



Over a decade of  
experience  
building AI  
products  
25 countries  
500,000 users

Alelo combines the  
latest avatar-based  
***AI technology***  
with research in  
***human learning*** to  
***help clients*** transform  
their education and  
training

## Who We Are:

## Experts in AI in Education, Communication Sciences



*W. Lewis Johnson, PhD, CEO and co-founder*

- Thought Leader, Entrepreneur, Author
- International AI speaker and contributor to peer-reviewed journals
- First developer of pedagogical agents (lifelike characters presented on a computer screen that guide users through learning)
- Holds patents for interactive avatars
- Winner, XPRIZE Rapid Reskilling Competition
- DARPA Significant Technical Achievement Award
- Past President, Intl. AI in Education Society
- Linguistics: Princeton; Computer Sci.: Yale



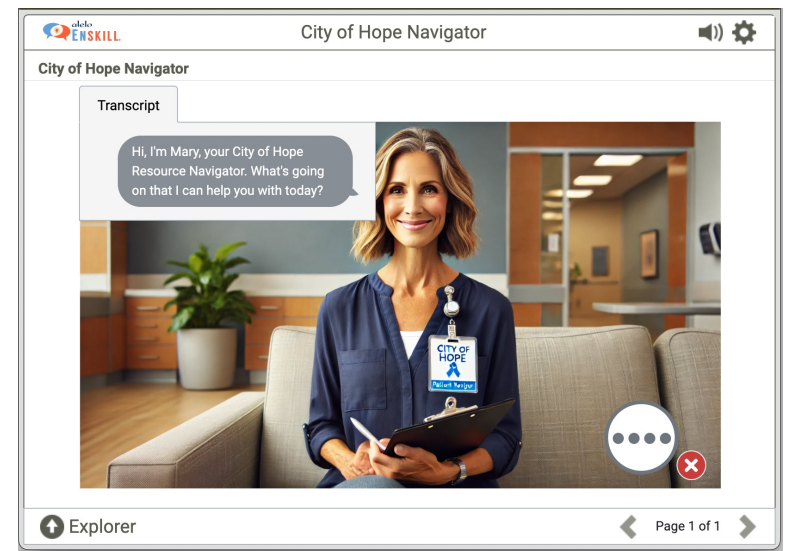
*Karen Chiang, Board Member*

- President, Caimber, Inc.
- Global business-development leader in education and workforce development
- Has done business in 35 countries
- Pearson: VP Sales for Clinical and Talent Assessment in Emerging Markets
- Pearson Taiwan: Managing Director
- Thompson Learning (now Cengage): Director Asia ELT
- Ordinate (now Pearson): General Manager



