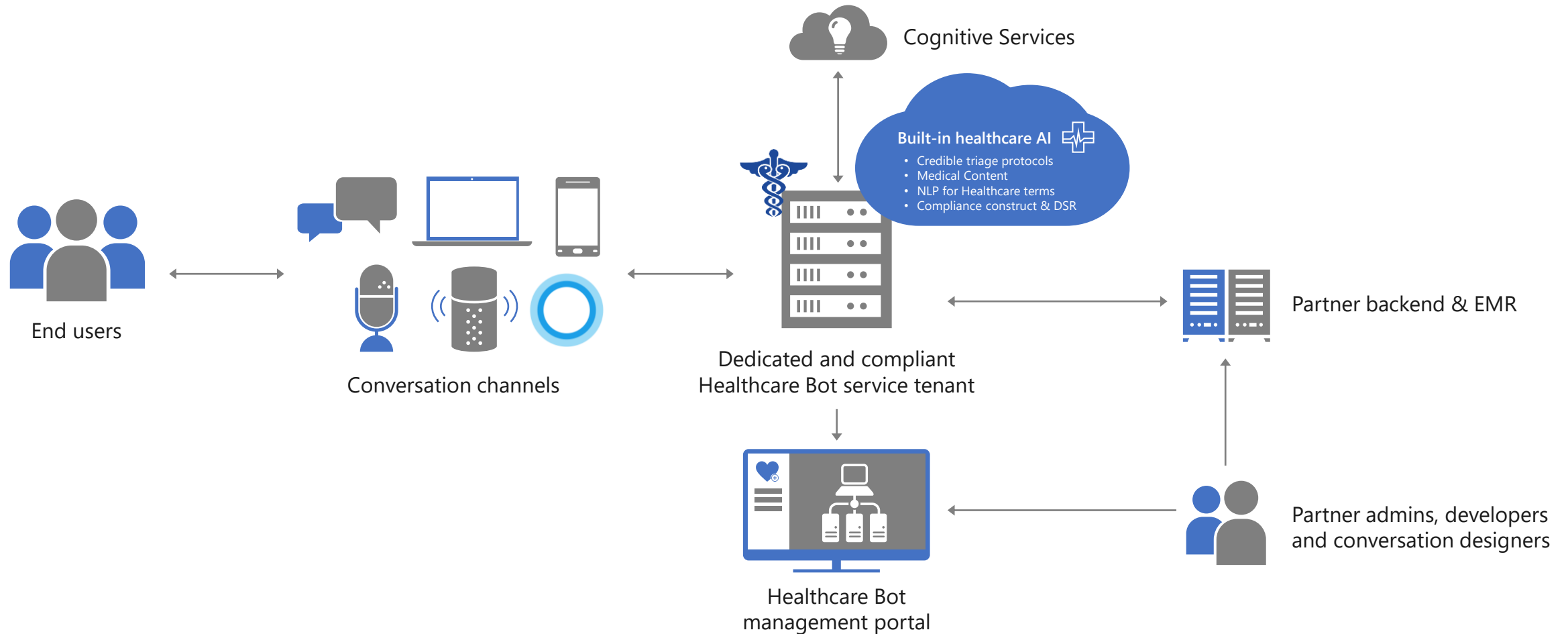
Understands healthcare intents by leveraging built-in language understanding models and incorporating healthcare terminology



Handles interruptions, topic changes, human error, and complex medical questions with built-in contextual intelligence capabilities



Securely deliver healthcare intelligence at scale



Healthcare Bot service empowers healthcare organizations to quickly build credible, intelligent healthcare virtual agents

