MyndYou™

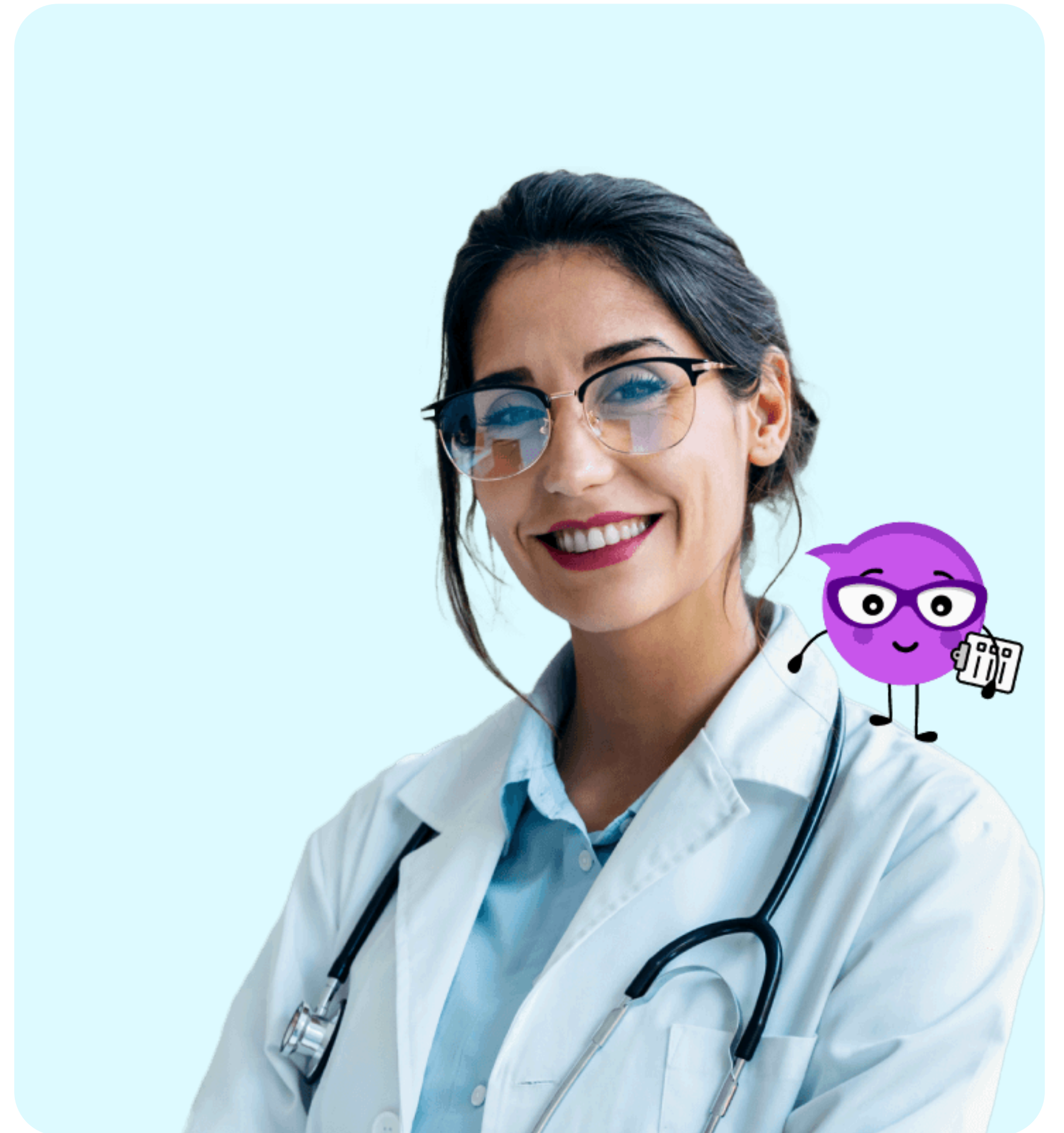## Make more time in the day

An AI-enabled assistant lets your care management team focus on top-of-license care

The situation

Staff shortages continue to challenge healthcare providers. Your care managers excel at providing the support members need and navigating them to the right services available to address their acute issues and manage chronic conditions.

