

COVID-19 Conversational Education, Screening, and Intake

Managing the Massive Increase in Patient Demand

Current, manual approaches were not designed for pandemic-level volumes or social distancing.

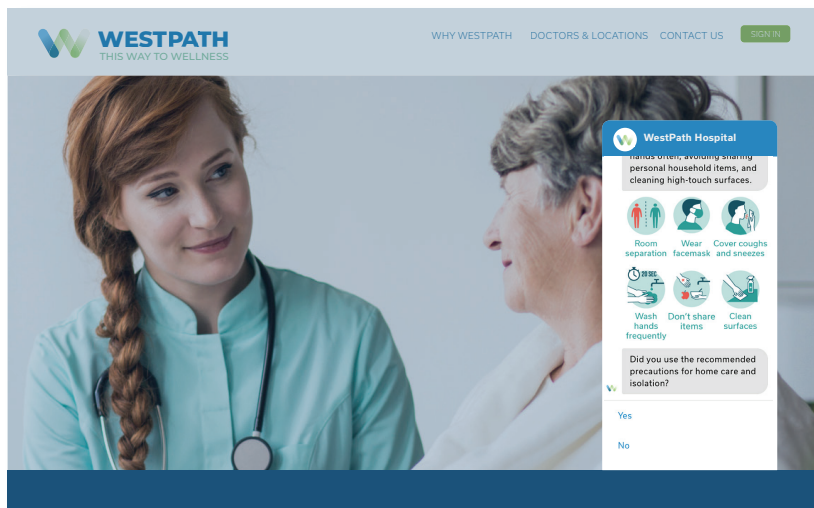
38 MILLION patients may need medical care

30 MINUTES of estimated triage and intake time per patient

80 PERCENT of care coordination tasks are scripted and repetitive

Engage at Unlimited Scale, Safely

The LifeLink COVID-19 chatbot solution augments Patient Access and nurse triage teams by providing answers to common questions, screening patients, and managing intake. Smart, on-demand chatbots can assess patient risk, reduce Patient Access and triage team caseloads, and route patients to the most appropriate care.



Launch in 3 days or less. Deploy across all channels: website, print materials, interactive voice response (IVR), and outbound email/SMS campaigns.

COVID-19 Solution

Rapid Launch

- High scale, HIPAA-compliant, secure, designed for mobile
- Administers symptom, travel, contact, and special population screening
- Aligns with CDC-approved content and risk assessment guidance
- Highly configurable triage logic and care endpoints per institution

Expansion Capabilities

- CDC Education and FAQ module to answer common patient inquiries
- Clinical Intake module to guide high-risk patients from screener to secure appointment queue for immediate testing
- Supports integration with EMR, CRM, and other systems of record to deepen automation opportunities