THINKANDOR®

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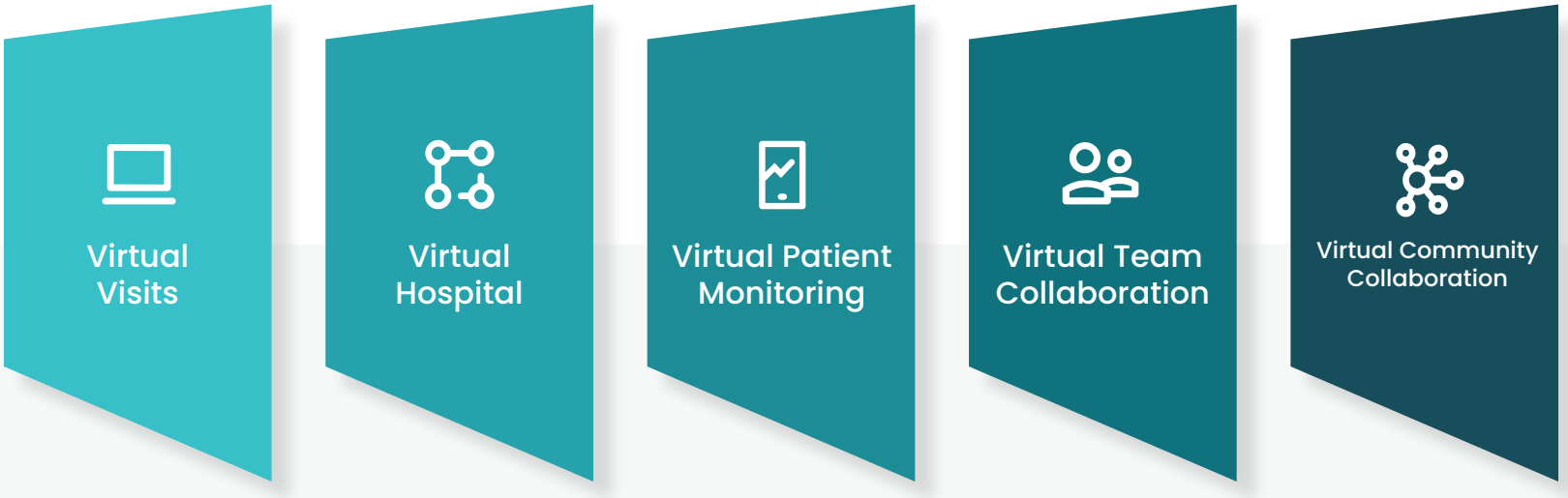
THINKANDOR®



ThinkAndor®

As healthcare shifts from volume to value-based delivery, health systems must shift from episodic care to whole-person care. Virtual health can support health systems as they follow patients across the care continuum.

ThinkAndor® leverages cutting-edge technology to orchestrate virtual experiences across care settings. Whether at home or the bedside, ThinkAndor® coordinates virtual care providing real-time information to empower providers with relevant clinical data for faster interventions improving patient outcomes.