Managing caseloads means your highly trained resources balance care delivery with administrative and coordination tasks. Member needs fluctuate, yet traditional care management outreach doesn't.

Smart, responsible AI can help.

The solution: Add an AI assistant to help your team

MyndYou's AI-enabled virtual assistant Eleanor complements the work of care teams to increase the capacity to deliver quality care.

Easily incorporated into workflows and integrated with electronic health records, Eleanor engages members in dynamic, human-like conversations. She applies AI responsibly to recognize important elements within a member encounter and drive member behavior based on program goals. Eleanor identifies and summarizes clinically valuable events for clinician review and action.

- Empathetic, conversational AI assistant
- Trained on clinical interactions
- Dynamic interactions with members to recognize needs and prioritize for care teams
- Helps teams focus on top-of-license activities
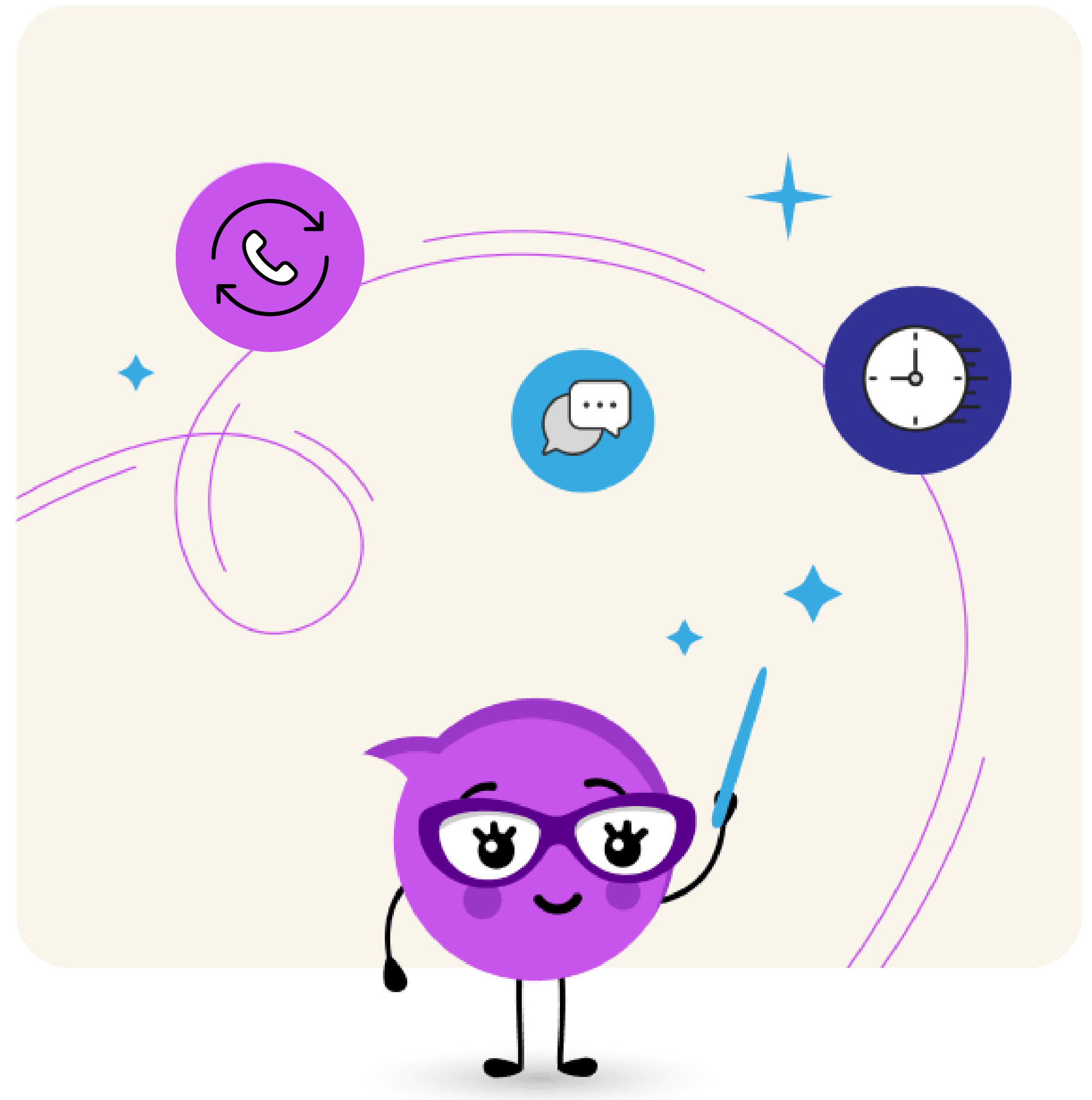
Eleanor integrates into your care team
A sample care management setup
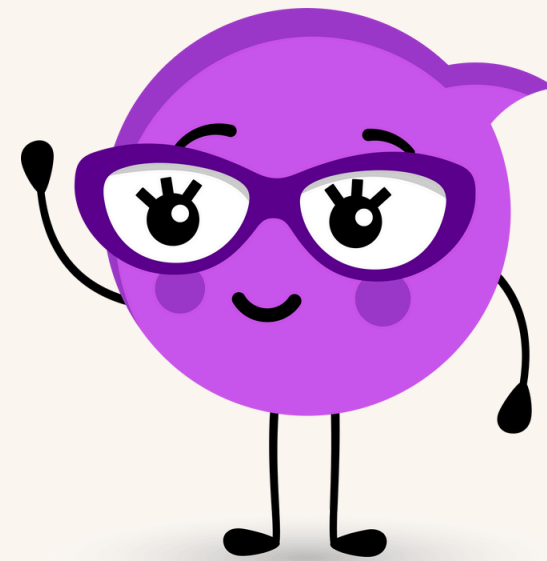
Care manager completes initial intake call.

