Your digital front door (powered by Ada)

AI symptom assessment | Care navigation | Clinical handover

Elevate care experiences with Ada

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Optimal healthcare journeys depend on patients accessing services that address their individual needs

With 31 million assessments completed, we're helping health systems, providers, and payers:

- ✓ Navigate patients to the most appropriate care for their concerns

- ✓ Improve efficiency and utilization of virtual services

- ✓ Optimize resources and reduce costs

Discover a digital front door powered by Ada, built to help streamline care and personalize patient experiences.

Problem:

(Empowering) patients in their healthcare

Optimal access to healthcare no longer revolves around the family doctor alone. In an increasingly digital world, patients expect efficiency and on-demand access to healthcare at a time and place that suits them.

71% of patients are frustrated at long waits, impersonal visits and trouble scheduling appointments[1]

Solution:

Accurate and safe medical advice on demand

Ada's AI-powered symptom assessment and care navigation technology provides your patients with a 'digital front door' that they can trust.

Help your patients better understand their symptoms and empower them to take action and seek the right care at the right time.

Connect patients to the most appropriate services across your care ecosystem, 24/7, even outside of business hours.

Research in BMJ Open found Ada's advice level to closely match that of GPs' and covers conditions others don't, such as mental health, pregnancy and pediatrics.[3]
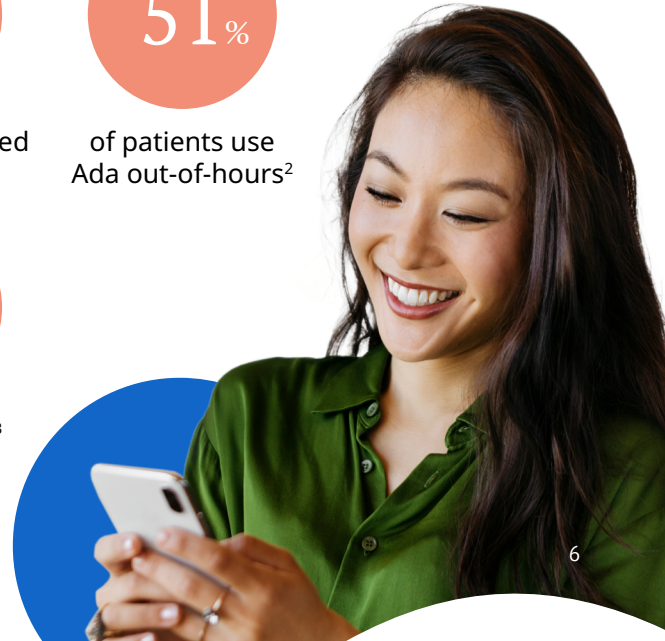
13%
of patients directed to self care[2]

51%
of patients use Ada out-of-hours[2]

up to
3x
more accurate[3]

Problem:

Enabling (safe) and (efficient) services using AI

Triaging patients to the right care at the right time can transform efficiency and satisfaction. Accurate medical advice is an essential first step to better care outcomes.

89% of patients turn to Google before their doctor[4]

Solution:

Support patients to (access) the right care for their needs

Ada simplifies and optimizes healthcare journeys.

Our AI technology supports better care experiences and connects clinical journeys, helping improve patient outcomes while driving up efficiency and user satisfaction.

Quickly navigate patients to accessible care for their needs, your priorities, and service availability.

Free up consultation time and resources to help your providers offer care to those most in need.

Independent research by Stanford University and Sutter Health found Ada's recommendations to be comparable to human triage nurses.[5]

Problem:

Keeping the ED for $\boxed{\text{emergencies}}$

Health systems are suffering from scarce resources - a shortage in health workers, burdened primary care and overcrowded emergency departments. For healthcare systems to offer safe care, these services must be available for those that need them most.

2/3 ED visits are unnecessary*[6]

*Unnecessary ED visits attributed to those who are privately insured.

Solution:

(Safely navigate) patients to lower acuity settings

Ada helps you safely triage patients to lower acuity care where appropriate to release valuable time to care, and help improve staff morale.

Navigating lower acuity patients away from the ED into community or primary care, or from primary care into pharmacies, digital support or self care programs, helps keep the ED available for those most in need, helping to improve long-term outcomes, reduce waste, and reduce the overall cost of care delivery.**

Our technology guides patients along condition-specific care pathways towards optimal treatment, helping to reduce the burden on physicians, call centres, and support staff.

42%

of patients directed to lower acuity care[7]

**Disclaimer: Ada Assess is not a substitute for advice from a healthcare professional and does not provide a final medical diagnosis.

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Problem:

Increasing pressure
on our healthcare systems

For patients, increasing pressures on our healthcare systems result in long waiting times to get a doctor's appointment, and reduced appointment time impacts quality of care[8].

The average wait time in the US to see a primary care physician is over 20 days[9].

According to the CDC, approximately 50% of EDs experience overcrowding and 90% of ED directors report overcrowding as a recurrent problem[10].

- 18 million global healthcare staff shortfall by 2030[11]
- Top 5% of highest cost patients account for 50% of total spend[12]
- Sick care spending has grown to nearly 20% of US GDP[14]

Solution:

Deliver care via the most (cost-effective) service

Ada is available 24/7 to help reduce pressure on acute and emergency services as well as primary care by directing patients to the appropriate settings for their acuity, symptoms and needs.