Get started quickly leveraging built-in healthcare AI



Address your specific use cases by authoring your own flows



Optimize bot instances with built-in reporting



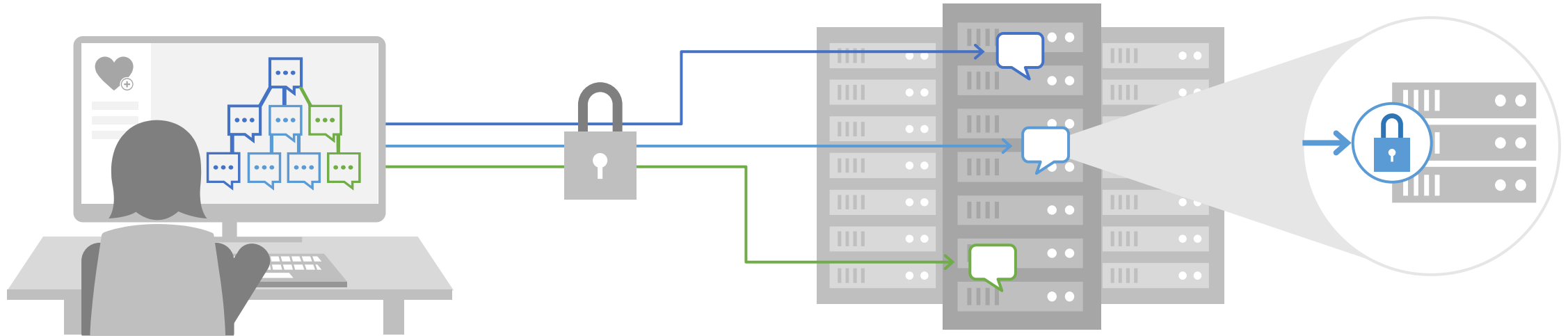
Facilitate collaboration between clinicians and IT



Offload operational and infrastructure management and maintenance



Integrate seamlessly with back-end systems and EMR



Connect to internal and external data sources using a guided connection tool

Integrate with back-end EMR and profile systems with built-in support for HTTPS and FHIR

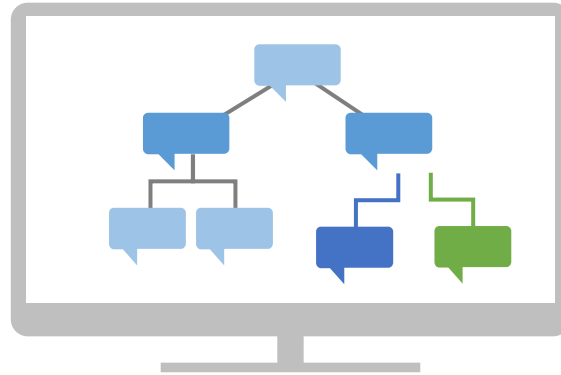
Customize dialog flows based on information retrieved from EMR and profile systems

Protect data with built-in support for end-user and server-to-server authentication

Give developers a head start to author and extend scenarios



Ramp up quickly using out-of-the-box healthcare content as building blocks to create scenarios



Author and extend custom scenarios to meet your organization's business needs



Build from a library of scenario templates that help you get started on common industry use cases



Configure out-of-the-box functionality to align bot behavior with your specific use case

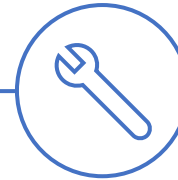
Create custom experiences to meet needs and use cases

- 1 Built-in visual editor enables you to easily author and review sophisticated flows
- 2 Built-in chat window enables you to test the user experience during development
- 3 Live visual debugging capabilities help you test and optimize your flows
- 4 Debug log assists in tracking and resolving issues with custom flows

The screenshot displays a development environment for a chatbot. On the left, a visual flow editor (labeled 1) shows a decision diamond for the day of the week, branching into actions for 'monday', 'tuesday', 'wednesday', and 'saturday', each with a 'Today is' message. A 'default' path leads to a 'You dont n...' message. A 'Did you for...' message is highlighted in green. The right side (labeled 2) shows a chat window with a user's 'Hi!' message and the bot's response: 'Did you forget to take your meds? I will help you check what you need to be taken today'. Below the chat is a 'Watch' window (labeled 3) showing a JSON object with user data and bot configuration. At the bottom (labeled 4) is a debug log table.

