AWS re:Invent

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HLC305

Powering virtual patient care and communications with AWS

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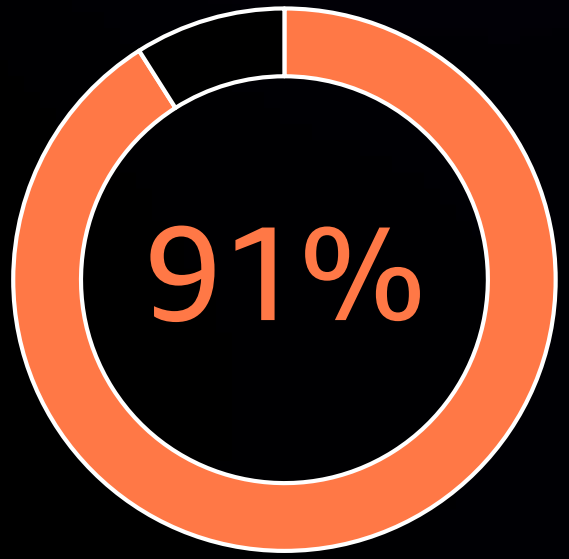
Agenda

- Current state
- Vision of the future
- Interactive discussion … your choice
  - Intelligent contact center
  - AI-powered telehealth

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Patient experience disconnect

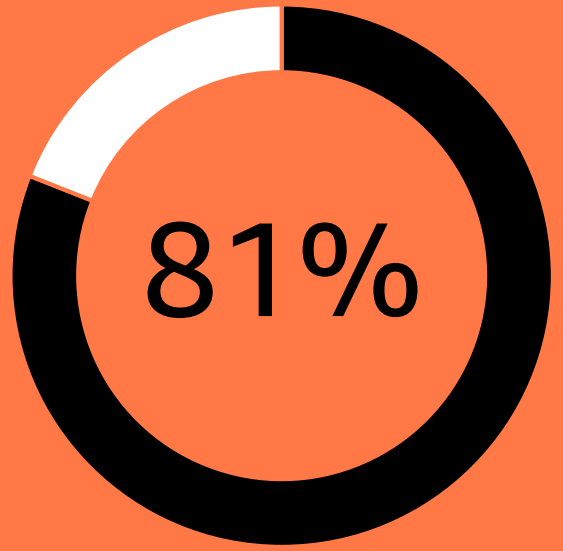
Healthcare leaders agree the patient experience is essential



NEJM Catalyst survey
March 26, 2019

Source: https://catalyst.nejm.org/doi/full/10.1056/CAT.19.0684

Consumers are unsatisfied with their healthcare experience



"Healthcare … has the lowest Net Promoter Score of any industry."

Dave deBronkart
Healthcare transformation activist

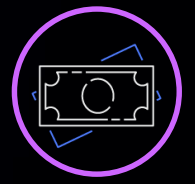
Source: Prophet and GE Healthcare Camden Group, "The Current State of the Patient Experience"

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Common challenges in healthcare



Unable to personalize experience



Expensive legacy solutions



Lack of automation



Difficulty scaling



Integration challenges



Slow to adapt to changes

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Digital front door principles

- Design patient experiences as consumer experiences
- Engage patients with care team
- Integrate across care settings
- Use multiple channels
- Personalize communication



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Let’s build engaging experiences!



