avaamo

VIRTUAL ASSISTANT SOLUTIONS POWERING HEALTHCARE'S DIGITAL FRONT DOOR

Omni-channel conversational AI platform powers the modern digital front door.

HI, WHAT DOES A LDL MORE THAN 125 MEAN?

COVID-19 is fueling explosive growth in virtual medical care and that's changing the entire conversation about the cost and delivery of healthcare. COVID testing and vaccination has added a new set of challenges to healthcare organizations already rebounding from the impacts of the pandemic. Requirements to support remote appointments, care navigation, vaccination scheduling, eligibility screening, and vaccine outreach are placing unmanageable demands on health system call centers and staff, creating a need for automating patient experiences in a natural, intuitive way.

AVAAMO'S PATIENT ENGAGEMENT SOLUTIONS

Avaamo's patient engagement solutions focus on pricing a single common infrastructure to automate and transform the entire patient experience across voice, IVR, web, mobile or smart home devices using Avaamo's conversational AI platform. These solutions make it easier for healthcare organizations to improve the patient experience, coordinate care, and drive operational efficiency. Avaamo's solutions are supported by end-to-end security and compliance of health data.
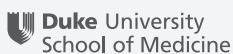
PATIENT ENGAGEMENT SOLUTIONS

CN CARE NAVIGATION

PS VIRTUAL PATIENT SUPPORT

AM APPOINTMENT MANAGEMENT

OB OUTBOUND CALLING PROGRAMS

INTEGRATIONS

Epic

Cerner

TRUSTED BY

Duke University School of Medicine   uchealth   Saint Luke's Health System   Anthem   NHS

CN

CARE NAVIGATION

Navigating provider websites can be confusing for patients; legacy navigation tools continue to shoulder the responsibility of providing patients the many, often surprisingly difficult logistics that surround healthcare encounters. Avaamo Care Navigation allows providers to automatically reach and engage patients 24/7 through natural, intuitive voice and virtual assistants. Here are some use-cases that are enabled via Avaamo's Care Navigation solution:

Physician Finder
Converse in natural language to immediately find a doctor near you by name, specialty or location.

Clinic Locator
Find a clinic near you by name, specialty or location by conversing in natural language.

Event Finder
Using natural language to find health classes, events and activities organized by the provider network for example yoga classes, wellness camps, virtual birth centers, healthy lifestyle.

Concierge
Get answers to various queries on common health concerns. The concierge can retrieve precise answers from articles on web-page authored by healthcare specialists.

Plan Finder
Find the healthcare plan that is best match to the patient needs as well as budget.

PS

VIRTUAL PATIENT SUPPORT

Avaamo conversational AI platform can be plugged into your existing chat, web, IVR or smart home device infrastructure to provide interactive multilingual 24/7 assistance. This allows providers to enable patient self-service with the option to transfer to a live agent including:

New Patient Registration
Registers new users on the provider network by integrating with backend systems like EPIC, Cerner and authenticates the user on further interactions.

After-Visit Notifications / Follow up appointments
Post the visit, patients can be notified with their summary and followed-up for further appointments.

View Medical Records
Users can access their medical records anytime to get their case history with the provider. This includes:

a. Vaccines and Immunizations
b. Allergies
c. Current and past medications

View Lab Results / Q&A around lab results
This allows users to view latest results, their past trends and learn about test results by simply asking the virtual assistant.

Medication Reminders/Management
Helps users with:

- View their medications
- Order/reorder them.
- Change preferred pharmacies

Send a note to the physician about their prescribed medications, side effects and care instructions etc.

Provider Messaging
Send a message to your PCP or any of the specialists on your records about health concerns, lab results.

AM APPOINTMENT MANAGEMENT

Free the patient from the tyranny of multiple calls, forms and repeated outbound confirmation requests that typify initial patient encounters. Avaamo's omni-channel solution can automate this portion of the patient journey and protect valuable live agent time for more complex care management encounters. This approach ensures seamless engagement including:

Primary care or Specialist Appointment Scheduling
Make new appointments with physicians for health tests based on their preferences (e.g., date/time) and availability. Scheduling in matter of minutes.

Appointment Reminder
Get reminders of upcoming appointments as well as confirmation of primary doctor and specialty visits. List any specifications for the visit (e.g.m if the patient has to fast before the test).

Test Scheduling (Covid-19)
Schedule specific tests for patients and find closest clinic/facility to get the tests performed.

Reschedule/Cancel Appointment
Patients can reschedule their pre-booked appointment to an alternate date or cancel their appointment as needed.

Vaccination Scheduling (Covid-19)
Virtual agents can schedule patient vaccinations including checking for specific pre-existing conditions and closest location for vaccinating.

OB OUTBOUND CALLING PROGRAMS

Avaamo's automated outreach campaign solution generates outbound calls to support open enrollment, Medicare outreach or flu season signups. Avaamo's C-IVR seamlessly integrates with EPIC EMR and your exisiting call center for a natural, conversational AI experience that reaches a higher volume of patients in a more direct and meaningful way.

Covid Vaccine Appointment outreach
The virtual assistant makes outbound calls to:

- Make new appointments
- Cancellation
- Reschedule etc.,
- Remind and provide supporting information

Care Campaigns
Run care campaigns & promote health by sending relevant notifications. Specific outreach programs can be designed to run over phone, email or other channels.

Appointment Reminders
The virtual assistant makes outbound calls to users

reminding them of upcoming appointments and provide additional information if needed.

Updated Medical Record, Patient information
Get answers to various queries on common health concerns. The concierge can retrieve precise answers from articles on web-pages authored by healthcare specialists.

Plan Finder
Calls patients to confirm and update the following

- Demographic information.
- Communication details and preferences

AVAAMO'S SECURITY & COMPLIANCE CERTIFICATES

SOC2/SOC3

Service Organizations Controls,
Trust Services Principles

ISO/IEC 27001

Information Security
Management System (ISMS)

NIST 800-171

Protecting Controlled Unclassified
Information in Nonfederal Systems
and Organizations

HIPAA

Health Insurance Portablility
and Accountability Act

About Avaamo

Avaamo's award-winning, HIPAA-compliant conversational AI platform powers voice and Virtual Assistant solutions for healthcare that improve patient engagement, increase efficiency, and improve outcomes. Customers include Anthem Healthcare, UC health, St Luke's Hospital Systems, Optum Serve and the NHS- Scotland.
Find us at www.avaamo.ai/solution-healthcare