Virtual Visits

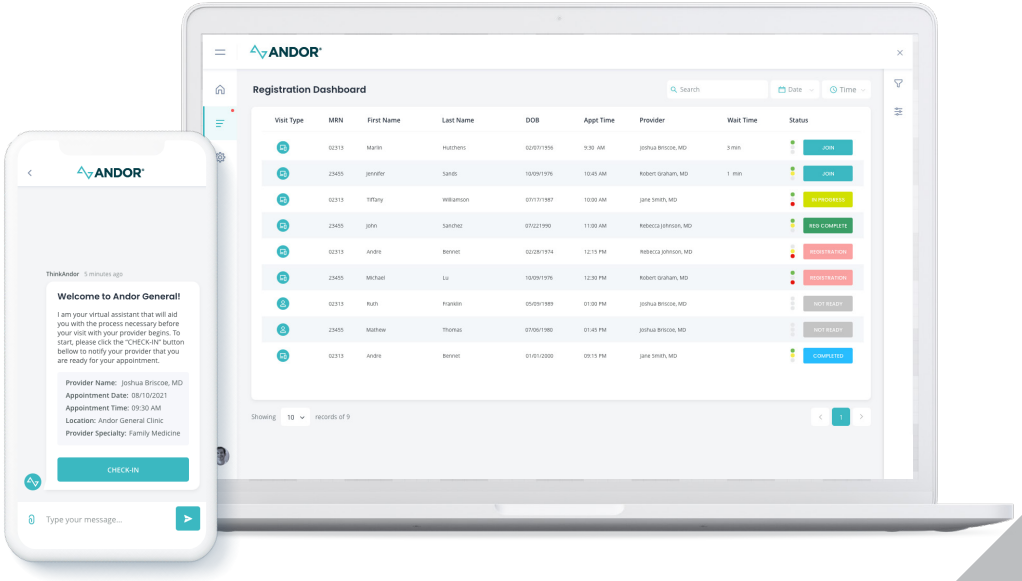
ThinkAndor® Virtual Visits

ThinkAndor is a secure, HIPAA-compliant, telehealth framework that streamlines workflow and enables real-time care collaboration. Powered by artificial intelligence & voice technology, ThinkAndor® brings clinical relevance to all virtual experiences and pushes real-time clinical information to care teams and staff.

Virtual Assistant

ThinkAndor® Virtual Assistant configures a complete virtual waiting room experience.

- Patient intake, triage, and assessments for the visit
- Patient uploads including images to provide the clinician
- Patient e-consents
- Patient educational content
- Patient payments for copays and other balance



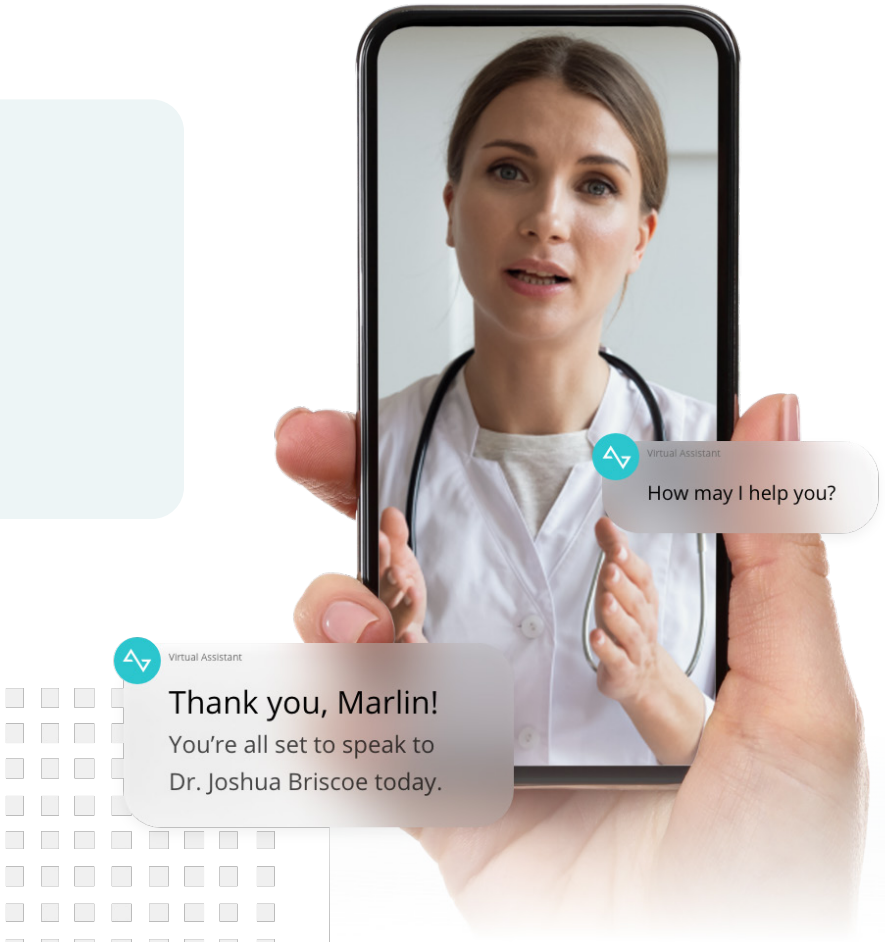
Tailor a customized experience for physicians and care team members with ThinkAndor® Virtual Assistant.