Timestamp	Message
2018-08-22T08:46:21.438Z	Scenario '/scenarios/meds' Started with {}
2018-08-22T08:46:21.438Z	Executing step 'prompt'

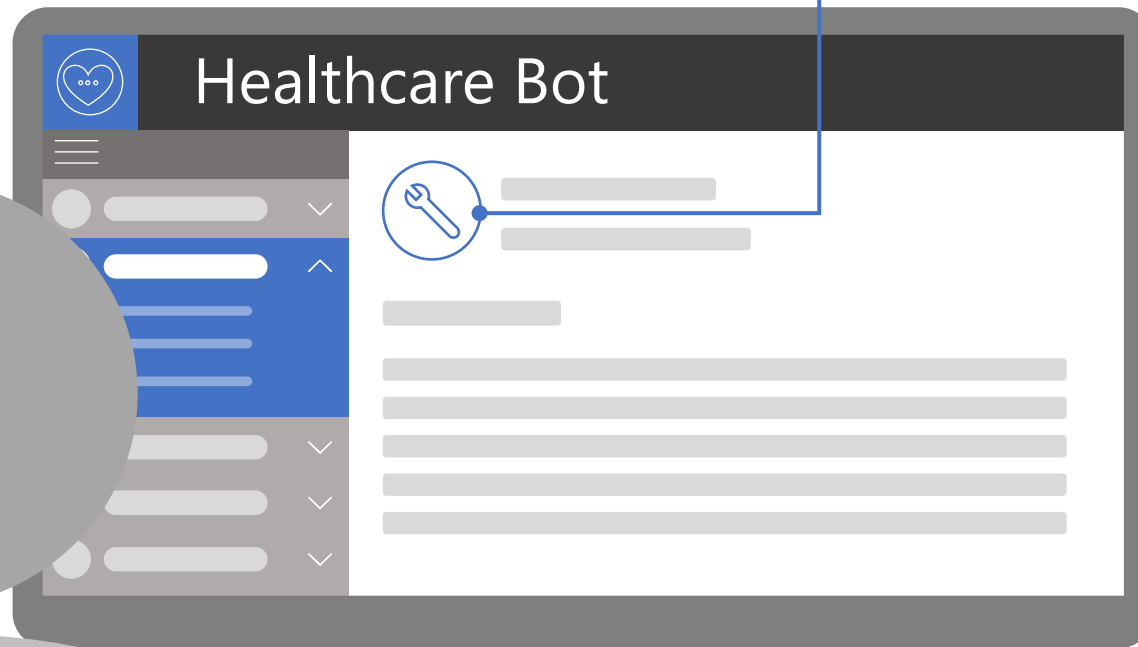
Simplify management with a unified portal view



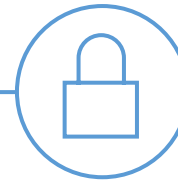
CONFIGURATION

Customize your bot instance with more than 250 configuration options designed to give your organization end-to-end control

- Localize bot scenarios with built-in multi-lingual support and custom language understanding models
- Apply out-of-the-box compliance constructs to bot scenarios and manage security options
- Adjust medical protocols to align with your organization's existing processes and streamline warm handoffs to clinicians