Introduces Eleanor for ongoing monitoring.

Continues regular outreach or can manage escalations along with other tasks.

Eleanor makes regular check-in calls — weekly, biweekly, or monthly

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New or worsening symptoms: transfer to care team.

Non-urgent issues: flag for follow up by care team.

Eleanor helps team allocate resources to most pressing clinical issues.

"Staff fielding the monitoring calls liked that they got to talk to patients who had actual needs rather than a check in call that resulted in 'chit chat' versus discussing health needs."

MyndYou Customer

"Knowing that you're calling me every week, I always felt that if I had anything to discuss, I could leave that information with you and it would be resolved."

Patient Feedback to Eleanor at one-year anniversary

"Your call is wonderful. I appreciate the accuracy and the punctuality. The relationship that you and I formed even though you are a machine. It was wonderful."

Patient Feedback to Eleanor at one-year anniversary

Case Study:
Eleanor helps teams work at top of license

A NY-based health system used Eleanor to support the full suite of TOC and monitoring solutions, for patients post-discharge and post-ED visit, as well as patients being managed in ACO Reach and value-based-care (VBC) arrangements.

308k
Calls made in a 12-month period across all programs

6.1%
Of all calls require follow up for an urgent need.

20.4%
Of calls flagged for non-urgent support.

73.5%
Of calls need no clinician intervention

2.5 FTE Reallocated
Required support for TOC dropped from 3FTEs to .5FTEs allowing reallocation to other programs.

$1.2M
Annual cost savings from hospital avoidance in ACO Reach and VBC lives

Improved experience. Proven results.

MyndYou's smart, safe, and responsible AI delivers end-to-end support for your programs.

2M+

calls made by Eleanor

3.4

3.4 mins average call length

33%

of calls in Spanish

Let's talk about how you can boost your workforce with AI support from Eleanor.
Email info@myndyou.com.

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