- Creates one, unified patient room across the entire virtual visit establishing no need to disconnect or re-initiate the visit with the next care team member
- Sends multi-part notifications to physicians and care team members for different steps, including intake completion, when the patient is ready to be seen, etc.
- Initiates the session without further physician or care team intervention and brings patient/clinical context forward from the EMR
- Allows the physician to communicate in a secure chat with care team members or physician extenders while in session
- Enables order/task management creation into EMR

Virtual Visits

Configure an AI-powered, enterprise-wide digital front door

- 35% decrease in abandonment rates
- ~2 more appointments per physician per day
- 64% reduction in unnecessary ED visits



Virtual Hospital

ThinkAndor® Virtual Hospital

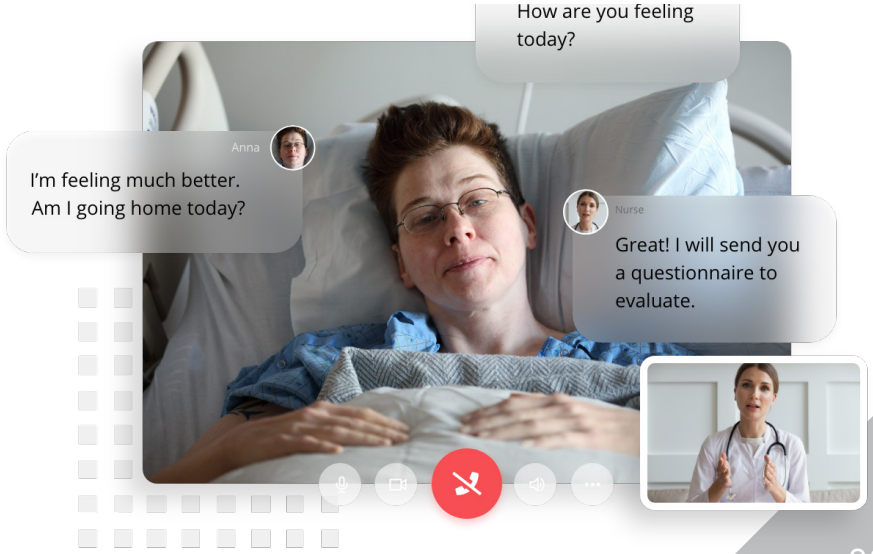
ThinkAndor® Virtual Hospital reimagines the way patients are monitored by leveraging AI to streamline and unify virtual interactions across in-patient scenarios – virtual rounding, virtual nursing, virtual sitting, on-demand virtual consultations, and remote specialty consultations.

With deep integration into the EHR, AI-powered ThinkAndor® optimizes workflows improving care team retention, patient outcomes, and patient satisfaction. Health systems with ThinkAndor® can implement virtual capabilities, at scale, across the system providing additional support to the bedside clinical team, while keeping a similar and familiar technology.

Virtual Rounding

Virtual rounding provides healthcare systems with a configurable experience allowing clinical staff to quickly identify and route virtual requests to on-shift and available providers.

- Reduce the length of stay by ½ day
- Stream multiple endpoints into a single dashboard with AI-based alerts for fall risk, elopement, and ambulation
- Alert on-shift care teams for on-demand virtual consultations
- Capture patient self-reported information to drive care team actions



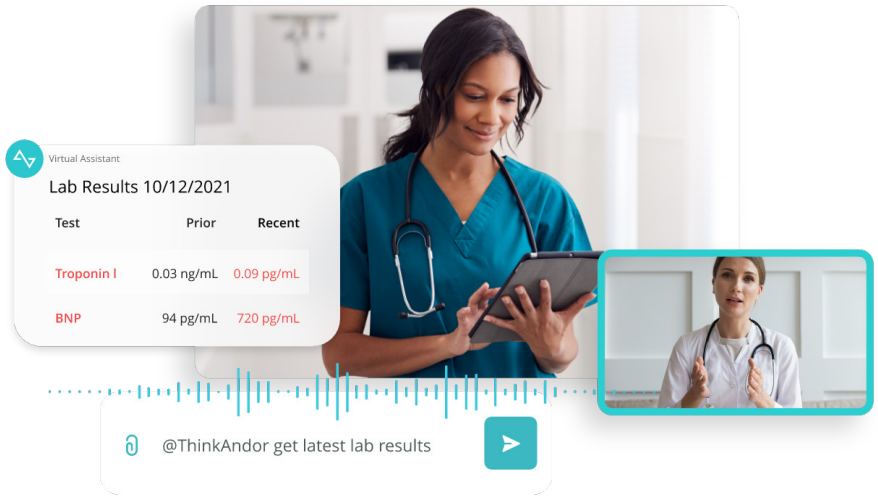
ThinkAndor®'s Virtual Rounding leverages OpenAI & GPT to enable the entire health system to virtually provide care at the bedside or at home. The same video/audio endpoint can be multi-purposed to enable virtual nursing, virtual sitting, & virtual remote consultations.