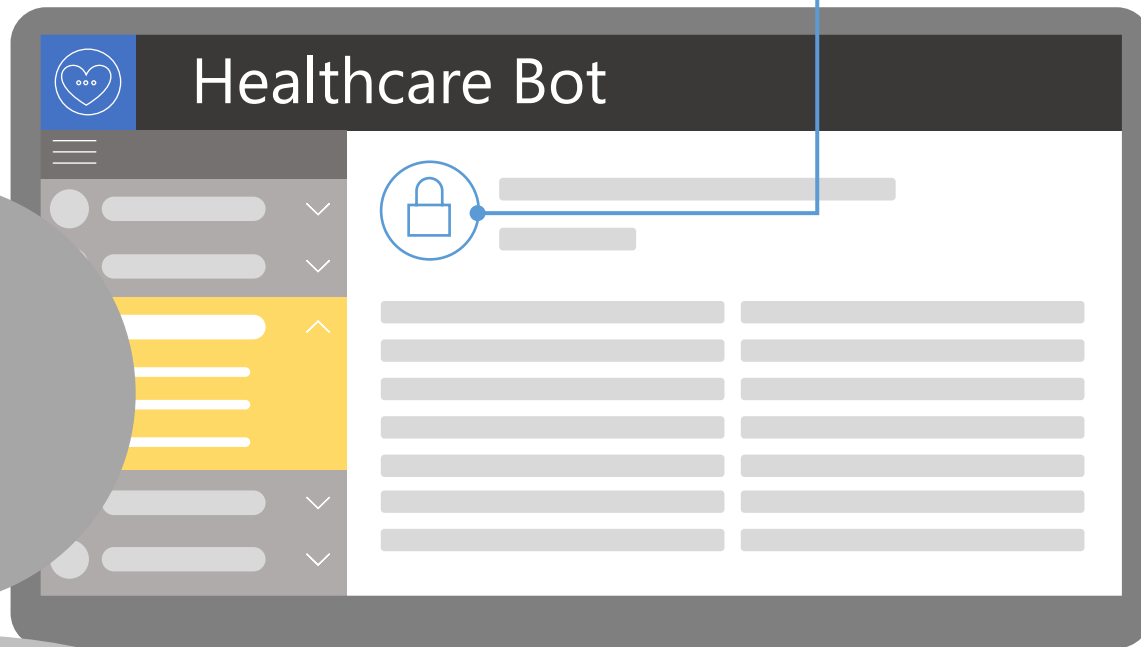
Simplify management with a unified portal view



USER MANAGEMENT

Administer user privileges through role-based security access manager

- **Admins** can access all portal features
Typical user: Head of IT
- **Editors** can access all features except user management and keys
Typical user: Developer
- **Readers** can view the portal resources but cannot make any changes
Typical user: Clinician or business leader

