

**neonpass**  
ROOM



Company

# hoobox

The healthtech for **turning patient journeys into the best journeys**, destroying bottlenecks, inefficiency and revenue loss.

Delays in check-in put the entire journey at risk

Poorly made admissions generate irrelevant data for future analysis

Up to 85% of inpatients requests would not need go through nursing

Better OR requests fulfillment reduces delays by up to 22%

+ 20

People based in  
São Paulo, Houston, Suzhou

+ 5

millions of  
lives managed



Neonpass Patient  
Tracking

Neonpass  
Room

Neonpass O.R.

# Inpatients

65%

of requests **ARE NOT for nursing**

- Bottle of water
- Extra blanket
- Extra meal
- Pillow

All these requests end up becoming administrative tasks that consume key hours



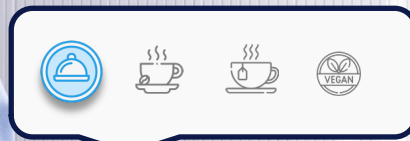
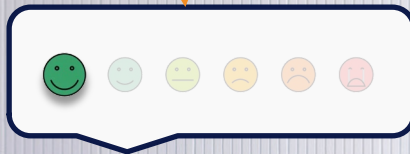
35%

of the remaining orders, **ARE NOT optimized**

- What is the call reason?
- Which patient has priority
- Which patient is most at risk
- Will it be an emergency?

# Neonpass Room

Efficient communication for operational and bed turnover optimization



# Staff

hoobox

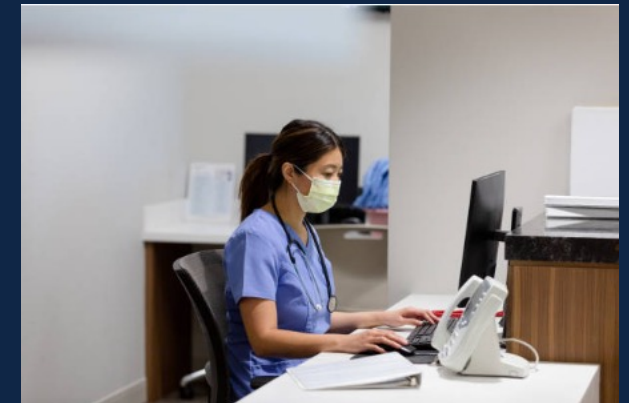
## Nursing station

Up to 85% of time saved due to digitized service. Prioritization and standardization of service are now possible. 200 hours saved in just 30 days.



## Strategic and Specialist

Remote experts answering questions. Managers monitoring assistance in a single tool.



## Nutrition and Cafeteria

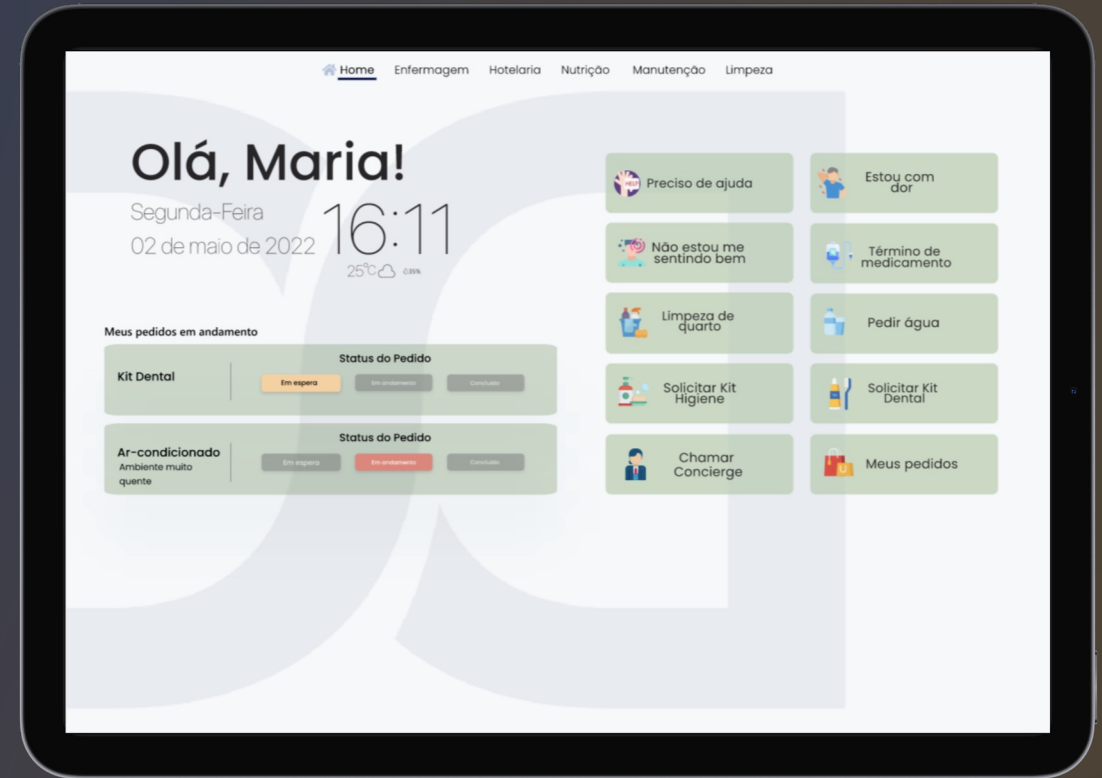
Diet releases, pharmacy orders, can account for up to 40% or even 50% of the total. Now automated, they reduce communication errors, preventing financial losses and negative impact on patient recovery.