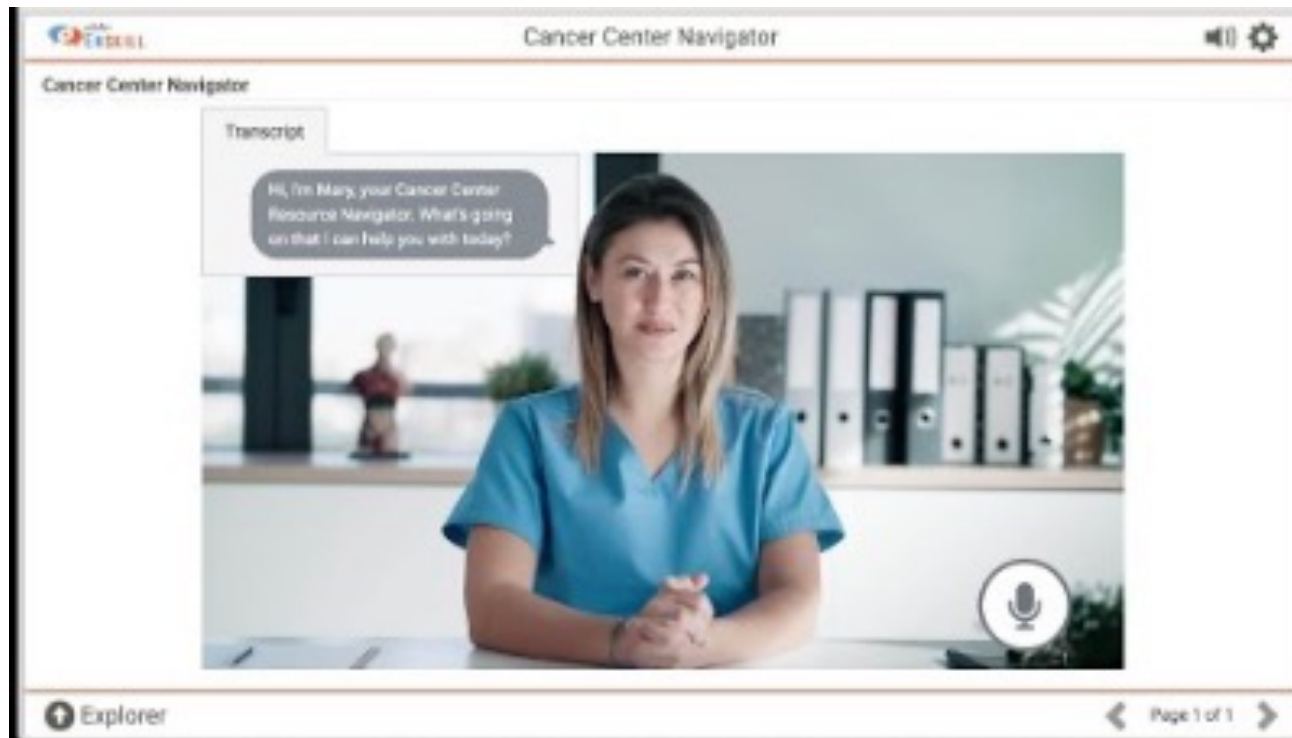
# Virtual Patient Navigators

- Conversational AI for patient and caregiver education and engagement
- Instead of asking “Dr. Google” for help, ask an AI patient navigator that:
  - Listens to the patient’s concerns
  - Connects them with approved resources
- Immediate response, available 24/7
- Provides support when patient navigators are unavailable
- Relieves burden on care teams to respond to patient emails
- Benefits patients, reduces care team burdens, improves health system online presence





## Demonstration



10/1/24

<https://youtu.be/KA2lvq4kwZ0>



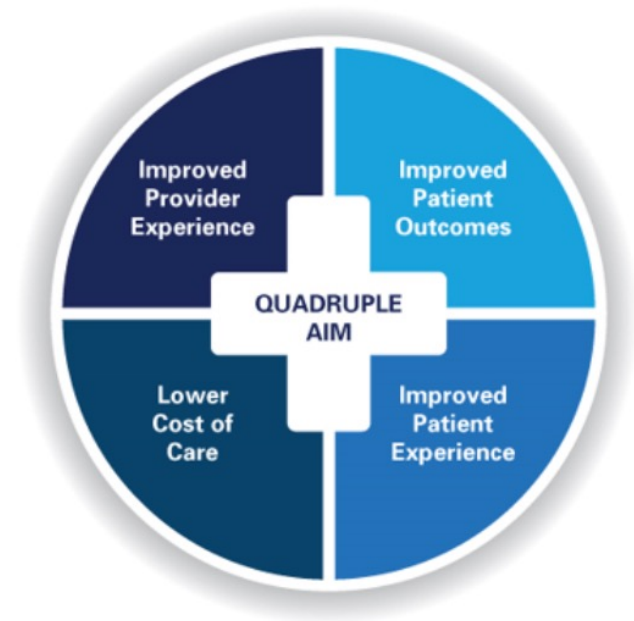
## Example Navigator Dialogue

- *Hi, I'm Mary, your Cancer Center Resource Navigator. What's going on that I can help you with today?* ←
  - Mary, I'm undergoing treatment for breast cancer and I have some symptoms that I am concerned about.
  - *I understand that dealing with symptoms during treatment can be tough... could you tell me more about the specific problems or symptoms you need help with?* ←
  - Well, I'm feeling tired all the time. I don't have much energy now.
  - *That's completely understandable. Fatigue is a common side effect of breast cancer treatment... We have some helpful resources on managing fatigue...* ←
- Encourage patient to describe their concerns
  - Show empathy and offer reassurance
  - Ask open-ended questions, engage in active listening
  - Give explanations
  - Provide educational resources



# Why Use AI Patient Navigators?

- Improved patient experience
  - Studies show patients prefer social media for patient education, but want reliable information
  - Patient Navigators are personalized and available 24/7
  - Less anxiety and stress, greater self-efficacy
- Improved provider experience
  - Reduces burdens on overworked care teams
  - Providers make better use of their digital content
- Lower cost of care
  - Fewer medication errors and unnecessary hospital visits
- Improved patient outcomes
  - Increased health literacy
  - Better treatment compliance





## Experience in Healthcare

- XPRIZE competition looked for solutions that can reskill workers in half the time
- Alelo's winning solution rapidly retrained community health workers, using conversations with simulated patients and caregivers
- Employers were highly satisfied with trainee skills
- Won \$400,000 in prize money
- We are now applying what we learned to create Virtual Patient Navigators