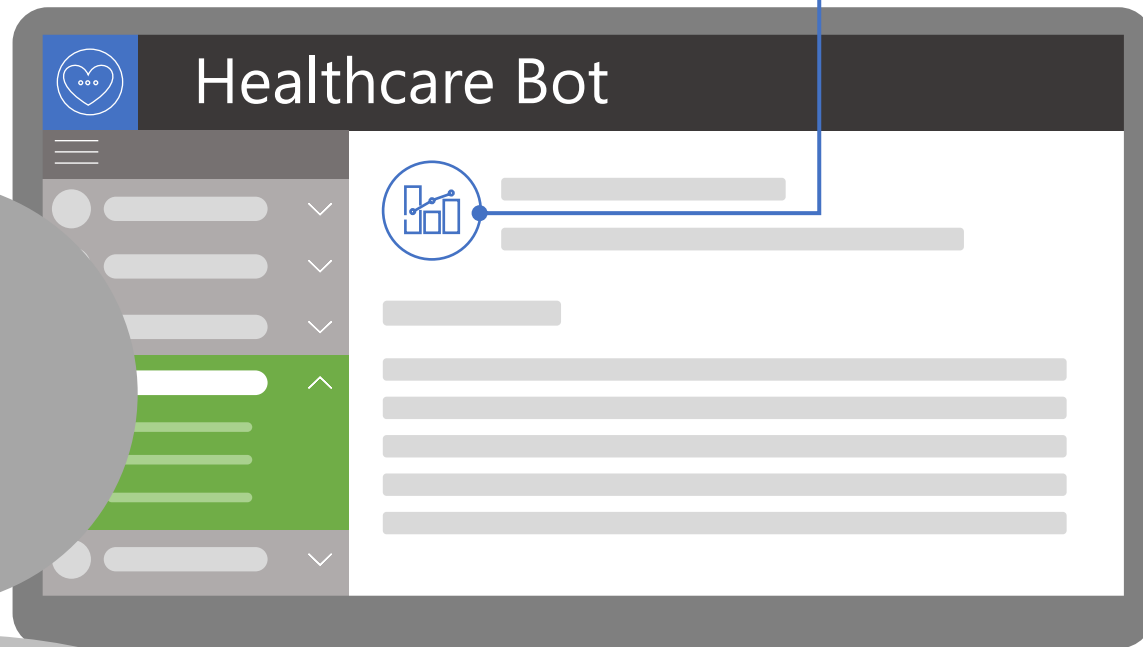


Simplify management with a unified portal view

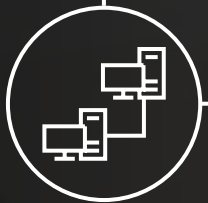


BOT TELEMETRY & ANALYTICS

Collect immediate insights into bot usage and performance with dynamic analytics that can be sliced to your desired level of granularity



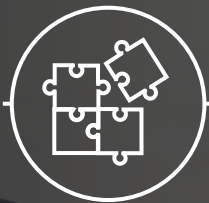
Securely embed with front-end channels to meet users where they are



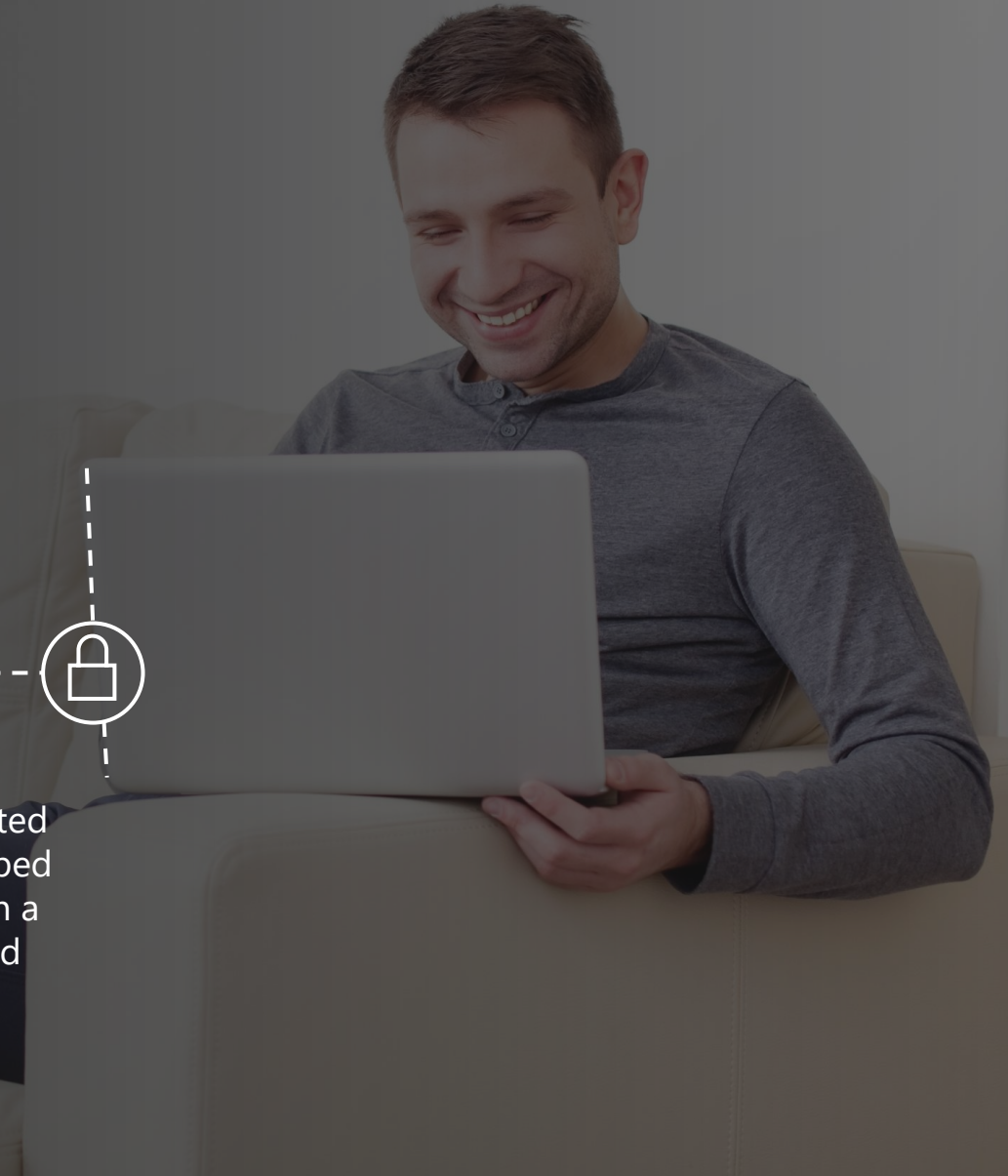
Pass context from your front-end channel to jump-start the conversation



