HEALTH TALK A.I.

Automating Access and Follow-Up With Artificial Intelligence

Patients rely on their providers to guide them toward the care they need. With HealthTalk A.I., hospitals & health systems can effectively engage, educate, and schedule the care patients need throughout the entire health care continuum.

HealthTalk A.I. replaces disparate intake, engagement, and scheduling solutions with one seamless AI-powered platform, giving patients a positive experience while accessing the right care, in the right setting, at the right time.

From discharge follow-up and transitions of care to referral management and patient retention, HealthTalk A.I. provides the tools needed to proactively engage patients — and consolidate across various technologies, departments, and locations.

INTAKE & EDUCATION

Replace pens, clipboards, and repeat forms with digital records patients can complete before they arrive.

Give staff the ability to focus on patient care - not time-consuming document scanning and data entry.

Improve accuracy and give clinicians a holistic picture of each patient.

TWO-WAY ENGAGEMENT

Automate your triage, follow-up, and referral processes, so patients know what to do *or where to go* next.

Keep open lines of communication, allowing patients to ask questions when and how it's convenient for them — all from their phones.

Provide automated tools to proactively identify gaps in patient knowledge or gaps in care — and generate encounters when these gaps are identified.

AI SCHEDULING

Remove the technological barriers that prevent patients from accessing the care they need.

Make scheduling easy and automated, giving patients the ability to pick a time that's right for them, right from their phone. No waiting on hold and no phone tag.

Eliminate administrative workload and incoming call volume while delivering greater accessibility for your patients.

10.42

CH
Community Health

Hi Mary, this is Community Health. Welcome home. We want to check in with a few questions to make sure everything is progressing well. Is that ok? (Yes or No)

Yes

Do you have a personal or family doctor?
1. Yes
2. No

No

> *We partnered with HealthTalk A.I. to help us better engage our patients and to empower them throughout their care journey.*
>
> Dr. Achintya Moulick, MD, MBA, MCh
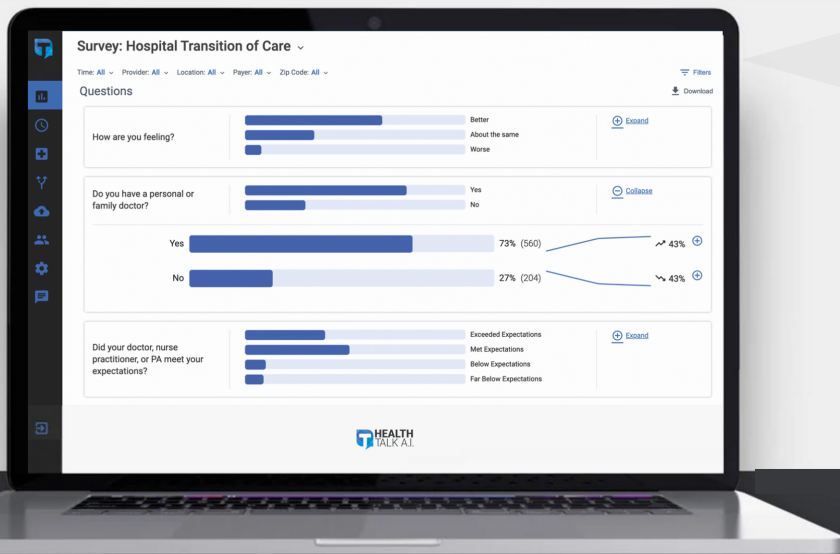> President & Chief Executive Officer, CarePoint Health

AUTOMATE FOLLOW-UP.   INTERVENE AT SCALE.   RETAIN PATIENTS IN NETWORK.

