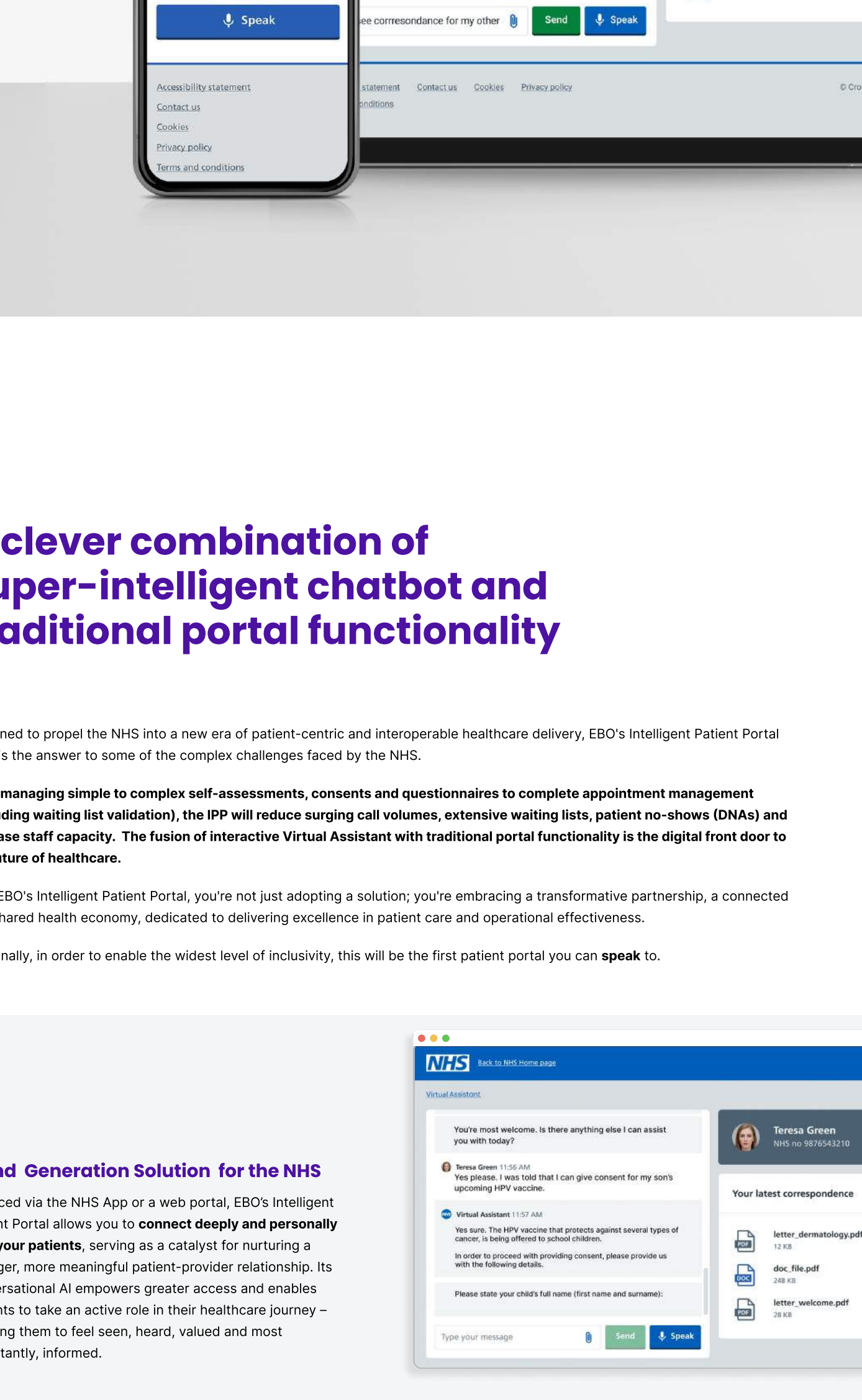


The Intelligent Patient Portal

The future of patient engagement is here. As part of EBO's engagement with NHSE, the Intelligent Patient Portal (IPP) provides an AI-powered solution surfaced through the NHS App or the Trusts own digital front door.



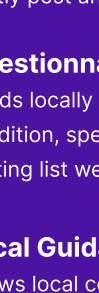
A clever combination of super-intelligent chatbot and traditional portal functionality

Designed to replace the NHS into a new era of patient-centric and interoperable healthcare delivery, EBO's Intelligent Patient Portal (IPP) is the answer to some of the complex challenges faced by the NHS.