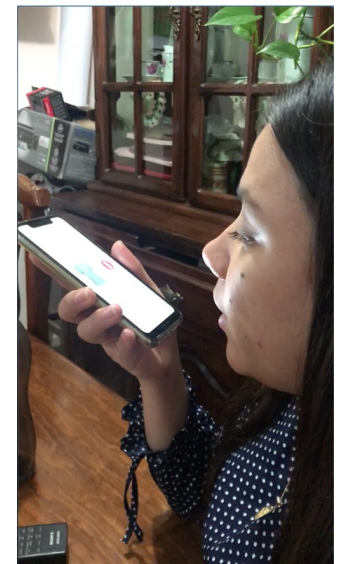
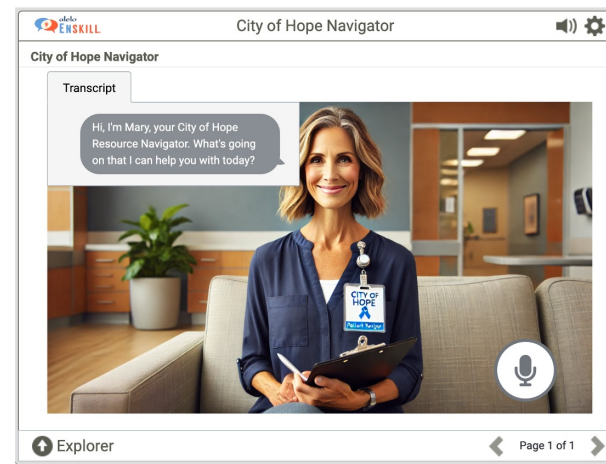




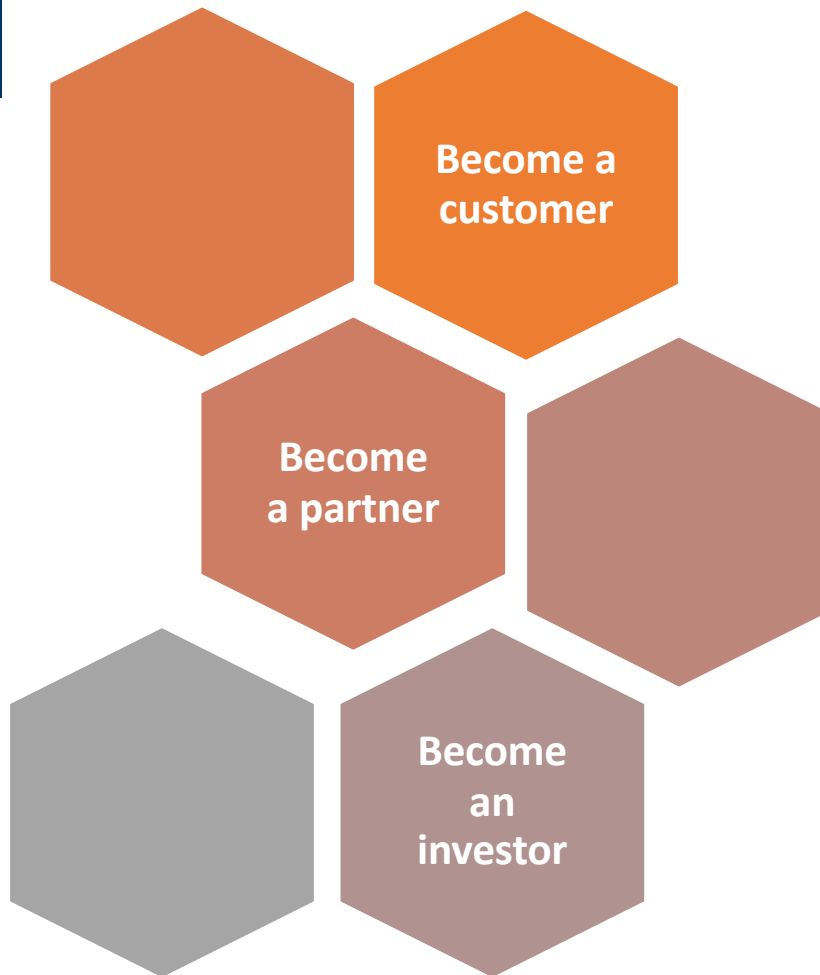


## What We Offer Health Systems

- Virtual Patient Navigators that listen, answer questions using simple language, provide personalized content recommendations, connect to resources
- Resource Navigators that turn YouTube Health channels and websites into helpful information resources







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