SMART(ER) DIGITAL PATIENT ENGAGEMENT

UPGRADE YOUR PATIENT'S EXPERIENCE.

1

USE NEW DIGITAL DATA IN PERSONALIZED CARE INITIATION

ENABLE NEW PATIENT DATA TO ENGAGE FULLY AT A PERSONAL LEVEL

by using sources like social media, digital exhaust, internet personas, and other social determinants of health and public records information to develop better relationships between people and systems of healthcare. Using this level of personal knowledge allows payers and providers to provide new ways to help people to interact with care and societal resources, identify and close care gaps, and shift to preventive medicine.

2

MAXIMIZE LOCAL HEALTH RESOURCES TO PERSONALIZE CARE

PROVIDE RECOMMENDATIONS ON LOCAL CARE

by proactively sending information, identifying convenient locations where patients can be seen, and prompting them to access online scheduling for a new appointment with their selected PCP.

3

LEARN PATIENT HISTORY AND PERSONALIZE ENHANCED CARE TEAM

SCHEDULE AN INITIAL CHECK UP,

collect demographic information, and integrate prior health records and patient-reported care history with current and former conditions for a connected, frictionless patient experience that seamlessly populates into your health systems applications.

4

USE ONLINE DIGITAL FOOTPRINT TO INFORM TREATMENT AND PREVENTION

RESPOND TO ONLINE SEARCHES

by notifying your caregiving teams when patients perform online searches of new health conditions or symptoms not included in their prior history. The Human360° platform can identify red flags based on current health conditions, prompt the patient to list new symptoms or conditions when scheduling their next PCP visit, and recommend a prioritized visit if necessary.

5

PROACTIVELY ENGAGE WITH CARE TEAM AT POINTS OF CHANGE

SET UP APPLICATIONS AND CONVENIENTLY IDENTIFY A CARE TEAM

when a patient is diagnosed with a new condition. You can send the specialist's contact information and instructions to the patient, while considering both pre-existing and new health conditions.

6

MONITOR BIOMARKERS AND USE AI/ML TO ENABLE PREDICTIVE MEDICINE

TRACK PATIENT'S NEW SYMPTOMS CENTRALLY

and actively monitor important biomarkers to assess conditions' progress. Integrate in-home devices to assist with monitoring, automatically enter data from devices, and disseminate data to systems of record. In addition, you can send reminders and notifications for visits or care events, allowing to escalate to your team if the care plan isn't followed.

7

OPTIMIZE COMMUNICATIONS AND MONITORING FOR BETTER ENGAGEMENT

MANAGE PERMISSIONS CENTRALLY

and allow patients to grant permissions electronically for care, disseminate communications related to their electronic health record, and identify family resources to inform or consult in case of health emergency or other contingencies. Their profile can also notify about medication use and prescription refills.

8

UTILIZE ALL AVAILABLE DATA ON PERSONAL AND LIFESTYLE FACTORS

PROVIDE RECOMMENDATIONS FOR LOCAL RESOURCES,

offer assessments of living arrangements to identify other opportunities for health improvement, or make a variety of assistance available to help your patients adhere to their care guidelines. Health systems can include social tracking information that may be included to enhance their overall experience and help with administrative processes.

9

CONTINUE PROACTIVE CARE BEYOND INDIVIDUAL VISITS

HELP YOUR PATIENTS GET THE BEST POSSIBLE CARE

by providing information on their case progressions and treatment, identifying possible new treatment opportunities for investigation, and giving recommendations based on predictive modeling of risk factors.

"GARTNER® PREDICTS THAT BY 2025, A DIGITAL COMMERCE PLATFORM AND MARKETPLACE FOR HEALTHCARE SERVICES WILL CONNECT 20% OF ALL CONSUMERS, PAYERS, AND PROVIDERS*."

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THE HUMAN360° HEALTHCARE DIGITAL EXPERIENCE PLATFORM

Harness your data to drive innovation and build a value-based care approach. With Human360°, it's a win-win scenario. You can drive patient engagement and improve their satisfaction, and your patients can find care when they need it most. Begin improving health outcomes today.

MEMBER ENGAGEMENT MOBILE APP

Member Engagement Mobile App with Member Registration and Providers Directory allows members to get all the information about their plans' details and available providers quick and easy.

360 MEMBER PROFILE

Gathering information about member and building comprehensive profile to enable prevention suggestions and shift providing of services to more member-centric approach.

INTELLIGENT SELF-SERVICE CHATBOT

Chatbot that together with the information about member gathered in 360 Member Profile and Engagement Mobile App allows members to get quick and accurate answers to their questions, reduces human factor and increases members' satisfaction.

FHIR CLIENT AND SERVER

Member Digital Experience Platform allows exchanging healthcare information electronically according to FHIR standard in both directions: getting the information from other systems and providing the information gathered inside the platform.

DIGITAL CONTENT PROVIDER (CMS)

Member Digital Experience Platform can work with Digital Content Provider systems and synchronize the information shown in Member Engagement Mobile App with your marketing campaigns or other content you want to share with members.

CONTACT CENTER

Amazon Connect integrated agent experience. Connects chatbot to human agent keeping client request context, making assistance smooth and frictionless.

READY TO SEE HUMAN360° IN ACTION?
REQUEST A DEMO TODAY!

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