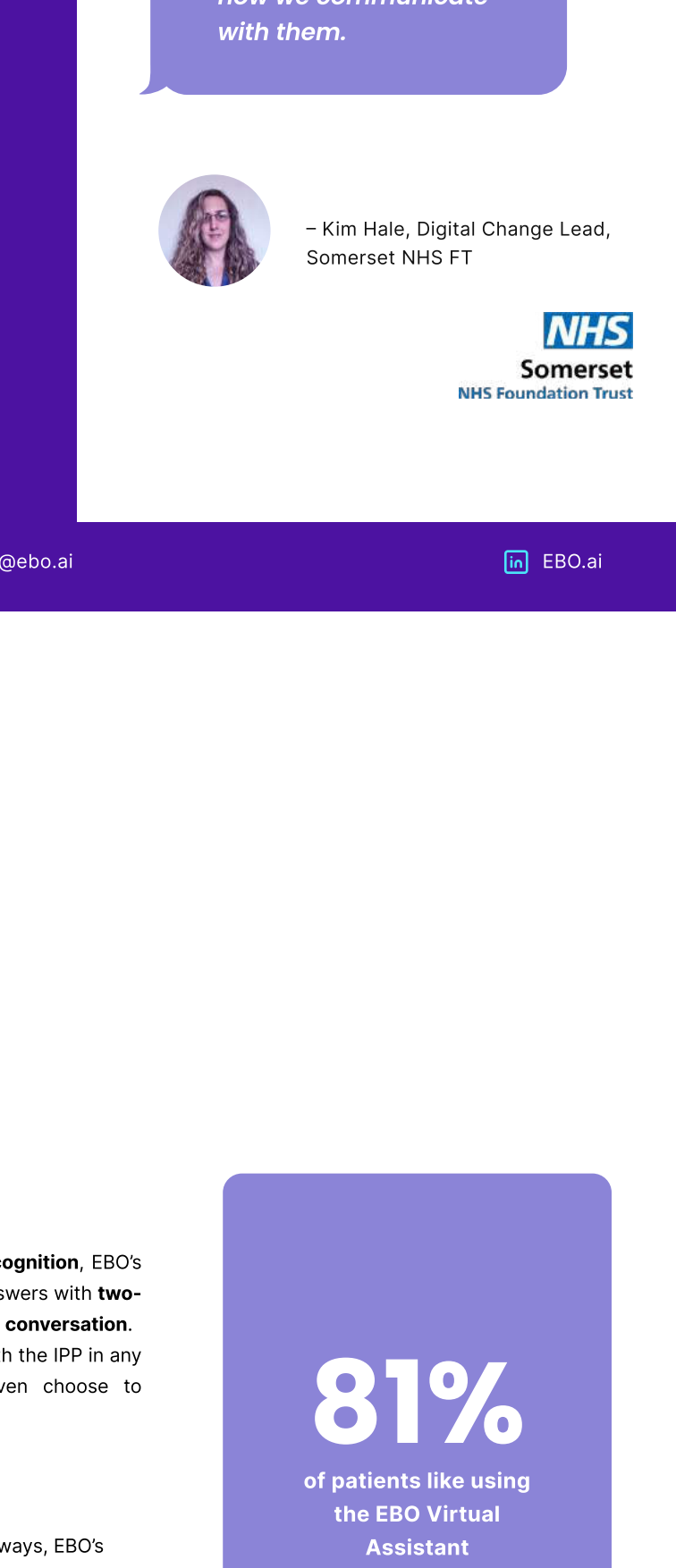
From managing simple to complex self-assessments, consents and questionnaires to complete appointment management (including waiting list validation), the IPP will reduce surging call volumes, extensive waiting lists, patient no-shows (DNAs) and increase staff capacity. The fusion of interactive Virtual Assistant with traditional portal functionality is the digital front door to the future of healthcare.

With EBO's Intelligent Patient Portal, you're not just adopting a solution; you're embracing a transformative partnership, a connected and shared health ecosystem, dedicated to delivering excellence in patient care and operational effectiveness.

And finally, in order to enable the widest level of inclusivity, this will be the first patient portal you can **speak** to.