Establish a hardware-agnostic, workflow-driven capability that enables the entire health system

- 49% decrease in left without being seen rates
- 60% reduction in virtual sitter costs with virtual sitting
- 3X increase in nursing capacity with virtual nursing
- $0 hardware cost

Virtual Nursing

Virtual nurses help alleviate the workload of the bedside care team by monitoring patients virtually for admit documentation, routine patient checks, medication double verification, and discharge planning. Facilities with virtual nursing see a 4X increase in nursing capacity.



We experienced a need for virtual nursing and rounding solutions in our ICUs. We were able to quickly solve this with Andor, who was already partnering with us on other use cases. Since then, we have done thousands of successful virtual nursing rounds. Now, we are expanding our virtual rounding and looking at the many other virtual use cases the Andor platform can facilitate. The Andor team has served as both a vendor – and strong partner.

Doug McKee, MD, CMIO of Health First

Virtual Sitting

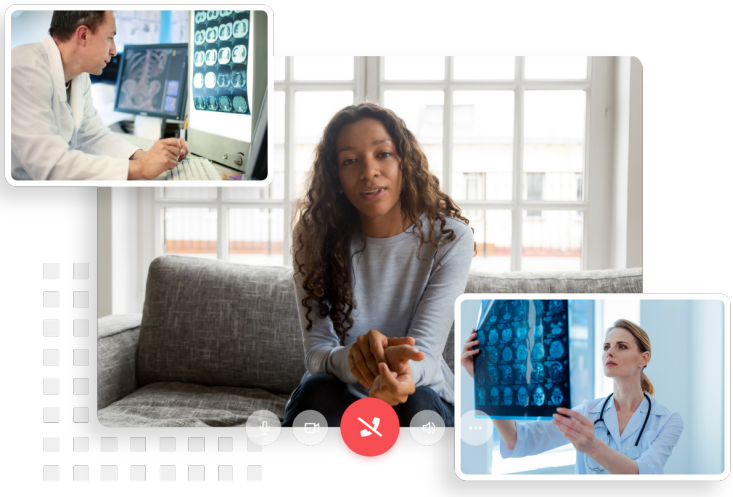
By leveraging ThinkAndor® Virtual Rounding for virtual sitting, care teams can continuously monitor at-risk patients ensuring clinicians are able to intervene when patients need help most.

- 70% fall reduction in high-utilization areas
- 15% improvement reported in staff retention & engagement
- 75% cost reduction potential
- 10% decrease in LOS & readmissions

On-demand Virtual Consultations

Change the way your organization responds to overcrowding by leveraging existing staff from across the system for on-demand virtual consultations.

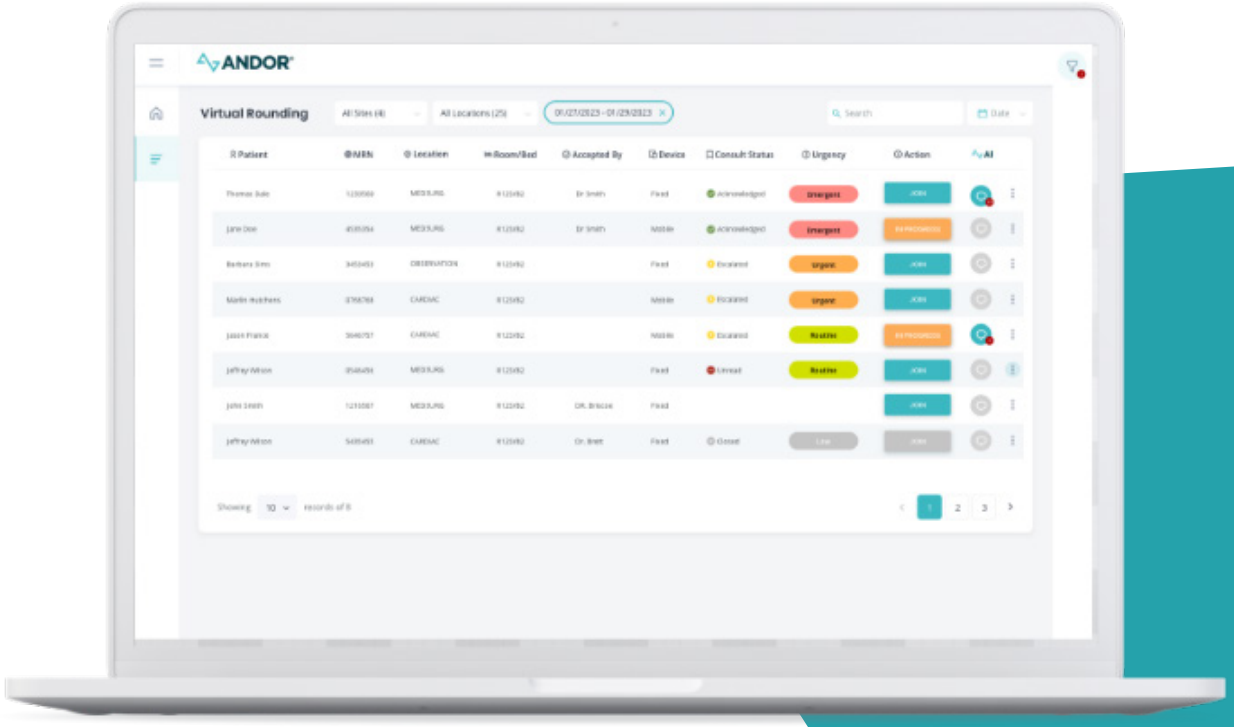
- 49% reduction in patients left without being seen rates
- 18 minutes faster bed-to-disposition time on average



