



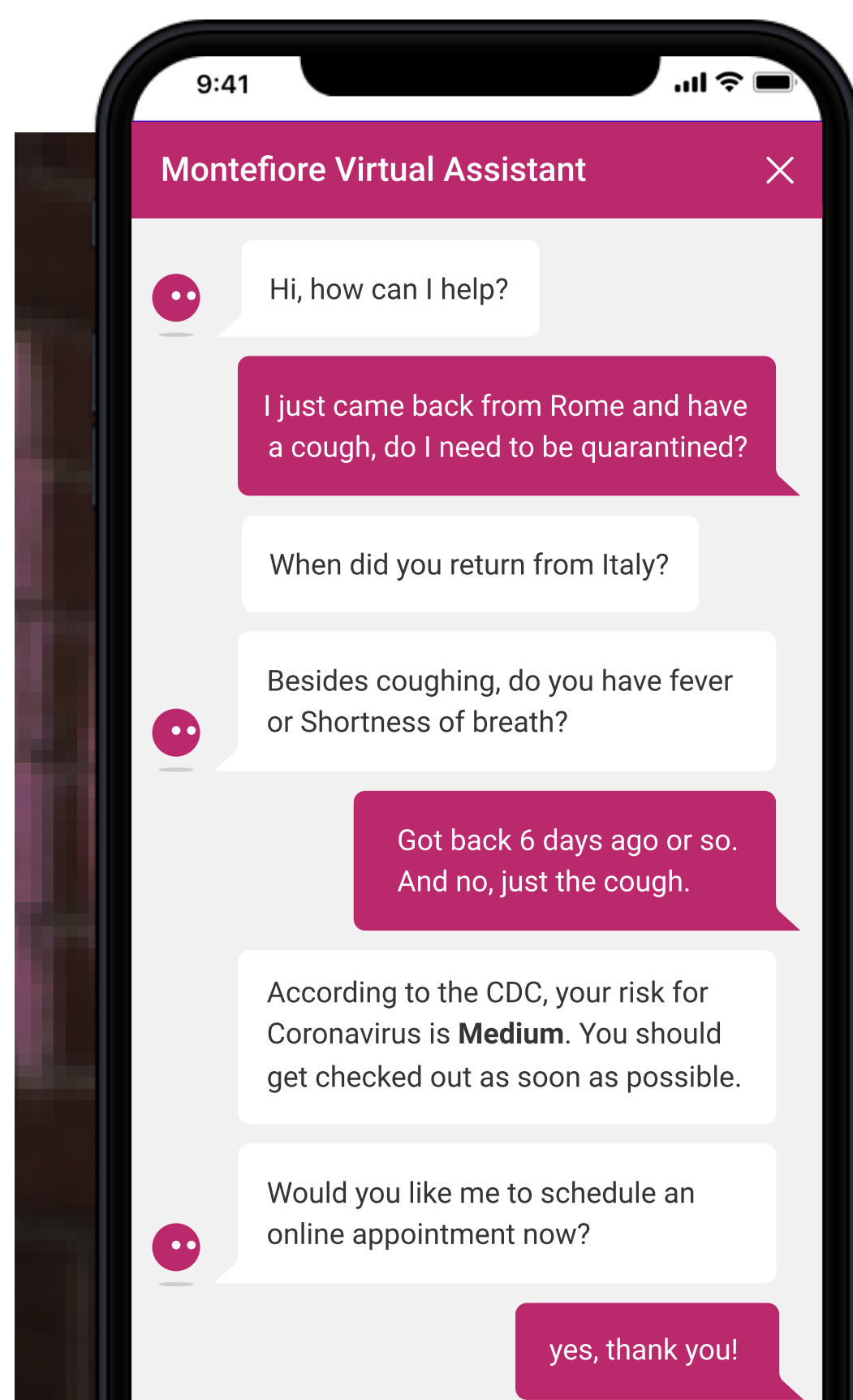
Montefiore deploys virtual assistant within 48 hours to handle COVID-19 traffic spikes

According to a COVID-19 Gartner report released in April 2020, healthcare organizations main priority should be “focusing immediate attention on implementing virtual assistant technology to enable community triage and education.” Our COVID-19 Virtual Assistant empowered Montefiore Health System to do exactly that, providing 24/7 digital support to their patients throughout this crisis. The AI-powered assistant continues to address common questions about COVID-19 as well as guide those patients through a self-assessment tool for evaluating their risk of infection, all in a swift and seamless manner.

"We wanted to offer patients the ability to be directed to Montefiore resources but also be in a position to get answers to key questions they had about COVID-19. Being in New York City, we were facing increasing volume of calls coming into the doctors' offices, increased demand for services, worried patients coming into our emergency rooms and hospitals. This technology was meant to be an offering to provide value to our patients and direct them to the care they needed."