A 2nd Generation Solution for the NHS
Surfaced via the NHS App or a web portal, EBO's Intelligent Patient Portal allows you to **connect deeply and personally with your patients**, serving as a catalyst for nurturing a stronger, more meaningful patient-provider relationship. Its conversational AI empowers greater access and enables patients to take an active role in their healthcare journey – allowing them to feel seen, heard, valued and most importantly, informed.



There is an EBO Way

Engineered with **interoperability at its core**, EBO's Intelligent Patient Portal is **technologically agnostic** as it seamlessly integrates with your existing Electronic Patient Record (EPR), shared care records and other ICB first-generation Patient Engagement Platforms (PEP). Not only does this facilitate set up, it allows you to speak to patients in context of their data/history and provide accurate answers – just like speaking with a human!



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Meets NHSE System Requirements

Asynchronous Two Way Communication

Patients can interact with the IPP via text, voice, or video, enabling digital forms and multiple choice answers with **two-way natural communication** that is **indistinguishable from human conversation**.

24/7 Availability and Interoperability
Supports patients 24/7 on your website, SMS, and social media.

EPR/PAS integration

Retrieves information directly from your EPR/PAS to personalise each conversation to the individual patient's needs.

Single Point of Contact

Provides patients with a single point of contact for services currently administered through their care.

Rapid Implementation

Scales instantly and in real time to meet surges in call volumes and changes in patient and administrator activity.

Minimal digital skills required

The voice-enabled interface allows patients to communicate easily via both text and speech.

Notifications (Alerts, notifications and reminders)
The IPP alerts patients to complete any associated action, ensuring a streamlined patient journey.

Appointment Management

Allows patients to book new follow ups (IPFU), view, cancel and amend appointments based on your rules and processes.

Patient Electronic Correspondence

Enables patients to view and access letters, documentation, test results, waiting list documentation and more, eliminating costly post and beyond mail fees.

Questionnaires & Assessments

Sends locally configurable questionnaires to specific patients by condition, specialty, pathway or specific processes. This includes waiting list wellness assessments and validation.

Local Guidance

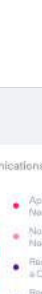
Allows local configuration/administration of care plans and pathways by condition, patient, specialty and department levels.

Patient Education, guidance and self-care

Locally provides guidance, via signposting, to help patients to prepare for appointments or guide them to more information such as local support groups, help guides, services and contacts.

More detail on the IPP's functionalities can be found on pg 9



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The Choice of the Future

Speak your Patient's Language

Thanks to its unique Natural Language Processing and **language recognition**, EBO's IPP speaks various accents, unrecognising digital forms and multiple choice answers with **two-way natural communication** that is **indistinguishable from human conversation**. From English to Spanish to Greek and Arabic, patients can interact with the IPP in any language, on any channel, at any point in time. They can even choose to communicate to the IPP using text or voice.

Restoring Empathy

Where other solutions remove the **human-touch** from digitalised pathways, EBO's solution restores empathy. Its context awareness ability allows it to fully understand both the content and context of the patient's query, helping it to manage conversation flows as well as emulate human conversation. As a result, EBO's IPP can converse with patients intelligently and with empathy – **understanding their intents, emotions, tone** and providing appropriate accurate responses.

A Patient Portal with Memory

Just like speaking to a (human) healthcare representative, EBO's context awareness and NLP abilities allows the IPP to **keep track of patient's data and personalise conversations**. Patients can hop from one pathway to another without needing to start all over again or give any context.



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The 6 Components of EBO's AI-powered Intelligent Patient Portal



Integration

- Retrieves information from EPR for patients when used
- Integration via HL7/FHIR APIs
- Automated updating of patient records
- Workflow-driven alerts and follow-on actions created in EPR (e.g. create a referral)
- Integrates with external platforms, portals, multi-agencies, NHS App and 3rd parties (EPRs, PAS)



Workflows and business rules

- A scalable workflow engine that can trigger actions and form part of a chain. Its business rules enable scores and measures to be incorporated into conversations.



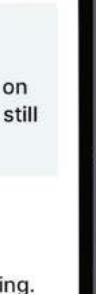
Broadcast

- Broadcast out via email & SMS
- Turn your website into a patient communications channel
- Send notifications to staff
- Available on social messaging platforms including Facebook Messenger



Data Analysis

- Analysis and presentation of KPIs
- Define patient experience
- Supports organisational decision-making



Patient-facing Virtual Assistant

- Enables patients to ask questions and get real-time answers
- Supports over 100 languages
- Enables Assessments to conversational form
- Enables automated patient-led booking
- Dynamically pulls latest data from EPR into conversations



Admin Portal

- Set criteria for patient referrals to patients
- Upload and view patient lists
- Manage all change letters in one place via the Admin portal
- Monitoring and full audit of patient conversations
- Full reporting capability utilising MS Power BI
- Human hand-over



Communication Management

- Manages communications between:
 - Patients
 - Staff
 - Multi-agencies
 - Including alerts and notifications



Discharge Hubs Management

- Manages discharge and other assessments, both patient and clinically driven.



