

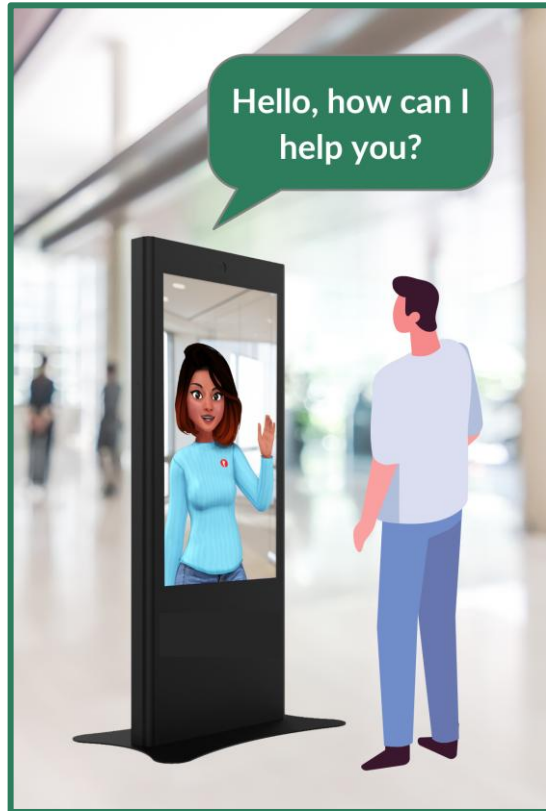
EVOLVING PATIENT ENGAGEMENT



Concierge and Wayfinding Solutions for Hospitals and
Healthcare Facilities



IMAGINE THIS...



*iHealthAssist™ is enterprise software deployable on a variety of Windows platforms

CHALLENGES



HOSPITALS & HEALTHCARE FACILITIES

IMPROVE PATIENT
RETENTION & REFERRALS



ALLEVIATE STAFF
BURNOUT



INCREASE OPERATIONAL
EFFICIENCY



IMPROVE PATIENT
FLOW



PATIENTS & VISITORS

NAVIGATING COMPLEX &
UNFAMILIAR SURROUNDINGS



RECEIVE
IMMEDIATE ASSISTANCE



REMOVE
LANGUAGE BARRIERS



GET PERSONALIZED
ATTENTION



WHY? – DID YOU KNOW?



... of patients ask for directions when they go to a hospital



... of visitors get lost in hospitals



... of healthcare administrators recognize the importance of multilingual staff.



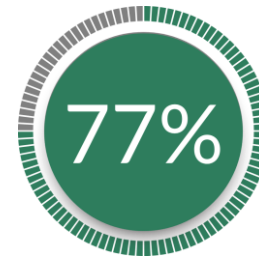
260% increase in [patient] engagement when using a digital avatar



... lost annually by staff assisting lost patients!



... staff is interrupted in high-traffic areas for wayfinding!



... of patients using digital wayfinding report reduced stress and improved experience



... of appointments are late or missed costing up to \$200 per patient

VALUE – KEY FEATURES



Continuous improvement with data capture & analytics

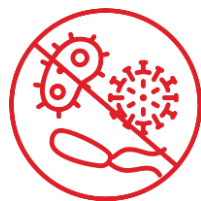


Availability

- ✓ Reduce staff member interruptions
- ✓ Answer FAQs
- ✓ Accurate facility navigation



Remove staff recruitment, onboarding & training expenses



Reduce the spread of germs with voice-first user experience



Enhanced patient engagement with conversational interactions



DIVERSE AVATARS PROMOTE INCLUSIVITY AND DIVERSITY FOR ALL DEMOGRAPHICS

ADDITIONAL BENEFITS

WHAT MAKES US DIFFERENT?



Human-like Engagement



Meet Rita!



