



ThinkAndor™ – your indispensable clinical concierge for virtual visits and telehealth configuration.

Andor Health has partnered with Microsoft to bring a virtual assistant to healthcare workers as they collaborate within Microsoft Teams.



Powered by artificial intelligence and voice technology, ThinkAndor™ brings clinical relevance to Microsoft Teams. ThinkAndor™ pushes real-time clinical information to care teams and staff right to their teams call.

With a few simple voice or text commands, ThinkAndor™ can be directed to bring a patient’s information directly into the collaboration channel. This prevents the need for clinicians to pull information from multiple source systems, like the EHR.

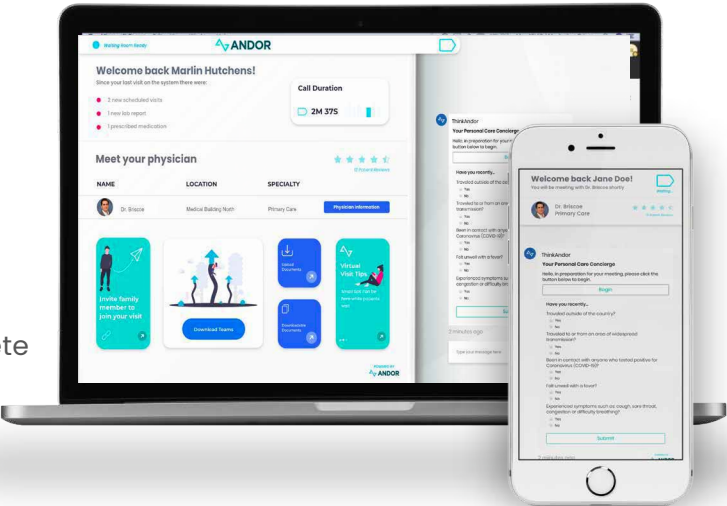
ThinkAndor™

ThinkAndor™ can be leveraged by all participants via a secure, HIPAA compliant, telehealth framework that streamlines workflow and enables real-time care collaboration.

Pre Care – Virtual Waiting Room

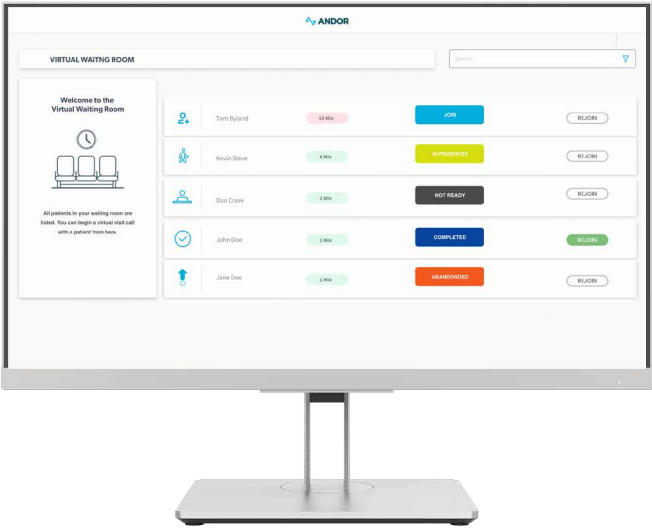
Andor’s Virtual assistant allows you to configure a complete virtual waiting room experience, including:

- Patient intake, triage, and assessments for the visit
- Uploads of pictures and images to provide the clinician
- Patient e-consents
- Patient educational content
- Patient payments for copays and other balances



In Service – Virtual Assistant

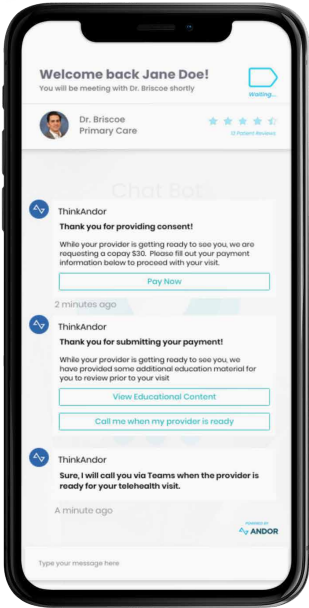
- One unified patient room which is shared across the entire virtual health visit – no need to disconnect or re-initiate the visit with the next care team member
- Virtual Assistant is able to multi-part notifications to physicians and care team members for different steps, including; intake completion, patient ready to be seen, etc.
- Virtual Assistant initiates the session without further physician or care team intervention and brings patient/clinical context forward from the EMR
- Secure chat allows physician to communicate with care team members or physician extenders while in session
- Virtual Assistant enables order/task management creation into EMR



Post Care

Andor’s Virtual Assistant allows you to configure automated push notifications for:

- Post care clinical summary delivery
- Patient satisfaction surveys and post care follow up notifications to patients
- Self-configured alerts, notifications, and communications to clinicians and other care team members



Onboarding

ThinkAndor offers a simple onboarding process that takes approximately 2–3 weeks. Let us show you how you can implement a sustainable virtual health strategy that achieves an immediate and demonstrable return on investment for your organization:

- Decrease abandonment rates for 30–40% using our automated patient onboarding experience
- Save 8–10 minutes per patient using our Virtual Assistant to capture progress notes
- 3x increase in productivity of clinical and administrative staff
- Average waiting room time is just 4.6 minutes per patient
- Average 16.4 minutes of direct one-on-one patient interaction
- Success metrics leading to an average 97% score on patient satisfaction surveys



“We are incredibly excited that partners like Andor Health are stepping up and building on Microsoft Teams to provide the communication and collaboration tools to help healthcare providers...”

Mike Ammerlaan, Senior Director, Microsoft 365, Microsoft Corp