



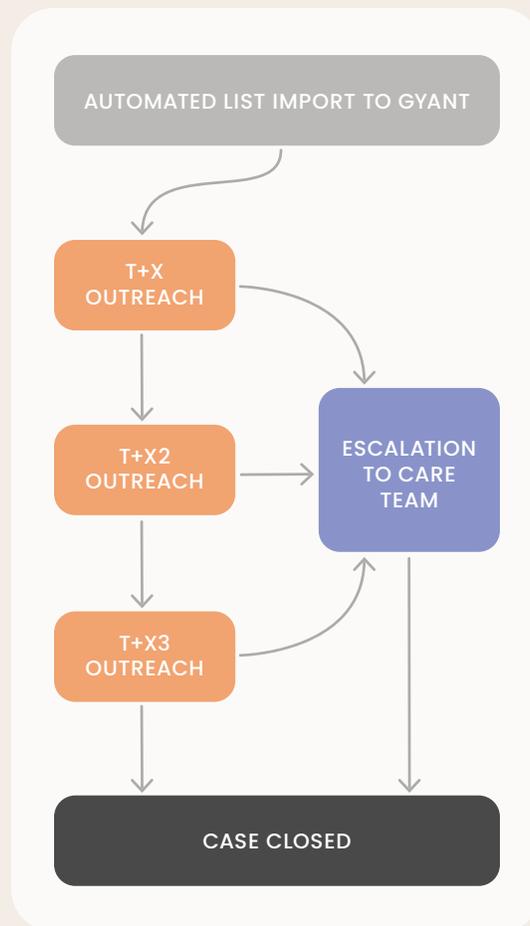
# Pathways

Post-care follow-up

Automated follow-ups conducted by GYANT's conversational AI care assistant to monitor recovery, reinforce care plans, and keep patients and care teams connected.

## Patient follow-up is a crucial element of care.

Both inpatient and outpatient care follow-ups require manual outreach, note-taking, and diligent tracking. Up to 95% of cases are low to medium risk, making post-care connections ideal for AI automation. GYANT Pathways integrates with the EHR to schedule AI follow-ups and log updates for the care team, making patients feel supported in recovery and helping providers efficiently manage large case numbers.



### PRIMARY USE CASES

- Inpatient post-discharge outreach
- Outpatient/ambulatory surgery outreach
- Patient surveys

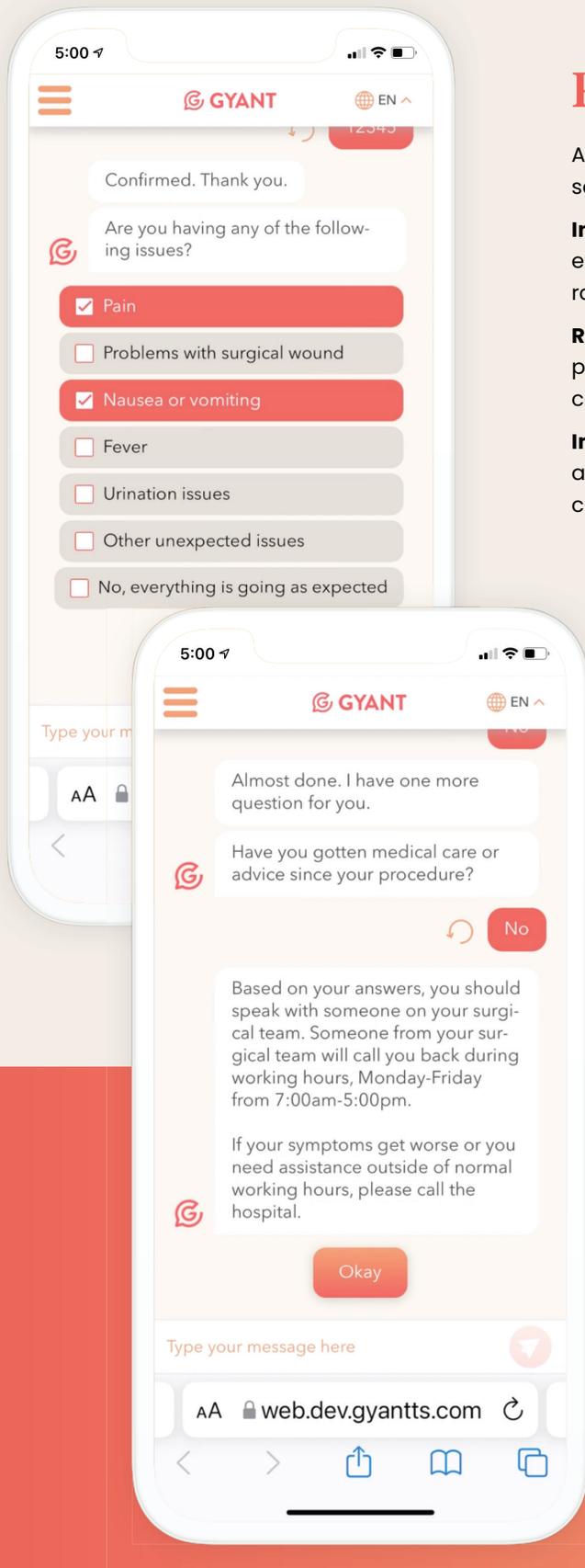
### RESULTS

**+58%**  
patient response rate

**56%**  
cases closed without  
escalation to care team

**70-80%**  
of discharge cases are  
low risk





## Reduce Cost of Care

Automate up to 95% of post-care updates to expand patients served per provider.

**Increase program response rates:** friendly AI assistants engage patients via text and HIPAA-compliant web chat rather than phone.

**Reduce readmission rate:** with increased response rates patients and care team are more informed and care corrections can be made as soon as possible.

**Improve and standardize the patient experience:** ensure all patients receive the highest care possible regardless of the care manager.

## Why It Matters

According to a 2021 KLAS study, 100% of GYANT's clients are satisfied and recommend us to their peers. These individuals across Marketing, Patient Experience, IT, Digital Health, and Clinical functions repeatedly tells us that GYANT Front Door expands patient access and digitizes the patient journey, reduces costs, increases staff productivity, and streamlines triage and care navigation.

"GYANT's technology has shown its potential to boost patient engagement and care delivery through their use of clinical conversational AI. We have seen adoption by patients of all ages and significant improvements in contact rates, while at the same time improving efficiency of our outbound call program."

### Mary Curran

Executive Director, Executive Administration at the Cleveland Clinic