



# Front Door

Expand Patient Access by Automating Triage and Care Navigation

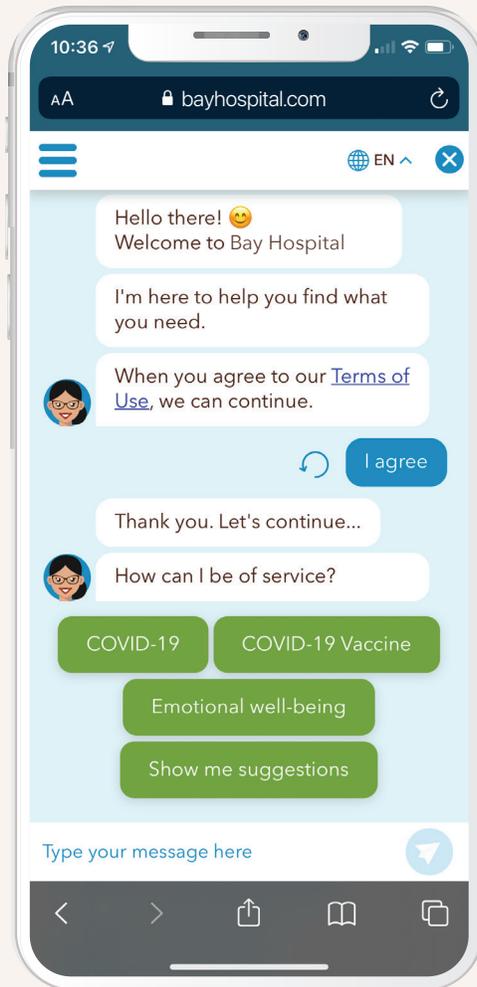
GYANT Front Door is an AI-care navigation “digital front door” deployed on hospital websites, mobile apps, and patient portals to help patients instantly connect with the resources and care they need.

## Features

Acting as a 24/7/365 digital member of your team, GYANT answers questions, triages patients to the most appropriate care venue, books appointments, finds a specialist or clinic, and screens for COVID-19 symptoms.

By connecting the dots across hospitals’ digital resources, GYANT streamlines the patient experience, resulting in a higher level of efficiency that improves patient outcomes and makes them feel genuinely valued, now and every time they return.

When healthcare systems integrate GYANT into their EHRs like Epic and Cerner, the AI interface offers a more personalized experience to guide patients through the entire clinical journey and close the learning loop to improve accuracy.



## Results

**50%**  
of patient engagements initiated outside of business hours

**3.5x more patients**  
reached than with a call center alone

**30- 50%**  
Reduction in call center traffic

**100,000+ patients**  
self-navigating to desired care endpoints every day



Learn more by contacting [sales@gyant.com](mailto:sales@gyant.com) or visiting [gyant.com](https://gyant.com)

# Why It Matters

We understand your patients better than anyone. We do this by creating a meaningful dialogue with patients to answer questions, triage to the most appropriate care venue, book appointments, find a specialist or clinic, and screen for COVID-19 symptoms.

GYANT Front Door *makes people better:*

- **Expand Patient Access:** GYANT Front Door provides a single-entry point for all digital patient journeys across platforms and increases conversions of digital visitors into patients.
- **Reduce Cost to Serve Patients:** Reduce call center volume, support staff overhead, and physician burnout while improving the utility and experience of your existing digital assets.
- **Digitize the Patient Journey:** Configure the avatar's personality, appearance, gender, and name to align with and reinforce/enhance your brand.
- **Streamline Triage & Care Navigation:** Comprehensive adult & pediatric clinical triage capabilities cover the vast majority of all primary patient complaints with thorough, defensible natural language processing (NLP) built exclusively for healthcare providers.
- **Increase Staff & Clinical Productivity:** GYANT expands care capacity without adding more staff. We empower patients to self-navigate to their desired digital care endpoints at their desired engagement time, 24/7/365.

# Validation

## What the industry says

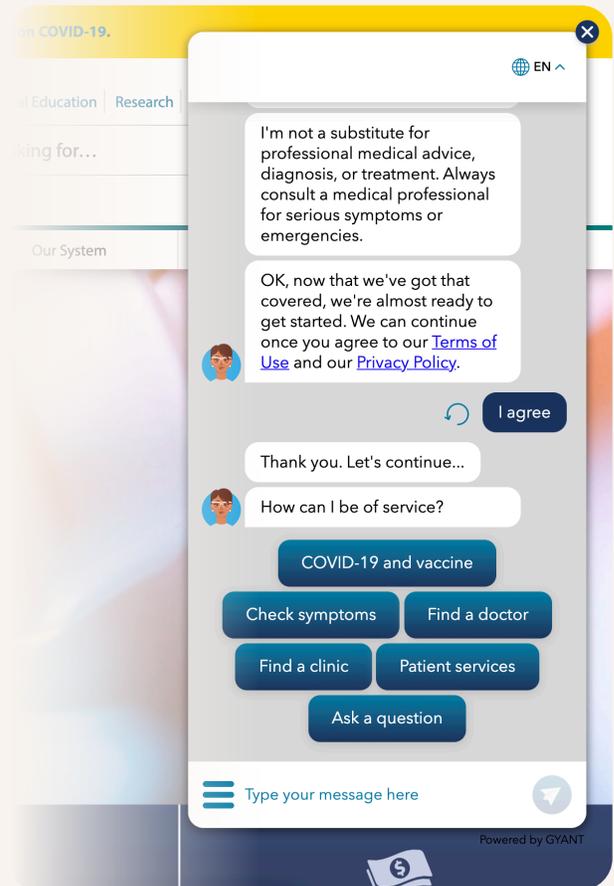
According to a **2021 KLAS study**, 100% of GYANT's clients are satisfied and recommend us to their peers. These individuals across Marketing, Patient Experience, IT, Digital Health, and Clinical functions repeatedly tell us that GYANT Front Door expands patient access and digitizes the patient journey,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

"I definitely think that the GYANT product and the GYANT team have been an incredible partner. They've walked alongside us to really create Clare, who is our chatbot. Clare provides an easy, seamless way for all of our patients and members of our community to connect with OSF Healthcare."

**Abby Lotz**, Vice President & Chief Nursing Officer OSF Healthcare

# Summary

GYANT Front Door provides a single-entry point into the digital patient journey by making real connections. It's the technology that makes patients not just feel better but feel better about their healthcare experience. By guiding patients to the right care at the right time, it empowers caregivers to practices at the top of their licenses.



## What our customers say

"I believe that [GYANT] is improving our patients' experience and satisfaction by providing them with an easy and convenient way to access information and our modalities. More and more people are looking to go online to find care and get the answers they need."

**Hiral Patel**, DC, Innovation Program Manager, Edward-Elmhurst Health