| SCALE OUTREACH | IDENTIFY GAPS | COORDINATE CARE | AI SCHEDULE | RETAIN IN NETWORK |
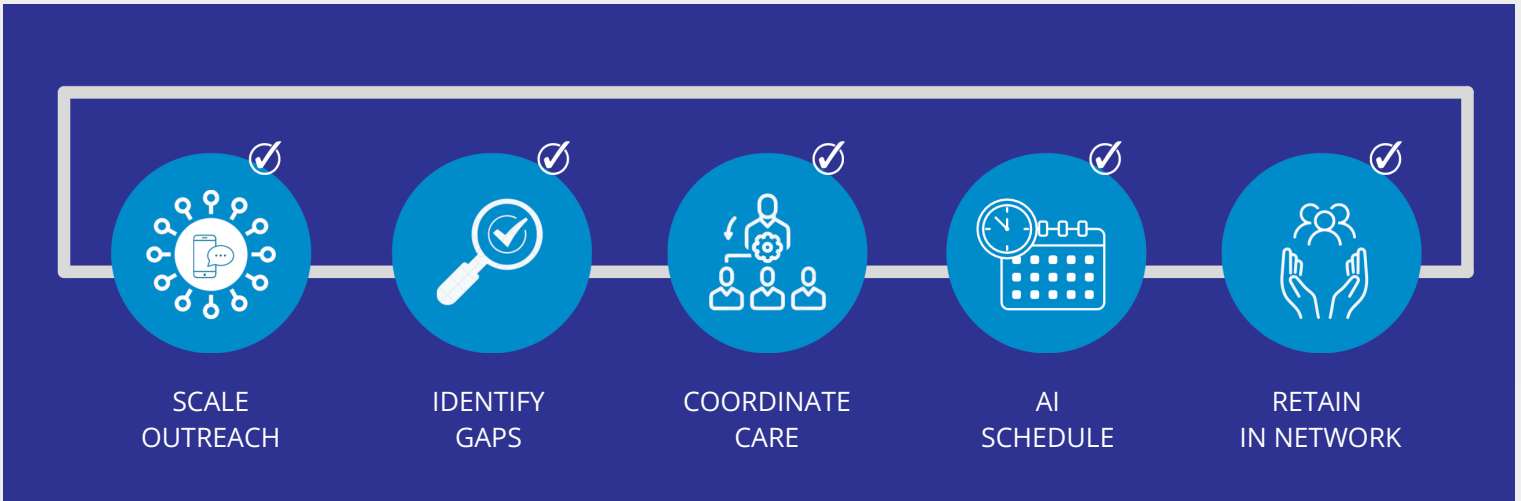
Mitigate risk and readmissions by automating actions to monitor and support your patients throughout their paths to health and wellness.

HealthTalk A.I. utilizes robotic process automation (RPA) to empower health systems to streamline staff workflows, alleviate administrative burdens, and enhance overall accessibility.

Discharge Follow-Up	Transitional Care Management	Patient Acquisition & Retention
Referral Management	Pre + Post Procedure Engagement & Education	No-Show Management
Care Plan Management	Patient Experience & Customer Recovery	Tele-Triage & Surge Support
Brand Reputation Management	Emergent Telehealth & Tele-EMS	Practice Performance & Clinician Engagement

Comprehensive analytics for each patient interaction

Survey: Hospital Transition of Care

Time: All   Provider: All   Location: All   Payer: All   Zip Code: All

Questions   Filters   Download

How are you feeling?
Better
About the same
Worse
Expand

Do you have a personal or family doctor?
Yes
No
Collapse

Yes   73% (560)   43%
No   27% (204)   43%

Did your doctor, nurse practitioner, or PA meet your expectations?
Exceeded Expectations
Met Expectations
Below Expectations
Far Below Expectations
Expand

HEALTH TALK A.I.

Patient leakage costs most U.S. health systems 10% in annual revenue.

Xtelligent Healthcare Media

CarePoint Health

How CarePoint Health used HealthTalk A.I. to mitigate risk, reduce hospital readmissions, and drive patient retention.

WHO

- New Jersey-based healthcare system consisting of three hospitals located in Hudson County
  - Bayonne Medical Center
  - Christ Hospital
  - Hoboken University Medical Center
- Employs more than 3,000 people, including 611 providers
- Provides acute, primary, and specialty care to the majority of the county's population as well as surrounding counties and New York City

"At CarePoint Health, our mission is to deliver greater access of quality care through treating with compassion and leading with innovation to the communities we serve. We partnered with HealthTalk A.I. to help us better engage our patients and to empower them throughout their care journey at CarePoint Health. We're excited about the future."

Dr. Achintya Moulick, MD, MBA, MCh | President & CEO

CHALLENGE

A 2023 report by the National Association of Community Health Centers and the American Academy of Family Physicians found that more than 100 million Americans do not have a designated primary care physician. That's nearly a third of the U.S. population — and a contributing factor to care transition breakdowns.