Remote Specialty Consultations

Increase access to specialty care with remote specialty consultations. Remote consults allow specialists to review a patient's medical records virtually and provide consultation, providing additional information for clinical decision-making.

- Connect patients to specialty care within the system or across the country
- Provide timely access to specialty care – avoiding long wait periods
- Extend specialty care that may be otherwise unavailable to patients in rural areas



Virtual Patient Monitoring

ThinkAndor® Patient Monitoring

Monitoring a patient's health virtually, outside the hospital setting, is part of a long-term virtual health strategy and is key to improving patient outcomes because a patient's care doesn't end upon discharge.

Virtual Patient Monitoring

Enable a health system at home for chronic and acute care streams

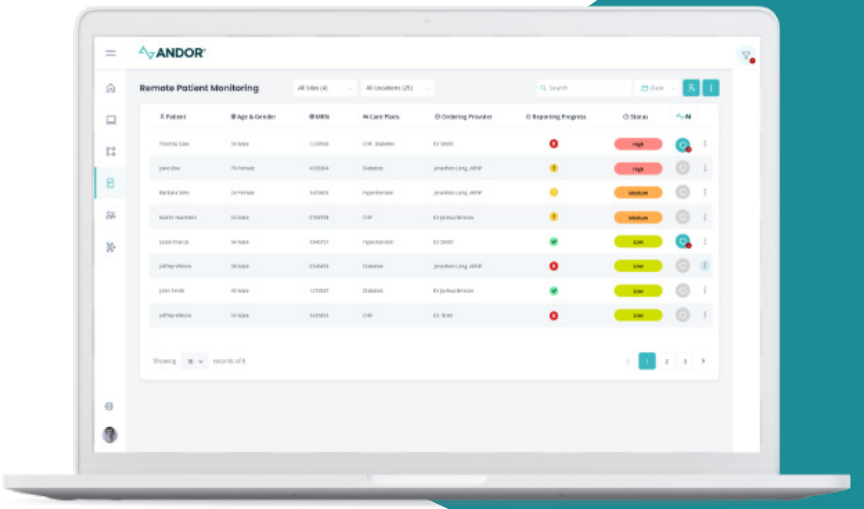
- 1.5 days saved monthly on billing data collection & reporting
- 20% additional billing hours captured with automated time tracking
- 5 hours saved per patient of nurse & administration time
- 3X patients monitored without increasing provider resources

With the ability to connect to a variety of devices, including BYOD, ThinkAndor® Virtual Patient Monitoring (VPM) offers solutions that allow clinicians to track a patient's health status remotely and intervene faster, improving outcomes and lowering readmission rates. Our device-independent dashboard provides a unified view that pairs qualitative and quantitative metrics, including device data, EMR, lab information, and patient-reported outcomes.

AI-driven alerts and configurable workflows provide tailored support that increases patient compliance driving better health

outcomes. ThinkAndor Virtual Patient Monitoring enables providers to monitor the patient's health status remotely ensuring long-term success.