- Appointments
- Virtual encounters
- Referrals
- Patient education
- Clinical trials
- The list goes on…

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Chose your own adventure

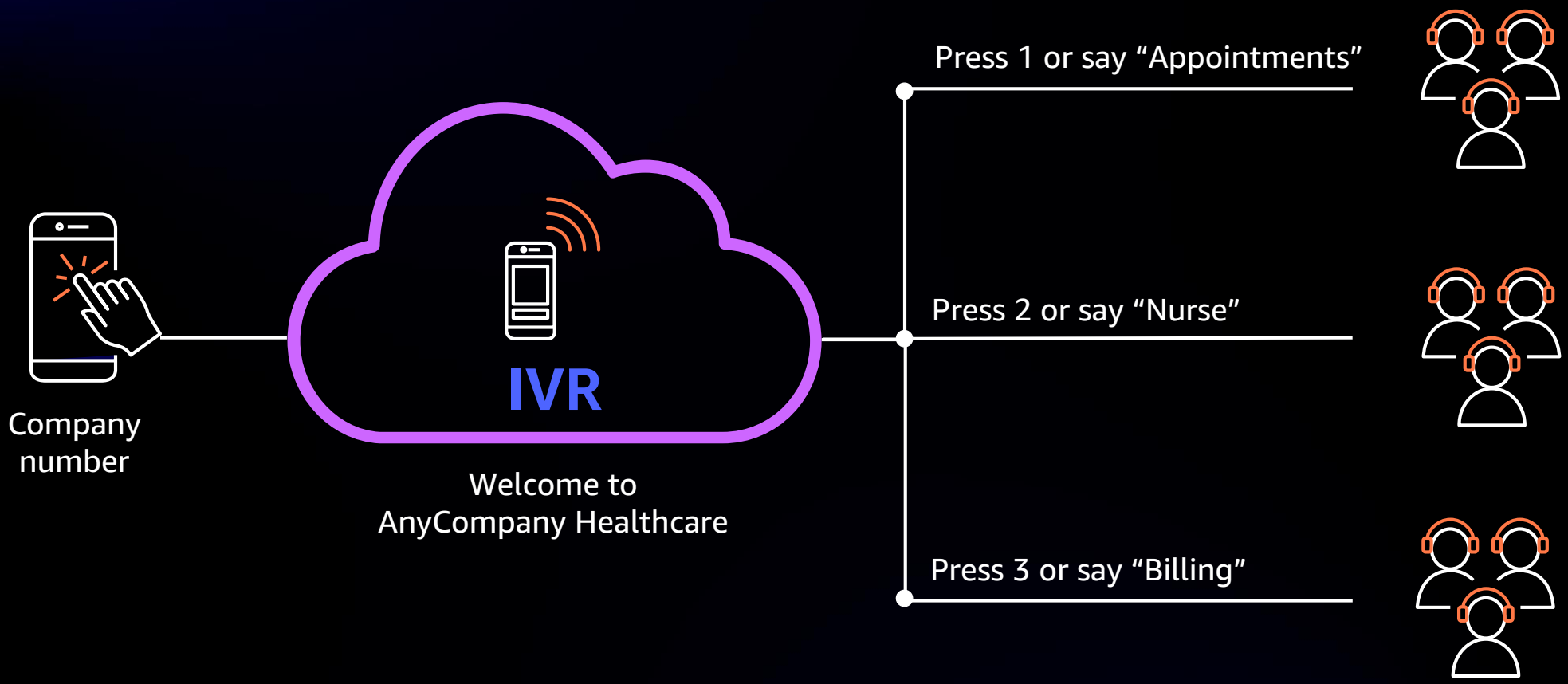


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Intelligent contact center

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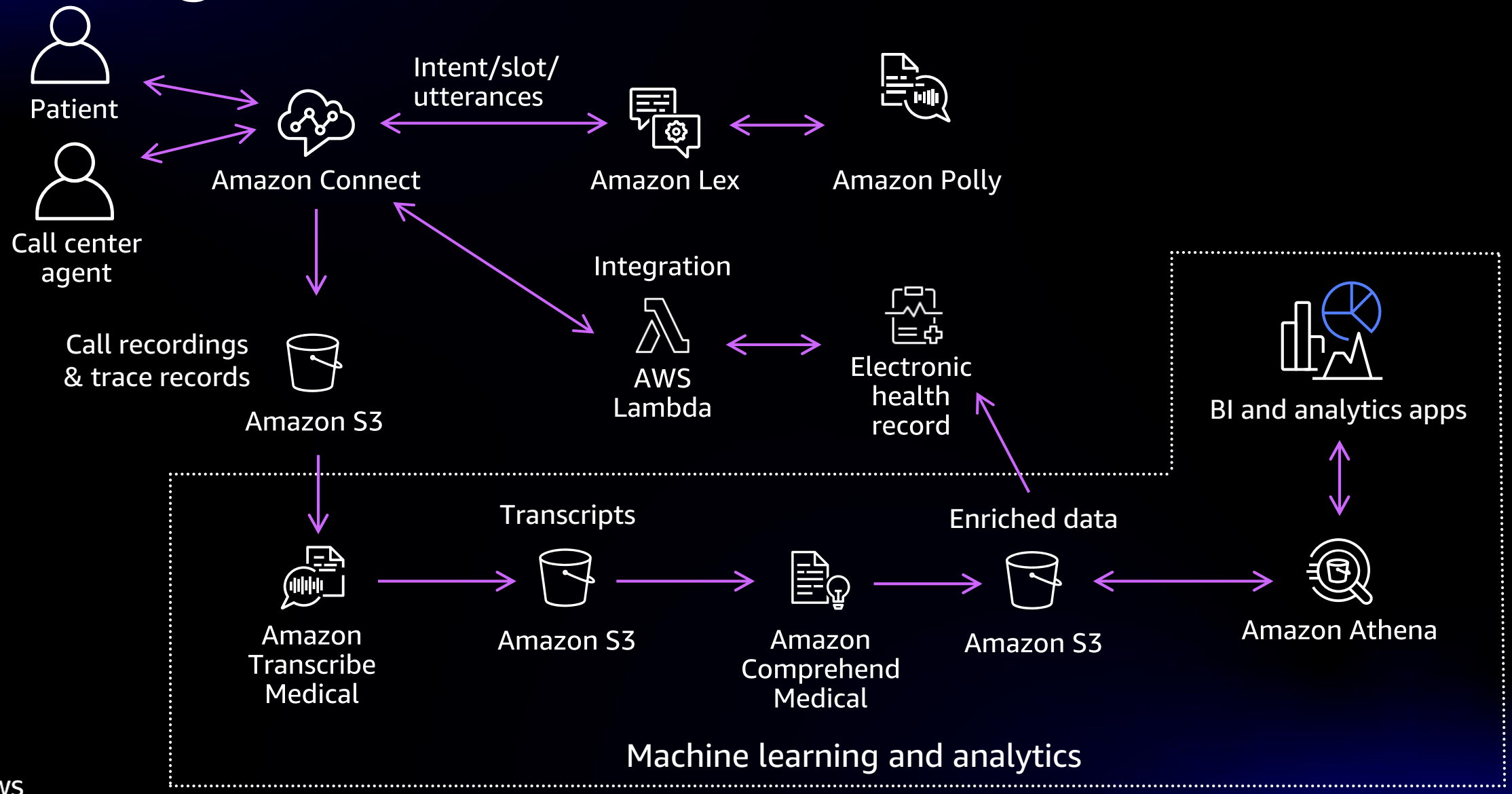
Standard self-service automation



Not flexible or scalable!

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Intelligent contact center architecture



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Next steps for intelligent contact center



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Build

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AI-powered telehealth

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Integrating telehealth with the medical record



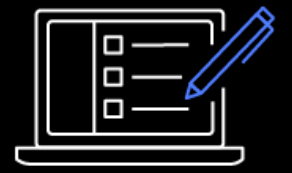
Patient and physician interact on telehealth platform