Like many other healthcare systems, CarePoint Health needed to improve care transitions and patient retention. With patient leakage, on average, costing U.S. healthcare systems 10% in revenue each year, providing better transitions of care was of utmost importance — not only from a financial standpoint but from a clinical standpoint as well.

Ultimately, CarePoint understood that poor patient experiences and access limitations impact leakage and negatively impact health outcomes. They needed a way to mitigate risk, reduce hospital readmissions, and drive patient retention.

Key factors included:
- Understanding which patients had positive or negative experiences in real time
- Quickly determining which patients do not have a personal or family doctor
- Finding an easy way to connect those patients to the best in-network provider based on visit type, availability, proximity, insurance, and language
- Streamlining the scheduling process with patients and providers (utilizing two EMR systems)

APPROACH

CarePoint partnered with HealthTalk A.I. to automate follow up to:

- Monitor clinical trajectory post ED discharge
- Support transitions of care
- Schedule qualified patients for PCP visits (from Meditech into eClinicalWorks)
- Improve the patient experience

The screenshot below shows the survey that CarePoint initially launched. One thing that CarePoint has appreciated is how easy it is to make changes. The questions, workflows, and any associated rules are 100% configurable. With this short survey, CarePoint is quickly identifying clinical and satisfaction issues, as well as determining if they can move forward with scheduling the patient within their health system's network. In regard to scheduling, HealthTalk A.I.'s robust integration capabilities and convenience tech allows CarePoint's patients to be discharged from one EMR and scheduled in another via secure SMS.
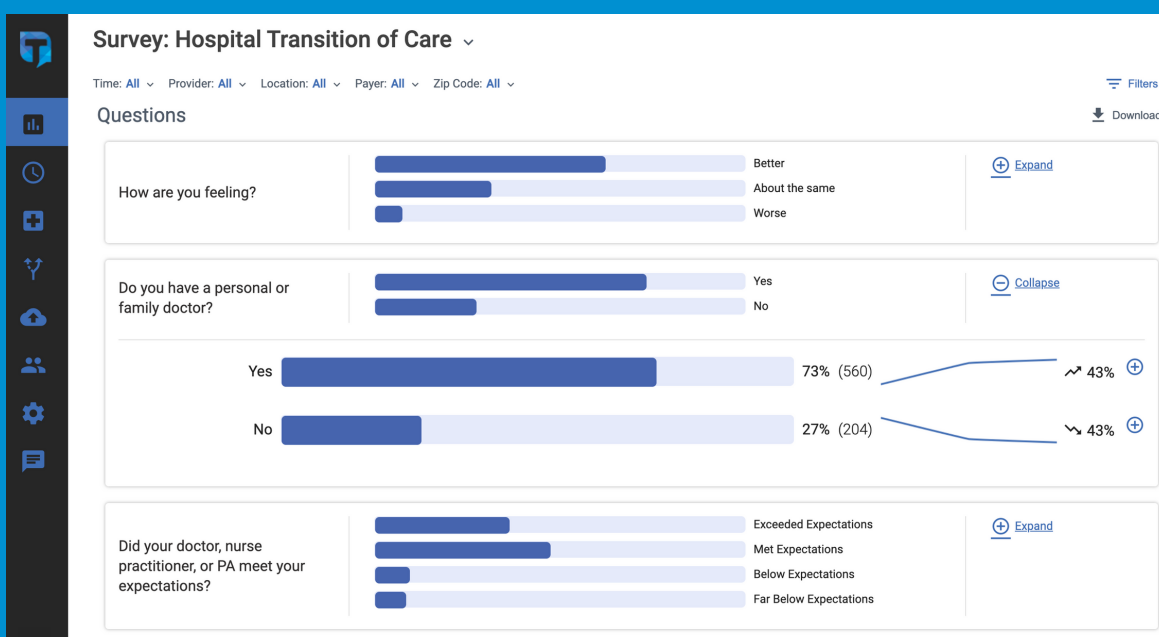
RESULTS

HealthTalk A.I. has become a workforce multiplier for CarePoint Health, helping them reduce administrative workload, while increasing patient retention and revenue.

After using the platform for only 1 month, CarePoint has produced the following results:

- ☑ **179** patients identified as out-of-network and no PCP
- ☑ **40** new patients have been scheduled
- ☑ **$22,000** in new, monthly revenue
- ☑ **3,304** cold calls have been avoided

Learn more about HealthTalk A.I.'s capabilities at HealthTalkAI.com