Leverage text, web-chat and application integration to securely communicate with end users



Use built-in, encrypted APIs to securely embed bot instances within a variety of front-end channels



Customers are already employing the service



PREMERA



UPMC



 **Aurora
Health Care**[®]

Premera

Customer Goals

Reducing calls to call centers by implementing an intelligent healthcare virtual agent.

Challenge

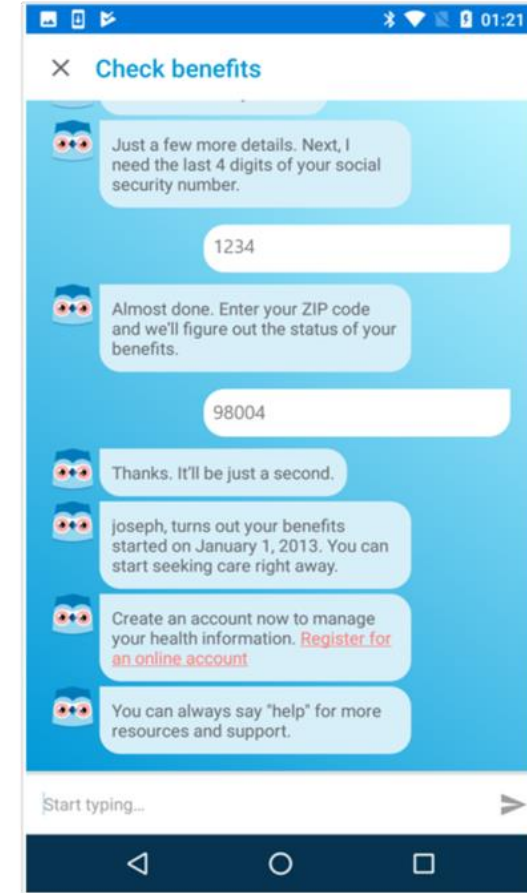
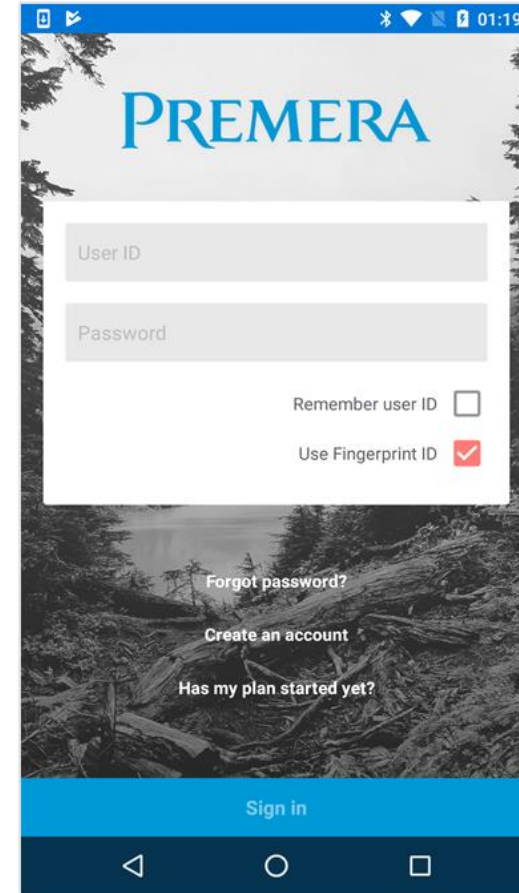
Premera's call centers were receiving numerous requests related to benefits eligibility.