- Improve the quality of care
- Decrease unnecessary hospital readmissions
- Reduce the cost of care
- Save over $8,000 per patient annually
- Better access to healthcare
- Improve support, education, and feedback
- Ensure doctors spend more time with high-risk patients
- Reduce clinician burnout
- Increase chronic care management revenue



Virtual Patient Monitoring

ThinkAndor ensures a unified experience for VPM-enrolled patients with an efficient workflow for care teams and clinicians. Patient kits are integrated with the overall virtual health platform where care team members can configure signals to monitor synchronously or asynchronously, and the team can effectively collaborate. VPM enables care teams to improve outcomes by leveraging insights from monitor data and patient-submitted information.

> The efficiency of ThinkAndor has empowered us to develop a sustainable telehealth program that supports our patient populations more efficiently by establishing virtual access points to care that our patients didn't have previously.
>
> *Nick Kostoff, Senior Manager of Telehealth, TriHealth*

Hospital at Home

Health systems with a sustainable approach to virtual health can reconsider how and where care is delivered, including expanding acute care outside the walls of the hospital. ThinkAndor empowers health systems to extend care beyond the acute setting allowing patients to receive acute-level care right at home.

Virtual Team Collaboration

ThinkAndor® Team Collaboration

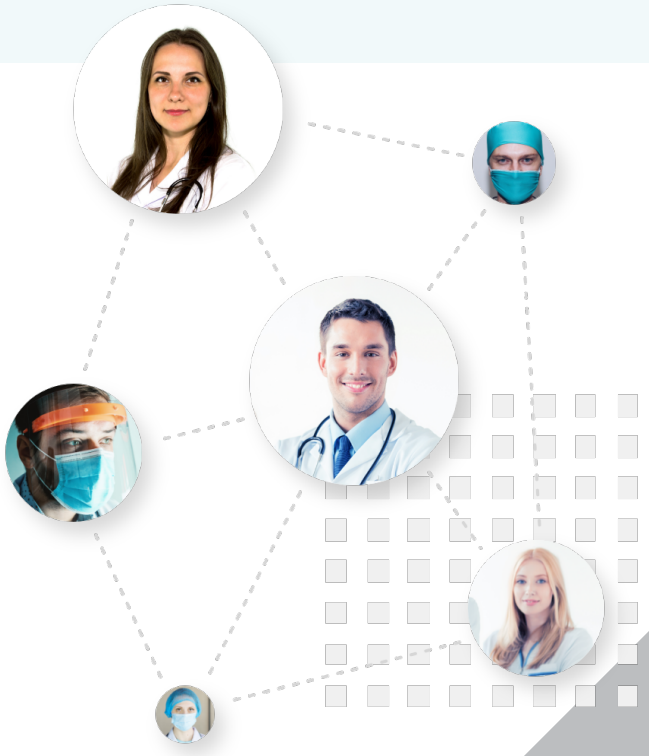
Clinicians can easily leverage ThinkAndor® to discuss a patient's health with the entire care team, including providers inside or outside the organization, for specialty and multi-disciplinary consultations. ThinkAndor® provides a secure, HIPAA-compliant platform enabling care team collaboration and clinically focused secure communications across the entire care continuum.

ThinkAndor® enables enhanced virtual collaboration via AI based notifications through audio, video, and text. These signals are pushed directly to clinical teams and allow them to personalize the workflows needed to improve and expedite patient care.

Virtual Team Collaboration

Integrate workflow-driven collaboration across the care continuum

- 30% reduction in care team action time
- $2.5 million saved annually with technology consolidation

