

A Virtual Waiting Room that Digitizes Paper Intake, Prep, and Check-in for Patients

120K

HOURS
of unnecessary waiting room time every year (per 100 providers)

20

PERCENT
of patients switch providers because of long waits

40

PERCENT
of patients are delaying non-COVID care

A New Digital Operating Model

Retail and service industries are reimagining the way they serve customers. Healthcare providers need to do the same for patients that seek care for conditions beyond COVID-19, and that strategy begins in the waiting room. LifeLink conversational chatbots provide a virtual waiting room experience that delivers a contactless, seamless, and safe experience for patients and care teams.

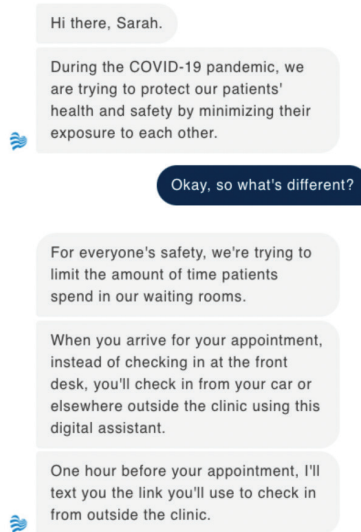


LifeLink-Powered Virtual Waiting Rooms at Banner Health

“Banner Health Innovates with LifeLink Chatbots to Enable Virtual Waiting Rooms for Telehealth and In-Person Appointments”

Press Release May 14, 2020

- ▶ Rolled out across 1500 physicians and 300 clinics
- ▶ 2-week deployments
- ▶ Cerner EMR integration
- ▶ 80% patient engagement rate
- ▶ 90% satisfaction rating



Hi there, Sarah.

During the COVID-19 pandemic, we are trying to protect our patients' health and safety by minimizing their exposure to each other.

Okay, so what's different?

For everyone's safety, we're trying to limit the amount of time patients spend in our waiting rooms.

When you arrive for your appointment, instead of checking in at the front desk, you'll check in from your car or elsewhere outside the clinic using this digital assistant.

One hour before your appointment, I'll text you the link you'll use to check in from outside the clinic.

Virtual Waiting Room Solution

- ▶ Rapid launch, can be live in two weeks
- ▶ Simple, intuitive patient experience, no training required
- ▶ Runs on any patient device without app downloads
- ▶ Supports ambulatory clinic visits (in person or telehealth) and acute encounters
- ▶ Fully configurable to adapt to specific clinic intake forms and workflow
- ▶ Designed to integrate to EMR, CRM, and other systems of record
- ▶ High-scale and HIPAA-compliant to support large health systems