Safely direct your patients into more accessible, cost effective care services, such as telehealth.

Ada can also support new patients to navigate your care network and reduce inbound call center volume, while increasing opportunities for new revenue and patient satisfaction.

If patients access the appropriate services at the right time, there is better chance of earlier diagnosis resulting in more efficient care, better outcomes, and lower long term costs.

14%

patients navigated to telehealth[2]

up to
20%

consultation time saved[2]

Ada empowers your system to deliver effective, high-quality care via appropriate pathways

Ada's industry leading digital front door comprises best-in-class AI-powered symptom assessments, configurable care navigation, and detailed clinical handover to ensure that every patient's care journey starts with accurate and safe advice, at any time of the day or night, and helps them access more appropriate services from across your network.

| Available to 60 million patients | 1 million clinical hours invested into medical knowledge | 4.8/5 star rating from 460,000 users | Up to 90% assessment completion rate | 97% agree Ada is easy-to-use[13] | covers 30,000 ICD-10 codes |

Your patients' access point to their care journey, available 24/7

- ✓ 10,000+ symptoms and risk factors
- ✓ 3,600 conditions, inc. common, rare, pediatric, obstetric, and mental health
- ✓ Client-branded
- ✓ Easy web, app, or portal integration
- ✓ Multiple languages
- ✓ Simplified language for lower literacy
- ✓ Patient-friendly report
- ✓ Single sign on saves time and offers seamless UX

Navigate patients to care based on their acuity and needs

- 8 acuity levels from self-care to emergency
- Navigation based on acuity level or condition
- Configurable to your preferences and priorities
- Integrate with scheduling and telehealth platforms
- Direct patients to any appropriate services or supporting resource

Provide clinicians additional context and enhance the patient-doctor experience

- ✔ Secure EHR or CRM integration using FHIR

- ✔ Share report via EHR, CRM, email, or PDF

- ✔ Configurable patient consent options

- ✔ Linked to 30,000+ ICD-10 codes for accurate reporting and billing

- ✔ Receive reports in a different language to assessment

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View aggregated anonymized data in near real-time

✓ Track common symptoms, risks, and conditions

✓ Capture anonymized aggregated patient demographics and care decisions

✓ Advice, service selection, conversion, and satisfaction data across population

✓ Feedback loops and SSO offer richer data

We're continuously innovating to enhance patients' care journeys.
Future developments include:

✓ A health profile to connect all aspects of healthcare and support behavior change

✓ Metabolic health risk assessments (such as diabetes and CVD) to help identify the risk of long-term conditions sooner

✓ Enabling condition-specific care, deeper EHR integrations and treatment journeys (such as COVID-19 oral antiviral treatment)

✓ Connecting patients with faster, more timely care and prescriptions

Alongside being able to interpret billions of symptom constellations, Ada's underlying AI is even capable of interpreting EHR, diagnostic, wearable, and genomic data, and in the future will be able to utilize these information sources for even more accurate assessments and personalized advice.

Regulatory standards

Ada is classified as a Class IIa medical device in Europe, one of the world's most robust health tech regulations, and complies with relevant medical device regulations and security standards. We follow the highest data protection standards: EU-MDR, ISO 27001, ISO 13485, HIPAA, HITRUST, and GDPR.

HIPAA
Health Insurance Portability & Accountability Act

CE

MDR
Class IIa

International Organization for Standardization
ISO
27001
Information security management

International Organization for Standardization
ISO
13485
Quality Management System

International Organization for Standardization
ISO
14971
Risk Management

SANTÉCLAIR

"Ada's medical expertise, efficiency of the algorithm and positive user experiences are key elements that helped us make the best decision and choose their solution.

Marianne Binst
CEO, Santéclair (FR)

> **"** We found Ada to be an innovative and effective technology, which has significant potential to empower patients and manage GP demand. **"**

Dr Stephen Miller
GP Partner and Clinical Director of Primary Care Technology at NHS Digital (UK)

NHS

Sutter Health

> **"** Ada is the equivalent of having 60 doctors in your pocket to provide answers 24 hours a day, seven days a week. **"**

Albert Chan
MD, Chief of Digital Patient Experience, Sutter Health (US)

References

1. Dynata (2020)

2. Taken from anonymized client data of over 100,000 Ada assessments

3. Gilbert, S., et al. (2020), BMJ Open

4. Eligibility Medicare (2019)

5. Morse, K., et al. (2020), J Med Internet Research

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7. Anonymized client data

8. Swanson, K.M., et al. (2022), BMC Primary Care

9. AMN Healthcare, Merritt Hawkins (2022)

10. Salway, R.J., et al. (2017), Revista Médica Clínica Las Condes

11. WHO/KPMG (2019)

12. The Health Foundation (2019)

13. Miller, S., et al. (2020), JMIR Human Factors

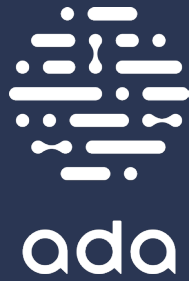14. Peterson-KFF analysis of NHE and OECD data (2021)

Find out more about Ada's digital front door.

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Healthcare journeys, powered by Ada. Built to help you and your patients thrive.

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