Compliance Assurance

- Assures compliance and guides clinicians and users through the care pathway process



Patient Centric Journey Enhancement

- Allow patients to:
 - Complete assessment forms
 - Provide consent
 - Provide feedback to clinical staff
 - Stay in touch with patient
 - Full reporting capability including virtual ward patients



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How it works

Here's an example of how EBO's Intelligent Patient Portal enhances the MSK patient pathway

Imogen is a 35-year-old busy mum of two, with no time to waste! She already manages many aspects of her life via her phone, including learning French. She'd love to manage her health in the same way too.



Imogen is suffering from lower back pain. Her GP ordered a CT scan and referred her to the MSK therapy service via ERS. Imogen is about to experience the new MSK pathway.



John is the MSK Service Manager, and he has enjoyed working with EBO to digitise the MSK patient pathway, combining Virtual Assistants (which are super-intelligent chatbots), SMS and email in a programme that is now being rolled out throughout his Trust.



"Robbie" is the MSK Virtual Assistant who John has created with EBO and now works 24/7 in the background. Robbie is learning all the time.



Robbie notifies Imogen on her mobile to self-schedule her appointment. She asks several questions about parking before she books her appointment. Imogen remarks to her friends how "human" Robbie was.



Another of John's ideas was to use Robbie to share Imogen's care record with her. Because of this, Imogen can ask Robbie to view her CT scan results as she prepares for tomorrow.



Robbie guides Imogen through the completion of a paper assessment form through a natural conversation. The solution has already saved 40% of the time previously spent completing forms.



Imogen's first consultation goes well and she asks Robbie to book a virtual follow-up consultation. Robbie responds immediately.



Imogen activates her GP referral on the NHS App.



Robbie reminds Imogen about her appointment and for fun, Imogen asks about waiting times in French. Robbie replies in French. Robbie Parfait!



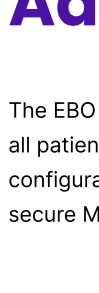
Robbie reminds Imogen about her appointment and for fun, Imogen asks about waiting times in French. Robbie replies in French. Robbie Parfait!



Later, Robbie sends Imogen a copy of the e-discharge and she completes a service feedback form. She loved being guided through her pathway.

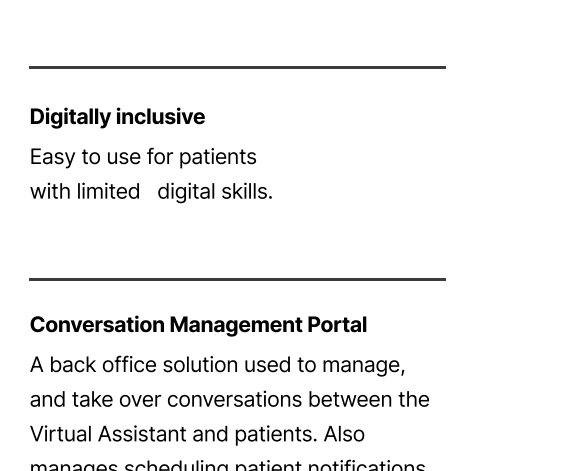


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Connect with Innovators

Interoperability is not just for technology. When adopting an IPP, EBO allows you to connect to innovative minds, luminaries and key opinion leaders. Joining EBO opens doors to the future of healthcare as well as a dialogue market place where you can build and purchase dialogues at pace. We can also integrate with a growing amount of best-of-breed solutions including hybrid mail providers, EPRs, Shared Care Record implementations and talking therapy solutions.



Become and Advocate for Change

Here at EBO we do not resist change. We adopt new safe, game-changing technology that results in better patient outcomes and ultimately better patient health. We continue to drive forward, creating richer more responsive patient journeys, one patient conversation at a time. It is tried and tested and what's most exciting – you can be part of it. Start your IPP journey today.

