

Virtual Triage Bot

Eviden, a digital native scale-up, excels in data, cloud, advanced computing, and cybersecurity. With deep industry expertise and proprietary technology, we drive digital transformation across seven sectors, focusing particularly on Healthcare and Life Sciences. Our clientele includes hospitals, healthcare facilities, and health plans.

What We Offer

- Eviden developed the Virtual Triage bot leveraging the Infermedica triage engine on Microsoft's Azure platform.
- The bot assesses symptoms using clinical methodologies to determine the likelihood of a condition and associated risk factors.
- It is a cognitive, context-aware chat platform accessible via the web portal.
- Features include filtering clinical versus non-clinical requests and chat-based triage.
- It navigates patients to appropriate care modalities like ED, UC, or telehealth appointments.
- Integration with "find a doc" and scheduling workflows is facilitated.
- The bot summarizes conversations and provides recommendations for the next steps in care.
- Eviden assisted in integrating the solution into the customer's environment to meet specific requirements.
- Further customization options include connecting to nurse triage lines and resolving queries.

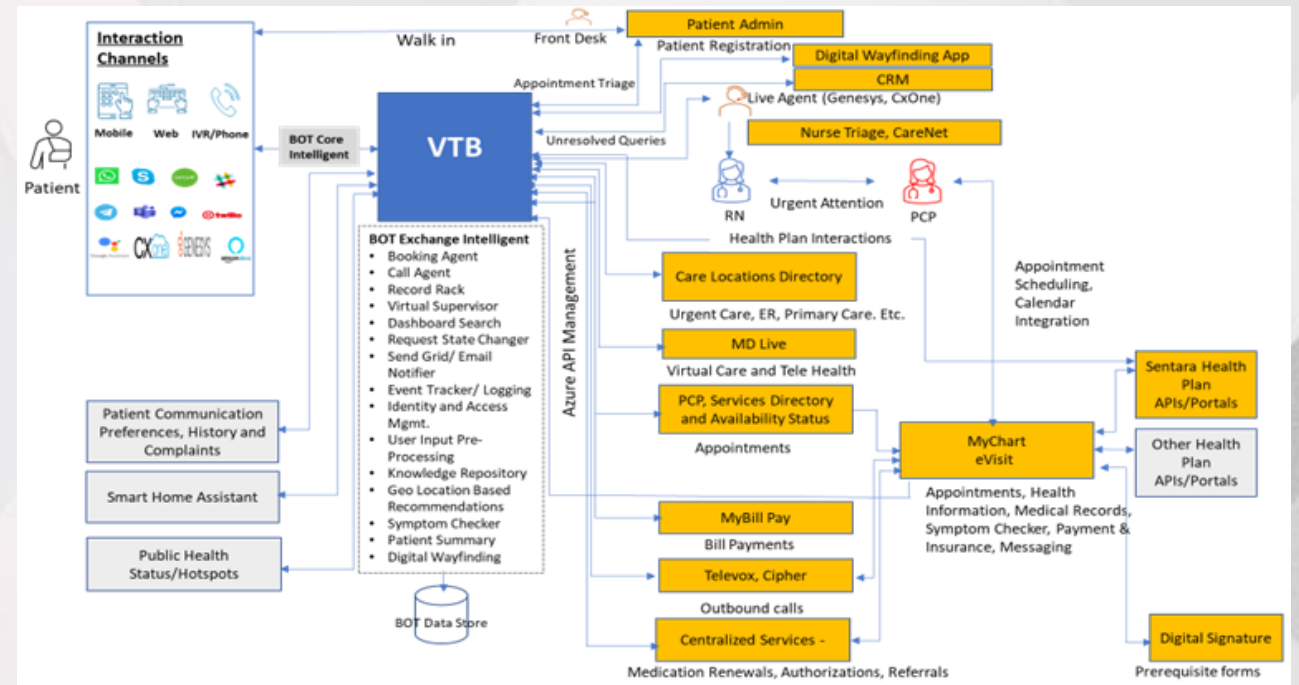


Virtual Triage Bot

How it Works

- The Virtual Triage Bot (VTB) is a cognitive, context-aware chatbot accessible through the customer's web portal.
- It assists in symptom triage and guides appropriate care modalities.
- VTB offers interaction summaries and recommendations, facilitating connections to "find a doc" and scheduling workflows.
- Leveraging Infermedica APIs via Azure API management, it performs clinical versus non-clinical triage.
- Proposed expansion includes transforming VTB into a digital health navigator, offering comprehensive care navigation services.
- This expanded solution encompasses query resolution, symptom checking, triage to suitable modalities, and integration with EMR systems.
- Azure API management serves as the interface for communication with interfacing systems.

Execution Strategies and Solutions



Virtual Triage Bot

Customer Outcomes

Reduced Wait Time

Increased Self Service

Customer Success

Company: North Carolina-Based Not-for-Profit Healthcare Organization

Solution:

Eviden recommended using a digital health navigator which would act as an end-to-end care navigator in providing guidance to the patients and updating the details to the EMR. As an MVP, we developed a virtual triage that would help with:

- Cognitive, Context-Aware, web-based Chat platform with a “How can I help you ?” feature functionality.
- Filter Clinical versus Non-Clinical Requests
- Support chat-based triage and navigation to appropriate care modality (ED / UC / e-Visit/ RN Triage line/ telehealth - virtual care appointment based on symptoms and disposition)
- Ability to summarize Conversations and provide a summary of recommendation

Outcome:

AI-based triage and navigation leading to the right care at the right time

- Seamless Navigation and experience for patients and other consumers
- Increased percentage of proactive outreach and patients with a care plan
- Increased self-service for patients/members
- Reduced wait time, ED Usage, Length of stay and readmissions
- Flexible integration with other Signature experience journeys