



ThinkAndor® #1 Virtual Care Solution with Highest Client Satisfaction

Top Vendor for Open AI & GPT, Patient Rounding, & Provider Collaboration

Black Book Market Research LLC surveyed almost 1,000 clinicians and leaders across over 750 facilities using 18 evaluation criteria through an annual market research survey. After diving into the findings, Andor Health ranked #1 in 13 out of 18 categories*, and Black Book awarded Andor Health as a leader in client satisfaction for any virtual care solution and designated Andor Health the top vendor for open AI & GPT, patient rounding, and provider collaboration.

ThinkAndor® leverages open AI and healthcare trained ChatGPT models to enable care teams and patients to connect anywhere across the care continuum. By unifying virtual health into one cohesive platform, ThinkAndor® enables the entire health system to virtually provide care at scale. Clinicians can join virtual sessions directly from the EHR allowing care teams to efficiently deliver virtual care while leaving existing clinical workflows untouched.

Individual Vendor Key Performance: Virtual Care Collaboration Solutions

Table 3: Raw/Agregate Client Experience and Customer Satisfaction Scores 2023

Rank	Vendor	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Mean
1	ANDOR HEALTH	9.80	9.84	9.76	9.63	9.65	9.55	9.30	9.86	9.70	9.73	9.62	9.70	9.76	9.86	9.29	9.47	9.75	9.78	9.67
2		9.18	9.13	9.59	9.39	8.17	9.04	8.26	9.54	9.85	9.07	9.64	9.18	8.72	8.62	9.16	9.08	9.07	9.54	9.12
3		9.22	9.17	9.51	9.27	9.04	8.85	8.63	8.39	9.47	9.37	9.29	8.79	9.79	9.08	9.58	8.30	9.05	9.42	9.12
4		8.98	9.09	9.08	9.47	8.97	9.29	9.00	8.70	9.09	8.86	9.49	8.56	9.22	9.08	8.85	9.31	8.59	9.47	9.06
5		9.07	8.46	9.18	8.87	8.90	9.51	9.08	9.59	9.45	8.75	8.10	8.28	8.10	9.57	8.14	9.67	8.85	9.04	8.92
6		8.62	8.80	8.70	9.15	8.68	9.27	8.60	9.25	8.35	9.09	9.07	9.32	9.12	9.47	8.50	8.30	8.42	8.90	8.87
7		8.73	9.28	8.05	7.17	9.51	9.24	8.30	9.40	9.29	8.40	7.92	8.12	7.91	8.86	8.25	8.87	9.20	9.06	8.64
8		8.54	9.29	8.14	9.21	7.05	8.74	8.23	8.32	8.33	8.06	9.02	9.75	8.30	7.74	8.37	8.87	8.81	8.70	8.53
9		7.95	8.80	9.15	7.86	7.90	7.42	9.07	7.88	8.12	8.32	9.21	7.60	8.71	9.17	7.89	9.09	7.61	8.73	8.36
10		7.90	8.78	8.67	6.17	8.49	7.30	8.04	8.73	8.31	7.92	8.48	8.00	7.66	8.02	8.49	7.85	8.86	8.44	8.12
11		7.28	7.15	8.04	8.47	9.66	6.60	9.27	8.09	8.19	7.60	8.04	8.09	8.48	8.25	8.25	7.65	8.60	8.20	8.11
12		7.07	6.00	9.45	8.33	6.35	7.49	7.93	8.78	8.61	6.81	7.02	8.39	8.56	7.84	7.98	8.28	7.99	8.00	7.83

Andor Health ranked #1 in 13 of 18 key performance indicators.

1. Strategic Alignment of Vendor Offerings to Provider Goals & Client’s Mission (Including MACRA, FHIR, ONC, HIE, Population Health, RCM, Value Based Care)

Q1: Organizational structure meets the needs of stakeholders or customers, and stakeholder satisfaction is the most important priority. The client is likely to recommend the vendor to similar sized hospitals and physician groups, physicians within the same specialty or delivery setting.

OVERALL RANK	Q1 CRITERIA RANK	VIRTUAL CARE COLLABORATION SOLUTIONS COMPANY	OPEN AI, GPT MODEL & SUPPORT TOOLS	REMOTE PATIENT MONITORING & VISIT TOOLS	ROUNDING TOOLS	PROVIDER COLLABORATION TOOLS	MEAN
1	1	ANDOR HEALTH	9.77	9.94	9.74	9.75	9.80
3	2		9.00	9.14	9.33	9.37	9.22
2	3		9.24	9.19	8.83	8.85	9.18
5	4		9.50	9.18	8.22	9.37	9.07
4	5		9.11	9.24	9.04	8.54	8.98
17	6		8.51	8.93	8.68	8.99	8.78
7	7		9.32	9.05	8.21	8.33	8.73
6	8		8.76	8.06	9.10	8.54	8.62

* Black Book™ Virtual Care Collaboration Solutions, 2023, p 15