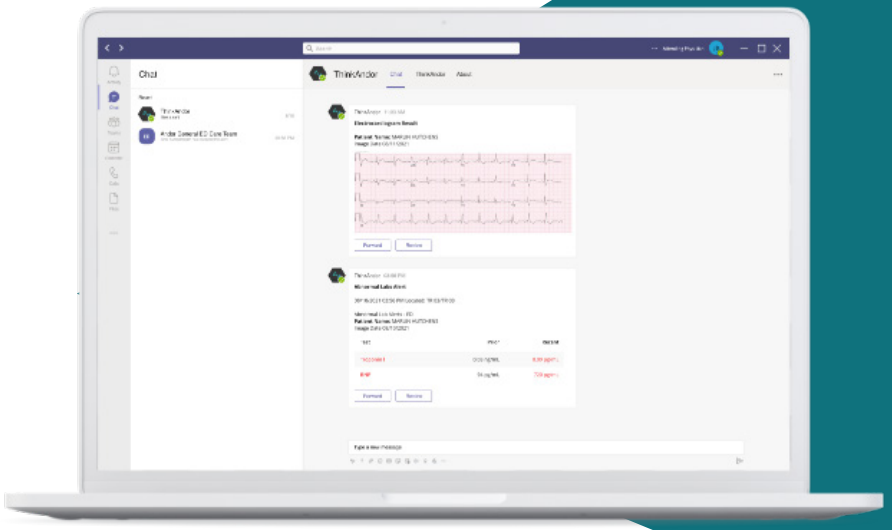


Configuration

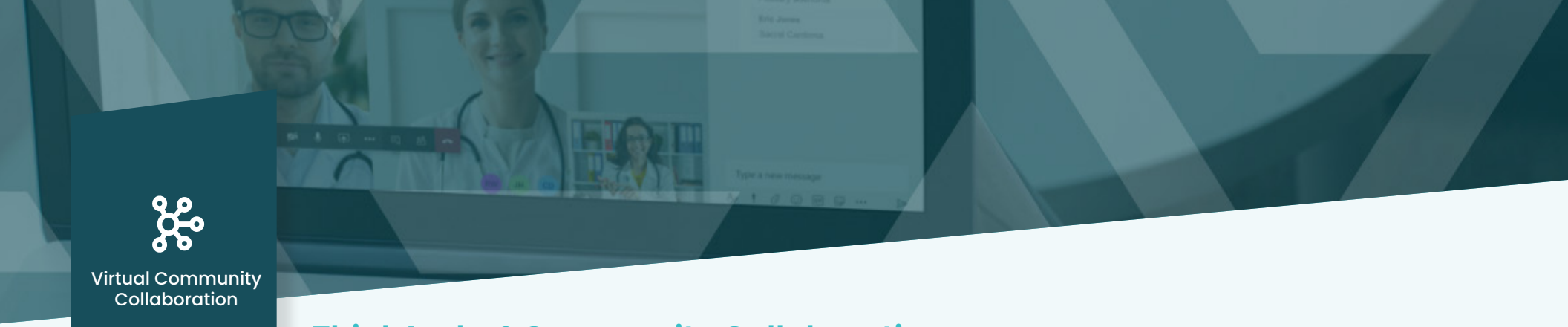
- Configure individual roles and teams driving appropriate communications
- Curate enterprise AI-based communications for users, roles, shifts, and teams
- Automate escalation ensuring message delivery and review
- Review, escalate, delegate, and forward messages
- Built-in voice command capabilities
- Customizable end-user data and communication channels

Communication & Collaboration

- Automated push notifications are sent via SMS text and email using assigned roles and teams
- Automated push notifications using assigned roles and teams
- Event-based notifications for clinical alerts across care settings
  - Patient care & best practice advisory alerts
  - Quality measures & critical results
  - Clinical care gap alerts
  - Outpatient surgical schedule
  - Admit, discharge, and transfer (ADT) notifications
  - Pre-op/pre-visit paperwork notifications
  - Emergency department and surgical schedule changes
  - Hospital throughput analysis
  - Prior authorization failures
- ThinkAndor® Virtual Assistant initiates multi-disciplinary collaborations between care team members



> Leveraging ThinkAndor has allowed us to extend our capabilities, enabling us to pull together multiple systems with one unified platform, resulting in greater collaboration among clinicians.
>
> *Novlet Mattis, Chief Information Officer of Orlando Health*



Virtual Community Collaboration

ThinkAndor® Community Collaboration

Virtual Community Collaboration and ADT Compliance

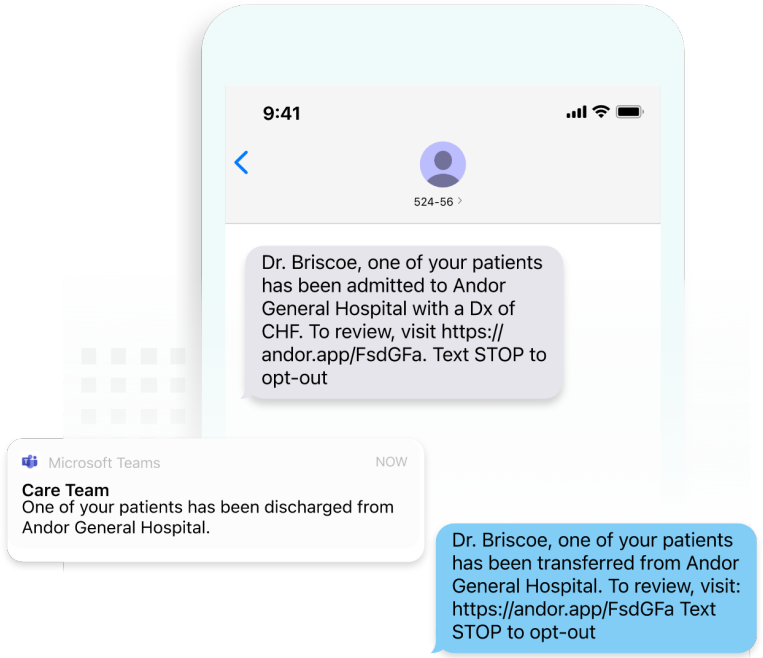
Andor Health guarantees 100% compliance with the Centers for Medicare & Medicaid Services' ADT notification rules and Florida House Bill 843.