The conversation is transcribed in real time



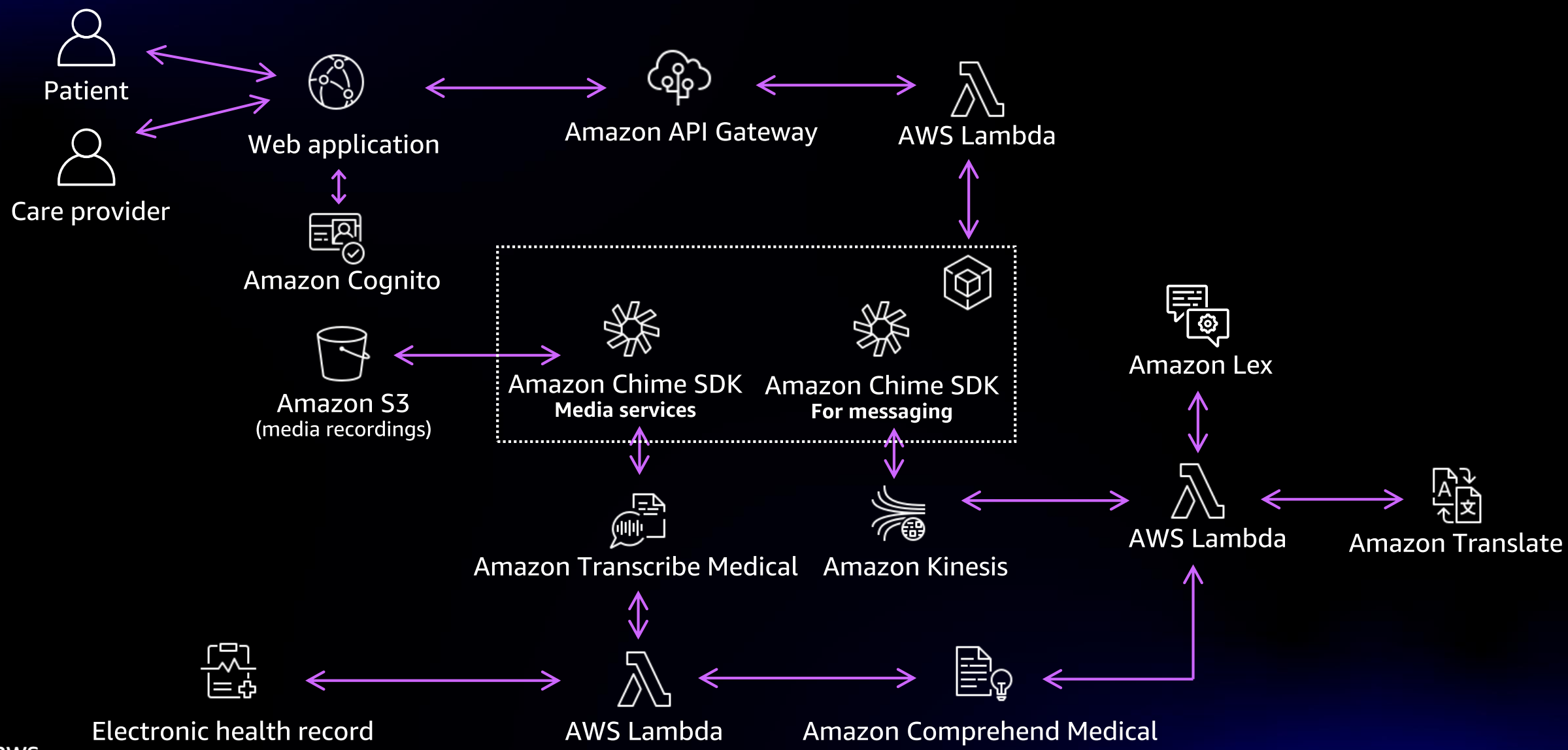
Medical terms (drug names, diseases, etc.) are automatically identified and summary is created



Doctor reviews, edits, and pushes data into EHR

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AI-powered telehealth architecture



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Next steps for AI-powered telehealth



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Wynn, Level 1

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