COVID-19 Virtual Assistant and Self-Assessment Tool for Enterprise

Our complimentary COVID-19 Virtual Assistant enables healthcare organizations to instantly be available for their patients throughout this crisis. The AI-powered assistant can address common questions about COVID-19 (coronavirus) as well as guide patients through a self-assessment tool for evaluating their coronavirus infection risk, all in a swift and seamless manner. The motivation behind this solution was to ensure that patients are getting the prompt responses they need without taxing overwhelmed support channels.

Who can benefit?

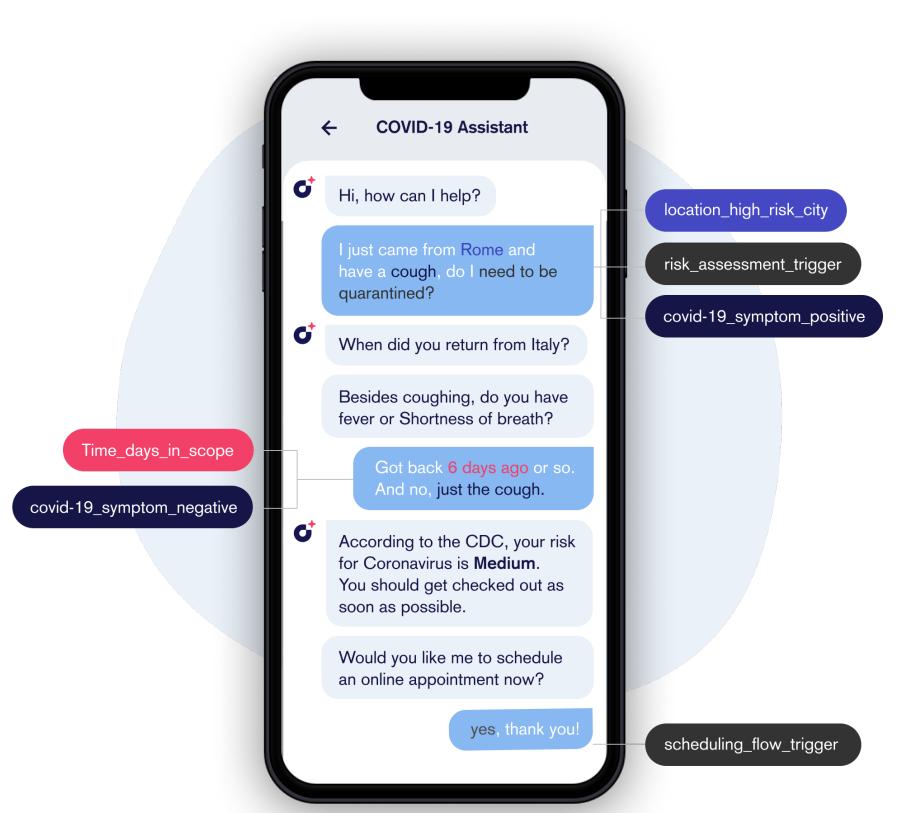
Any organization that supports and wants to assist its patients with information regarding COVID-19 and how to best deal with the situation can highly benefit from adding the COVID-19 Virtual Assistant to their website. Specifically, this is tailored for healthcare providers, pharmaceutical companies and government authorities that provide ongoing support to civilians.

In addition, the patients looking to those same organizations for validated answers surrounding COVID-19 will benefit, as a growing number of unreliable sources continue to spread misinformation.

What does it do?

Our assistant provides a conversational platform to equip patients with actionable information surrounding the novel Coronavirus. The information we provide is based on certified resources and freely available information developed by the Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO).

The COVID-19 Virtual Assistant can help answer common questions about COVID-19, such as "what are the coronavirus symptoms", "How can I protect myself?", "How is the virus transmitted"? Etc. Unlike typical FAQs and chat solutions for COVID-19, we don't provide a long list of questions in which patients have to exhaustingly filter to find what they are looking for, but instead, allow patients to type or speak a question of interest or intent using their own language.



hyro

COVID-19 VIRTUAL ASSISTANT

By implementing Natural Language Understanding (NLU) capabilities, we can continuously understand and guide patients throughout this process. After every answer, the assistant will also suggest additional topics based on the patient's previous question to encourage them to learn more about COVID-19.

Beyond FAQs, the assistant offers patients a self-assessment tool for COVID-19 risk infection. By asking the patient a series of questions about their symptoms, recent travel, and contact with people who are confirmed or suspected of having the virus, the assistant can provide an initial assessment of the patient's risk of infection (low/medium/high), coupled with a recommendation on how to proceed, based on the CDC's guidelines.

Following every risk assessment, the patient will also be navigated to the safest next step. These actionable results will be presented as suggestions to the patient and are customizable per your desired outcome. The results can include simple instructions for patients, referrals to other webpages, a link to connect to e-visit, dialable phone number (e.g. to a call center or 911), or any other option the organization offers their patients. Our assistant can integrate with any API, making it simple to add functionalities throughout the deployment, such as searching for a physician or scheduling an appointment online. All functions are customizable and can be tailored to the specific needs and priorities of your healthcare organization.