- Notify PCPs of ADT events with real-time & continuous messaging
- Automate manual and fax processes
- Full configuration of workflows and patient event notifications
- Collaborate with community physicians across care settings and disparate EMR systems
- Keep Conditions of Participation for Medicare

Virtual Community Collaboration

Extend your brand and services to the community

- 100% compliance with CMS interoperability regulations
- 40% reduction in readmission rates
- 43% increase in revenue by virtually extending service line
- 20% increase in specialty referrals



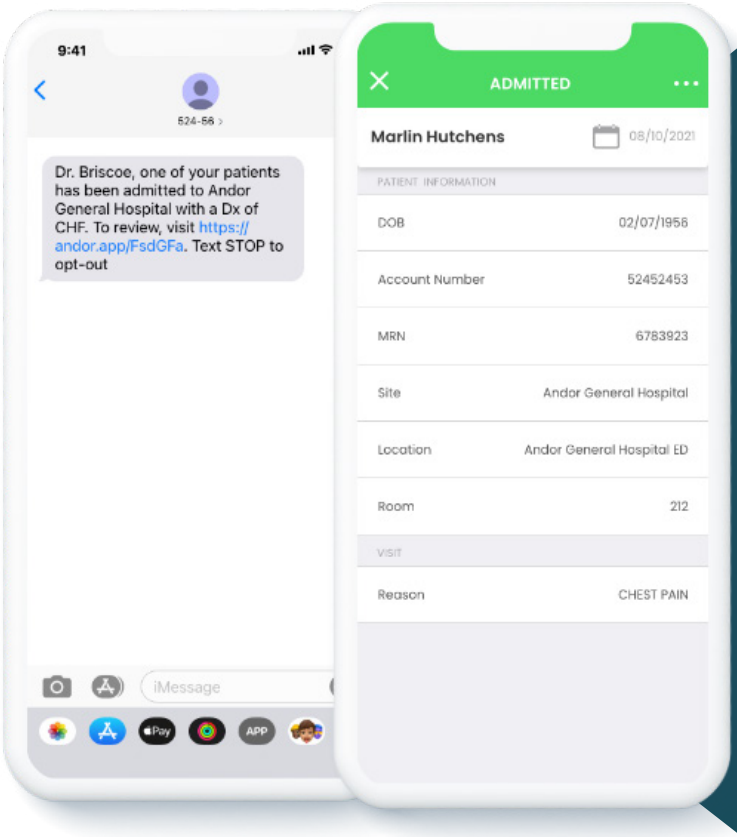
> Our partnership with Andor not only guarantees compliance, but it also enables last-mile connectivity to community clinicians. The Andor platform is an essential component of our strategy beyond our HIE and clinical communication systems to comply with these state and federal regulations.
>
> *Novlet Mattis, Chief Information Officer of Orlando Health*

Conclusion

ThinkAndor® leverages Open AI and healthcare-trained GPT models to create the next dimension in virtual health.

By providing real-time clinical data and relevant information, ThinkAndor® empowers providers to communicate and take the next appropriate clinical action with bi-directional integration into the electronic health records.

Let ThinkAndor® drive your virtual encounters. Learn more at www.andorhealth.com.



About Andor Health

At Andor Health, our mission is to change the way care teams connect and collaborate. By harnessing machine and human intelligence, our cloud-based platform unlocks data stored in electronic medical records to deliver real-time actionable intelligence to care teams – both inside and outside of their enterprise. By optimizing communication workflows, our solutions accelerate time to treatment, decrease clinician burnout, and drive better patient outcomes. For more information, visit Andor Health or follow us on LinkedIn and Twitter.