Solution

Premera leveraged the Healthcare Bot service to build Scout, an intelligent virtual assistant that helps users check their benefit eligibility through a user-friendly chat interface.

Benefits

- High level of user engagement
- Significant decrease in total calls to call center related to benefits eligibility
- Quick and effective implementation



Customer Goals

Increasing prescription adherence by implementing an SMS adherence bot.

Challenge

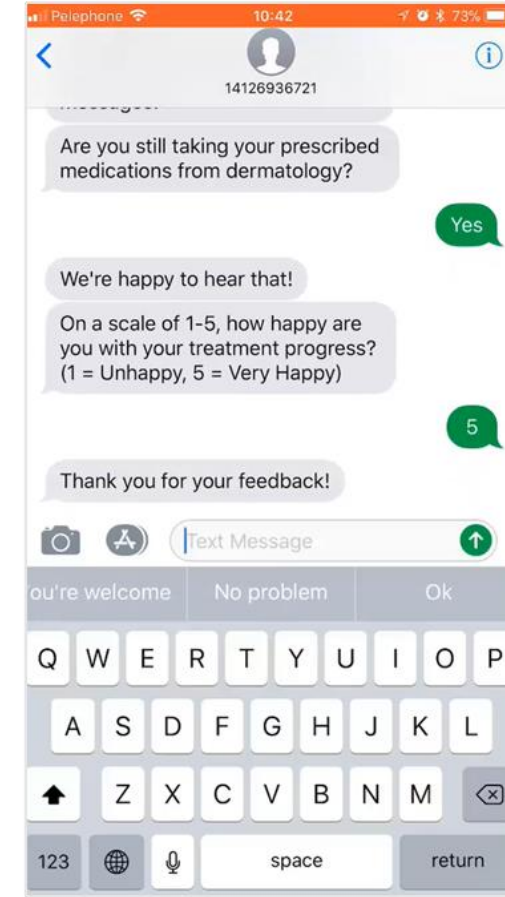
Patient and provider costs are increased due to a lack of adherence to prescribed treatment regimens.

Solution

UPMC implemented the Healthcare Bot service to assist with keeping their patients on a successful prescription regimen. Through SMS, they can check in and remind patients to purchase their medications and follow-up on whether they are taking them through an engaging and conversational experience.

Benefits

- High level of user engagement
- High opt-in rate
- Very high survey completion rate for opted-in users
- Quick and effective implementation



Aurora Health Care

Customer Goals

Helping patients easily triage symptoms and locate nearby care centers.

Challenge

Aurora was looking to help reduce the number of triage calls to nurse lines while providing details on healthcare locations and an easier way to schedule appointments.

Solution

Aurora implemented the Healthcare Bot service to combine a symptom checker with a care location finder. Combining these two services provides patients with quick, easy access to healthcare information and helps them receive proper care.

Benefits

- High ratings in usability tests
- High level of engagement
- Fast implementation and integration time