How can it help your organization?

- Alleviate stress on support/call centers experiencing unprecedented spikes in volume
- Help identify persons at risk and prioritize the urgency of cases
- Support patients in a timely manner and provide reassurance
- Educate patients on the COVID-19 implications and encourage taking protective measures
- Let patients know how they can contact the organization and on which mediums and channels to do so

Turn COVID-19 data into simple dialogue

Scrape	Translate	Understand	Embed
Hyro scrapes existing COVID-19 data sources (websites, DBs, APIs, etc.)	Translates the data to a knowledge graph (KG) queryable by natural language	Adds natural language understanding layers	Generates a conversational Al assistant that can be easily embedded on various platforms

How is it different?

- Swift and seamless implementation
- Natural Language Understanding with both text and voice AI
- Easily customizable
- Out-of-the-box integration with any API or tool
- Optimizable call-to-action buttons and triggers

02/03

hyro

COVID-19 VIRTUAL ASSISTANT

What's next?

For COVID-19, as with all other use cases, deploying Hyro's solution on your website is quick and frictionless, requiring just two easy steps:

A. Introduction and alignment meeting:

We will need one meeting to demonstrate the conversational flow of the assistant and to collect your organization's specifications on how to tailor the assistant to best fit your priorities and brand kit.

The customizations include:

- Design and phrasing adjustments to align with your brand and language

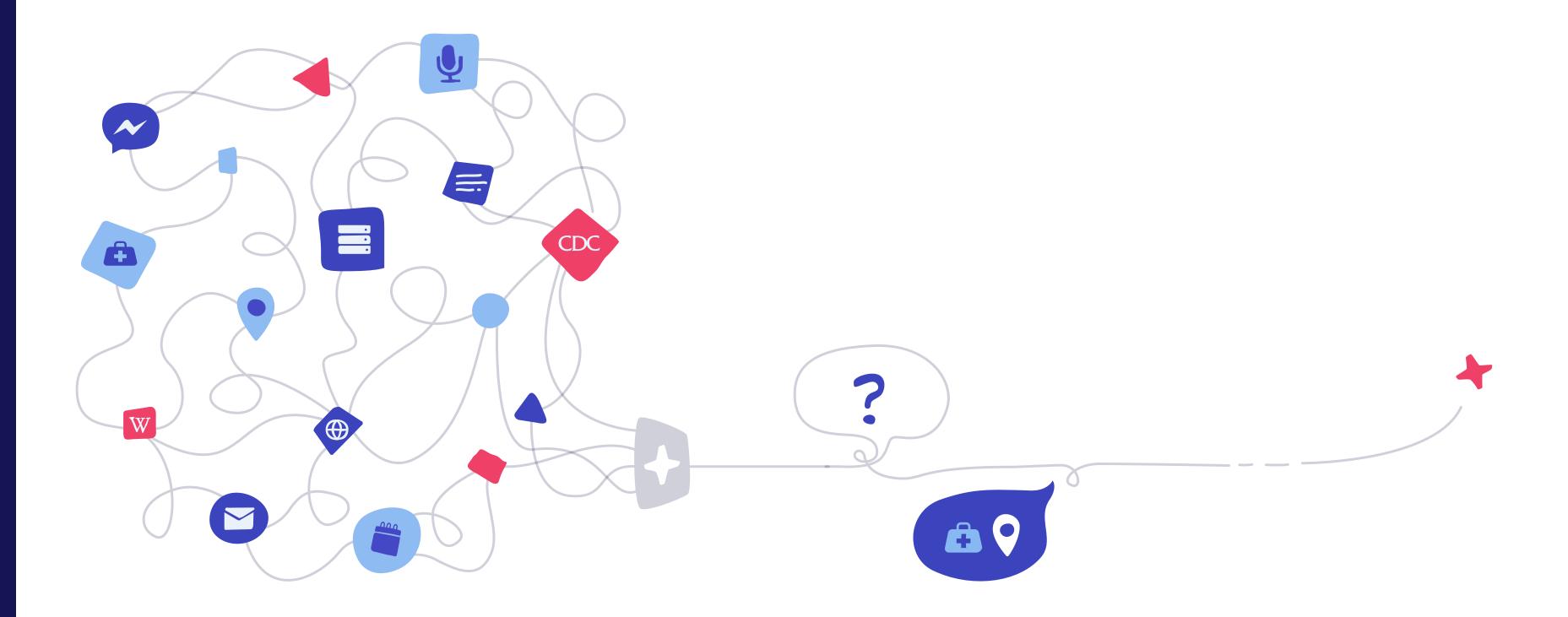
- Definitions of desired outcomes, triggers and actionable next steps (such as referral to another information webpage, call center, telemedicine or other)

- Addition of any information from resources, either specific to your organization or otherwise, to be embedded in the assistant's flow.

B. Integration with your website:

Hyro will generate a unique JavaScript (JS) snippet, which you will then add to the <head> tag of your website (simply copy and paste one line of code)

And voila - you have a COVID-19 Virtual Assistant!



For more information regarding the COVID-19 Virtual Assistant, please contact aaron@hyro.ai.