Jeff Short
VP and Chief of Staff,
Montefiore Health System



At a Glance:

Customer: Montefiore Health System

Website: montefiore.org

Customer size: >\$5 Billion, 17,600 Employees

Country: New York, United States

Industry: Healthcare

Products and Services: COVID-19 Virtual Assistant, Microsoft Azure

Overview

Challenges

- + Overwhelming spike in demand for patient services due to COVID-19
- + Communication channels need help to handle volume
- + Patients require information quickly and in real-time

Hypothesis

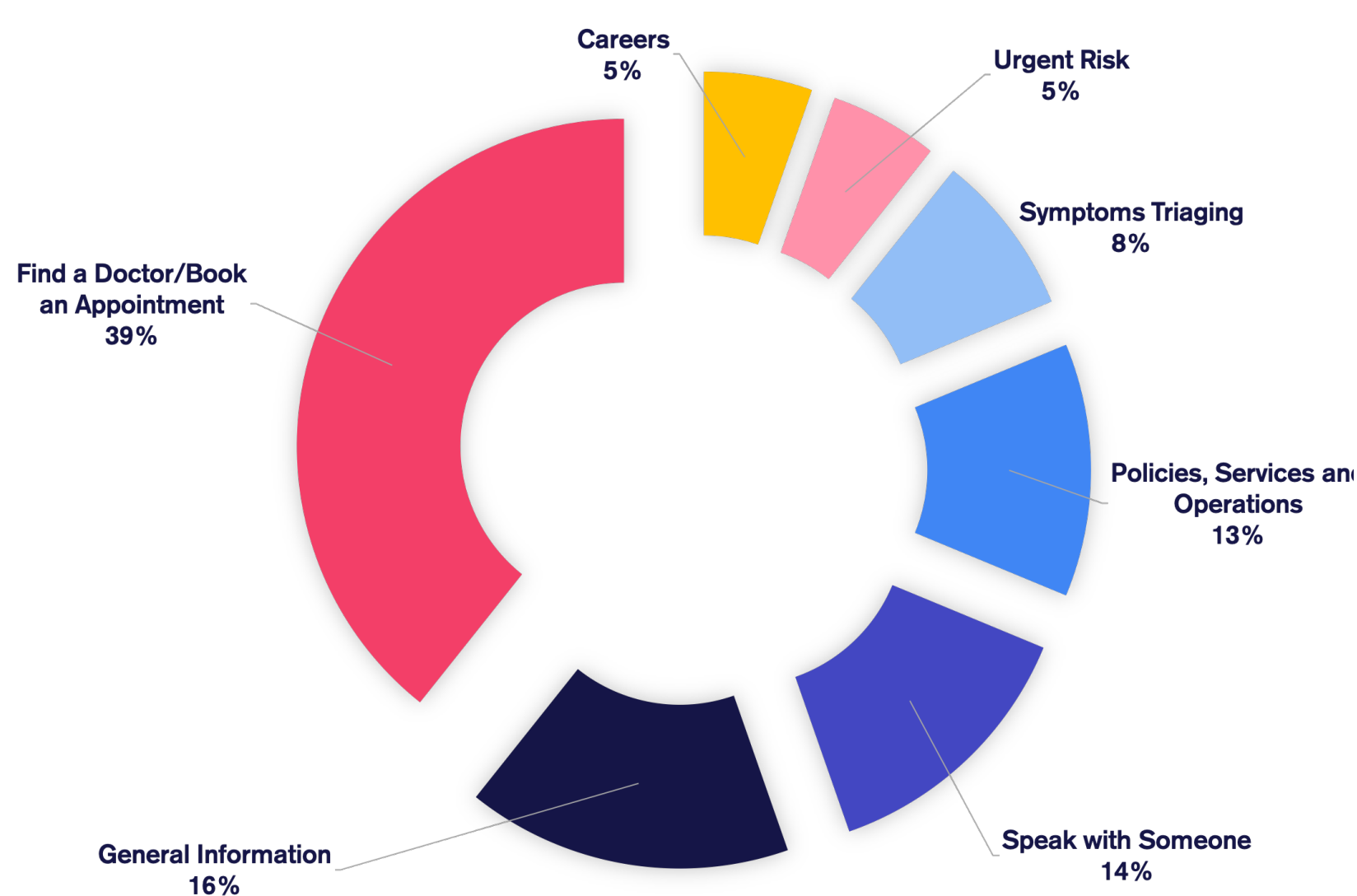
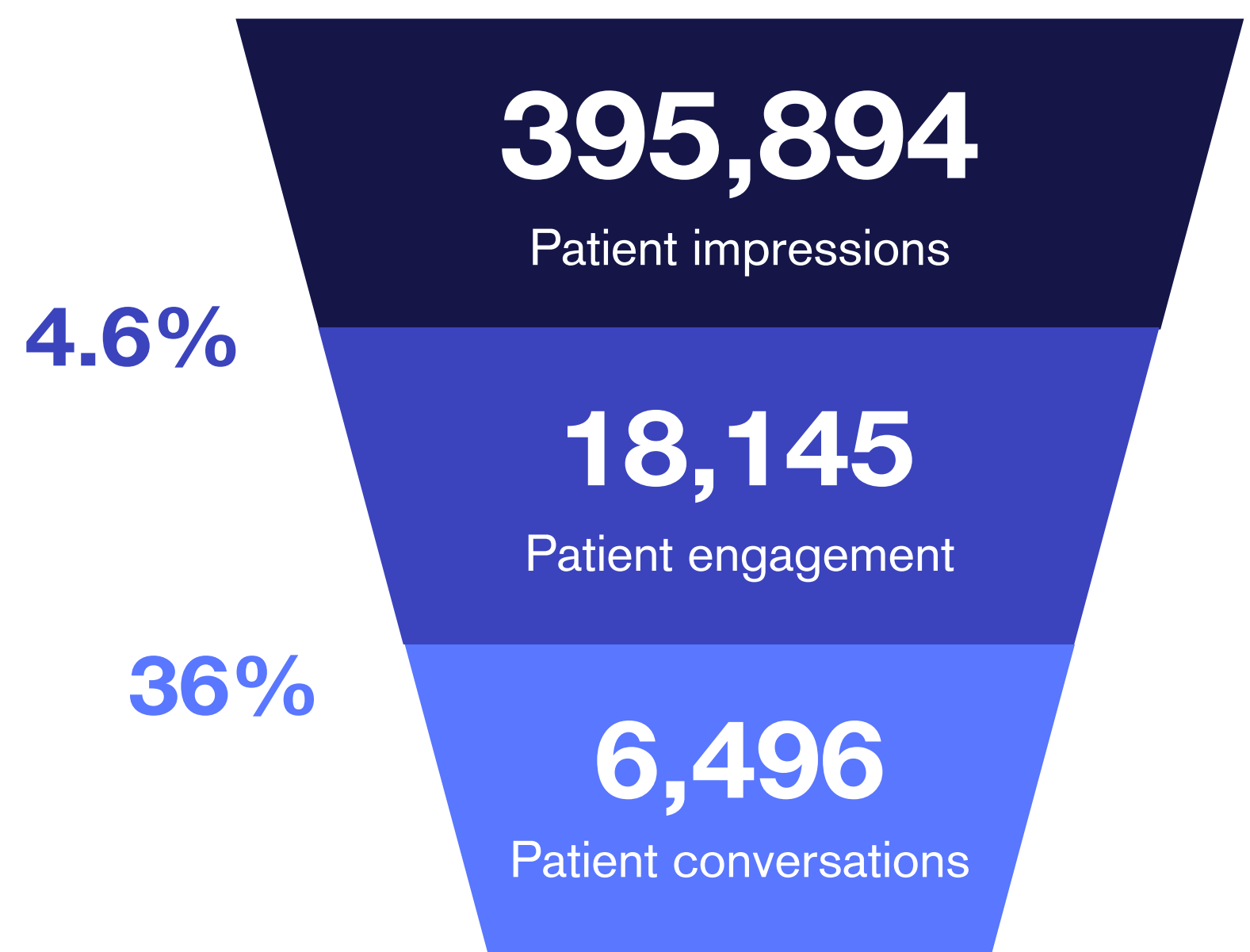
Adding a virtual assistant to automate first-touch prevention, risk assessment and FAQ surrounding COVID-19 would alleviate stress on support teams and enable faster access to other patient services

Conclusion

Enlist Hyro to source verified information and automate COVID-19 patient services

Results

When Hyro was implemented on April 1st, Montefiore immediately saw an uptick in patient engagement surrounding COVID-19. Adrin Mammen, AVP, Patient Access Transformation Officer, wrote that "during the first week of deployment, Montefiore was already witnessing hundreds of daily conversations with the COVID-19 screening tool and chat solution." Those hundreds of conversations quickly spiked to thousands, with over 18,000 engagements logged as of May 1st, 2020. Beyond COVID-19 related services, we rapidly understood that patients were seeking other medical services through Montefiore's website in the absence of traditional communication channels being available, and we adjusted accordingly.



While COVID-19 was the dominant topic across all conversations, 54% of AI-to-patient dialogue actually revolved around other categories entirely. 39% of patients not seeking COVID-19 assistance were attempting to find a doctor or book an appointment, for instance. Hyro was able to quickly adopt and scale these use cases as well. According to Adrin, "we have been able to direct chatbot users to other key areas on the website including, our FAQ document and our patient portal application."

Like what we did for Montefiore? Request a demo today.

Contact us:
contact@hyro.ai

Learn more:
www.hyro.ai/covid-19

Azure Marketplace:
COVID-19 Virtual Assistant

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