

Responsible AI Agents *for Healthcare*

Launch Responsible AI Agents across communication channels without risking your organization and the patients you serve. Support your staff by automating repetitive tasks and improve patient access, all while reigning in AI under your own terms.

AI Agents for Web & Mobile

Digital Front Door
Enable patients to easily access information about your providers and facilities

Spot: GPT-Powered Search
Untangle complex site navigation and provide instant answers to patient inquiries

Rx & Appointment Management
Allow patients to self-schedule, cancel or reschedule appointments & manage their prescription refills online

AI Agents for Call Centers

Smart Routing
Eliminate endless IVR menus by routing callers directly to the right point of care or to self-serve via SMS

Appointment Management
Allow patients to book and manage appointments without having to wait on hold for an agent




Rx Management
Process refill requests and update patients on prescription status in real-time

The 3 Pillars of Responsible AI

Hyro utilizes a Triple C Standard for insuring responsibly applied conversational AI. Our pillars are designed to protect patient privacy, secure sensitive system data, and scale alongside shifting regulatory demands using a series of interconnected safeguards.

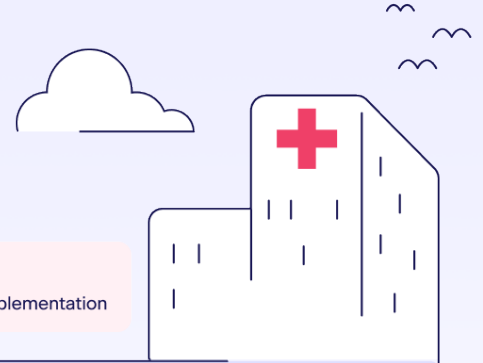
Hyro Protects Against:

And Provides Safeguards to Ensure:

01	<p>The Black Box</p> <p>Avoid lack of visibility into AI inputs & outputs</p> <ul style="list-style-type: none"> ✗ No explainability into AI response logic ✗ Inability to quantify performance 	<p>Clarity</p> <p>Look under the hood to ensure accurate AI responses</p> <ul style="list-style-type: none"> ✓ Conversation logs & analytics ✓ AI output source citation ✓ AI accuracy and confidence levels 	 96% <small>AI Accuracy</small>
02	<p>Hallucinations & Toxicity</p> <p>Eliminate dangerous & incorrect AI responses</p> <ul style="list-style-type: none"> ✗ Made up, incorrect or misleading answers ✗ Biased or offensive content 	<p>Control</p> <p>Customize business logic to craft quality AI conversations</p> <ul style="list-style-type: none"> ✓ Customizable responses ✓ Knowledge source selector ✓ AI change management & continuous improvement 	 78% <small>More Resolutions</small>
03	<p>Breaches & Violations</p> <p>Prevent data breaches and usage violations</p> <ul style="list-style-type: none"> ✗ Unauthorized access and misuse of health data ✗ Exposed PII and security risks 	<p>Compliance</p> <p>Rely on security standards that protect patients</p> <ul style="list-style-type: none"> ✓ PII redaction and audit logs ✓ AI regulatory adherence ✓ Knowledge graphs as guardrails 	 100% <small>Compliant</small>

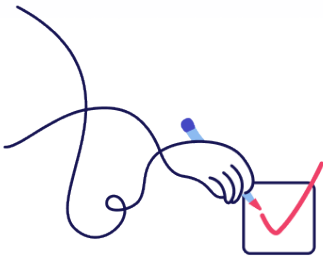
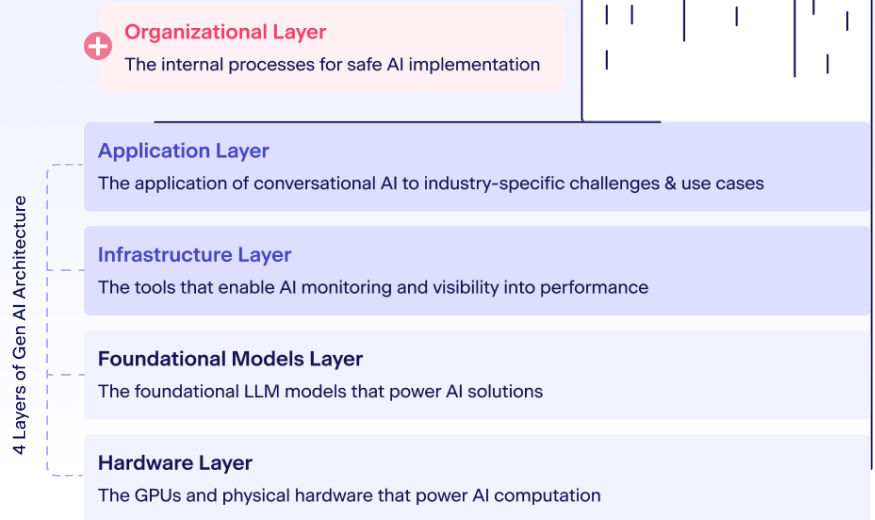


Readiness Guide to *Safe AI Implementation*



Mitigating Gen AI Risk Layer by Layer

The responsible implementation of conversational AI agents within healthcare requires best practices at several layers. Hyro ensures the foundational usage of the most reliable and secure LLMs while creating infrastructure and application layers that ensure high quality AI performance at a low risk.



Take the Reigns on Responsible AI

Check off the following guidelines at each layer of AI implementation to ensure best-practices and diligent vendor selection.

Organizational Layer

- Clear internal accountability has been designated for AI-driven workflows
- Organization-wide AI usage guidelines have been defined
- Best practices have been determined for monitoring biases and hallucinations in AI systems

Application Layer

- High-value, low-risk use cases have been identified and are being used to determine vendor selection
- Selected AI vendors integrate with healthcare specific systems (i.e. Epic) and your existing techstack (i.e CRM, telephony, agent desktop etc.)
- Customer references with live deployments have been assessed before purchase

Infrastructure Layer

- All selected vendors and processes are HIPAA and SOC 2 Type II compliant
- The AI solution includes quality controls and the ability to create custom human-generated responses
- The solution includes AI output explainability and source citation to understand the knowledge used to generate responses

Foundational Layer

- The LLM model utilized is aligned with all industry-specific regulatory and compliance requirements
- Due diligence has been conducted regarding the data sources used to train the LLM and its exposure to bias
- AI accuracy score has been determined to ensure quality interactions and high performance