With over 100 years of collective experience in NHS operational roles and digital project delivery, we know that implementing digital transformation projects can be tricky.

This is why our solution comes with a strong implementation and service component built-in. We offer complete project management and benefits realisation services, so you can rest assured of your projects' success.

Our conversation design expertise and continuous improvement process do not stop at Go Live - rather optimisation is ongoing throughout the life of the product.



“[EBO] more than rose to the challenge. It felt like a true development partnership with staff from both EBO and BCU forming a cohesive team”

Danielle Edward
Transformation Lead – Digitising Patient Access to Care (BCUHB)






Project Planning With a Strong and Continuous Benefits Realisation Cycle



Planning

- Use case and scope definition
- Discovery workshops
- Adoption and benefits planning



Design

- Dialog creation
- Integration
- Basic scripting
- Workflow design



Testing

- Solution testing
- Interface testing
- Data testing
- User acceptance testing



Deployment

- Chat component on the Intelligent Patient Portal
- Other channels
- Begin Review
- Benefits plan



Continuous Improvement

- Weekly reporting and optimisation
- Adoption activities
- Benefits monitoring

Advanced Technology Assurance

The EBO solution boasts a standardised, open interoperability layer to integrate with any hospital's EPR or PAS and so ensures that all patient data ultimately resides within the main data repository. Nevertheless, the solution is also available as a 'stand-alone' configuration which does not depend on close coupling with such systems. EBO's Solution is GDPR-ready, and is based on a secure Microsoft Azure infrastructure trusted by many NHS Trusts and health providers around the world. The solution boasts:

EPR Integration
System agnostic with different levels of integration available from CSV and HL7/FHIR to full integration using APIs.

Fully Automated
Different levels of automation available with data entered directly into EPR.

Digitally inclusive
Easy to use with limited digital skills.

Healthcare specific AI training models
Tuned to understanding patients and providing the necessary responses according to the use case deployed.

Tailored Conversation Design
Custom conversation and algorithms designed to replicate complex business rules. Conversation hand-offs or callback requests built in.

Conversation Management Portal
A back office solution used to manage, and take over conversations between the Virtual Assistant and patients. Also manages scheduling patient notifications.

Security and Governance Compliance
As the protection of data is a key consideration for any healthcare IT deployment, security is built into the architecture of how data and data processing is managed. Deployed within secure Microsoft Data Centres within the UK and using Key Vault technology, the data within EBO's Virtual Assistant is secured during transit and encrypted at rest. The IPP is ISO27001 compliant and awarded Cyber Essentials certification.

Continuous improvement
Specialist dialogue consultants continually optimize the Virtual Assistant during the life of the system.

Accurate AI based sentiment analysis
Interprets intents and matches responses that meet patient requirements. Achieves the goal of human-like, effective communication.

EBO is a trusted partner of Microsoft because a lot of what we see with thousands of customers that we work around the world, is very much aligned with EBO's mission and vision.

"They empower caregivers they empower administrative staff, and they empower patients to have information more accessible. 84% of Healthcare Executives believe that AI will revolutionise the way we obtain information".

— Ruthy Kalid, Director, Healthcare Industry Sector, Microsoft

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EBO is trusted by

Bristol Health Partners
University Health System

Midlands Partnership NHS Foundation Trust

East London NHS Foundation Trust

Buckinghamshire Healthcare NHS Trust

Teahigham Hospital NHS Foundation Trust

Didsbury Hospital NHS Foundation Trust

Hertfordshire Partnership University NHS Foundation Trust

Lincolnshire Partnership NHS Foundation Trust

Nuffield Trust

Oxford Health NHS Foundation Trust

South Central NHS Foundation Trust

Shropshire Community NHS Trust

Gloucestershire Health and Care NHS Foundation Trust

Birmingham Women's and Children's NHS Foundation Trust

Somerset NHS Foundation Trust

Berkshire Healthcare NHS Foundation Trust

Contact us for a free consultation

→ (+44) 0203 916 0018

→ hello@ebo.ai

→ www.ebo.ai

UK Office
Kemp House, 160 City Road, London, EC1Y 2NX
+44 0203 916 0018

Malta Office
Vision Exchange Building, Tirkkara Street, Zone 1, Central Business District, Birkkara CBD1070
+356 2010 5006

Cyprus Office
Cedars Oasis Tower, 6th floor, Office 602, Carmel Arch.
Makarios III Avenue & Platonas Str. 3090, Limassol

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