Avatars utilize patented technology for sign language delivery



Multi-lingual Communications



Alex communicates in French

USE CASE – PATIENT ENGAGEMENT



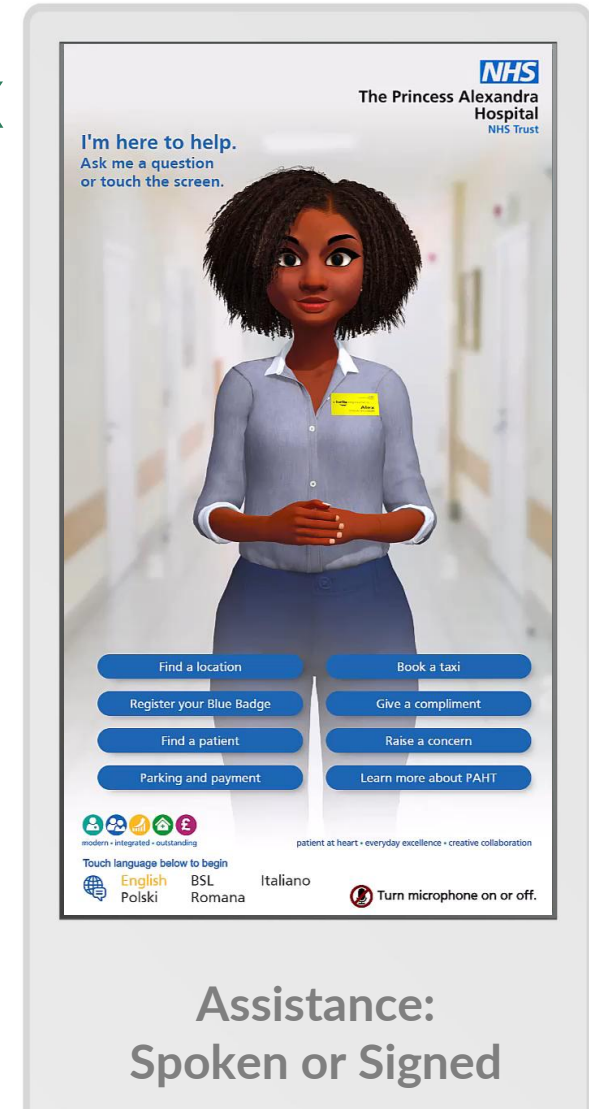
The Princess Alexandra Hospital NHS Trust

MEET ALEX

THE CHALLENGES IHEALTHASSIST™ IS HELPING THEM OVERCOME:

- Reduce the demand on their current staff
- Provide 24/7 high-quality **personalized assistance**
- **Help patients navigate** their way through the facility to their destination
- Communicate in the **preferred languages** of their patients

Alex speaks British English, Romanian, Polish, Italian and delivers British Sign Language



USE CASE – USAGE ANALYTICS

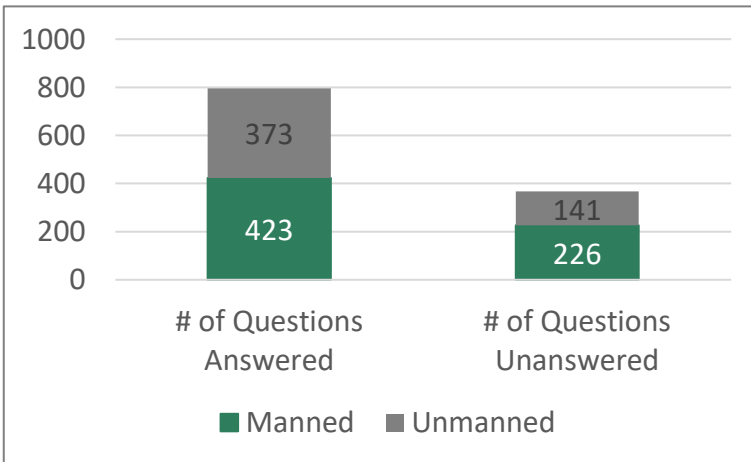
QUESTIONS ANSWERED

796
TOTAL



**ALEX DID ALL THIS IN JUST
1 MONTH**

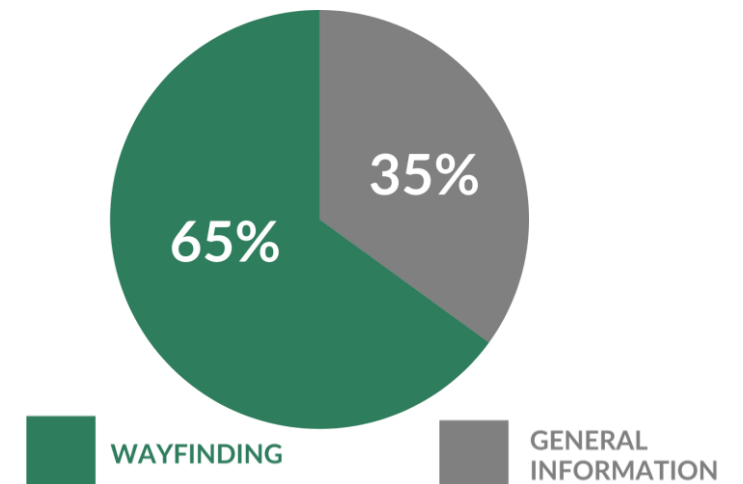
*Statistics are based on a data from trial conducted in
a single unit within a twenty-building complex*



STAFF TIME SAVED*

40
HOURS

INQUIRY BREAKDOWN



**Based on spending 3 minutes answering each question*

THE FUTURE IS NOW



**Concierge and Wayfinding Solutions
for Hospitals and Healthcare Facilities**

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MARKET TRACTION



**The Princess Alexandra
Hospital**
NHS Trust



South Warwickshire
NHS Foundation Trust



Renown®
HEALTH



Advent Health
for Children