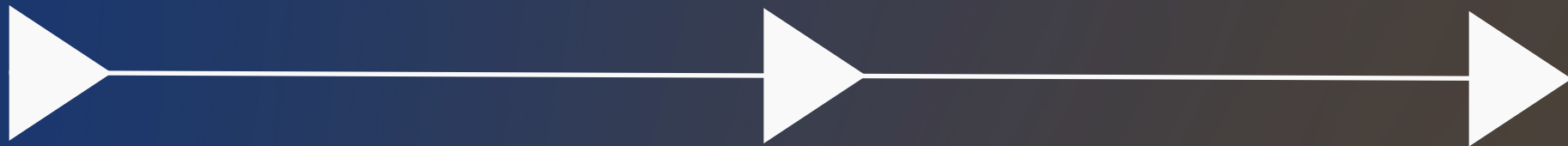
# Enhancing Patient Care Through Digital Communication is Just the Tip of the Iceberg

An affordable and digital white label solution for hospitals **to increase service delivery efficiency, optimize teams, and patient satisfaction and engagement.**



\*Dasa is the largest integrated healthcare network in Brazil. It is part of the health treatment of more than 20 million people a year, with high technology, intuitive experience and a forward-looking attitude.

# It is not a communication solution for the assistance team. We use communication as the foundation for a care culture



A platform for **digitizing communication**, and monitoring SLA and patient satisfaction in real time

Case #1 Hospital in Brazil – Sírio-Libanês

Up to 68% of all patient requests were avoided by nursing, saving approximately 1 hour per shift for each key professional at the nursing station

A platform for **mining assistance data for optimizing team's performance** and patient experience

Case #2 Hospital in Brazil – Albert Einstein

Neonpass Room playing as a workload monitoring tool for optimizing teams to deliver excellence in service.

A platform **to increase revenue, upsell products, boost the volume of paid items.**

Case #3 Hospital in Brazil – Santa Paula

Increase of more than 30% in sales of extra meals, decrease in the use of the nursing button by 36% and detection of abnormal behavior



Case #1 Hospital in Brazil

# Hospital Sírio-Libanês

Up to 68% of all patients' requests were avoided by nursing, saving approximately 1 hour per shift for each key professional at the nursing station

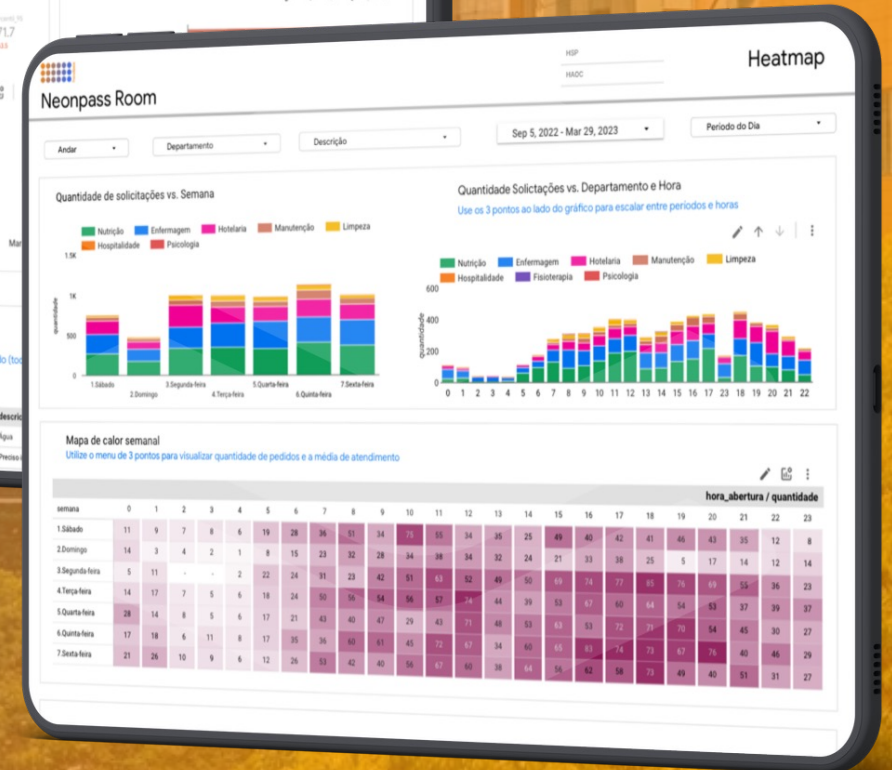
**neonpass**  
ROOM



Version for Smartphone as a Web App.

# Hospital Albert Einstein

Neonpass Room playing as a workload monitoring tool for optimizing teams to deliver excellence in service.



Dash shows all SLA KPIs, performance and insights about nursing and all other hospital teams



# Hospital Santa Paula - Dasa



Less requests for nursing station

+71%

of orders no longer go through nursing

Requests for nursing team

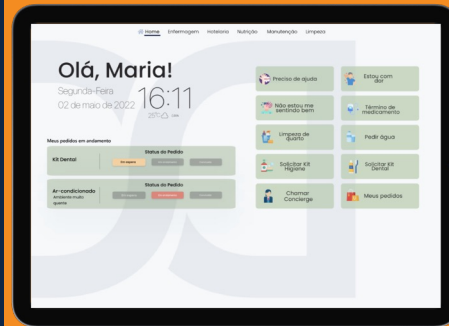
Reduction in the use of the nursing bell

36%

Boost extra meals sales

+30%

Tablet



No changes on the engagement rate

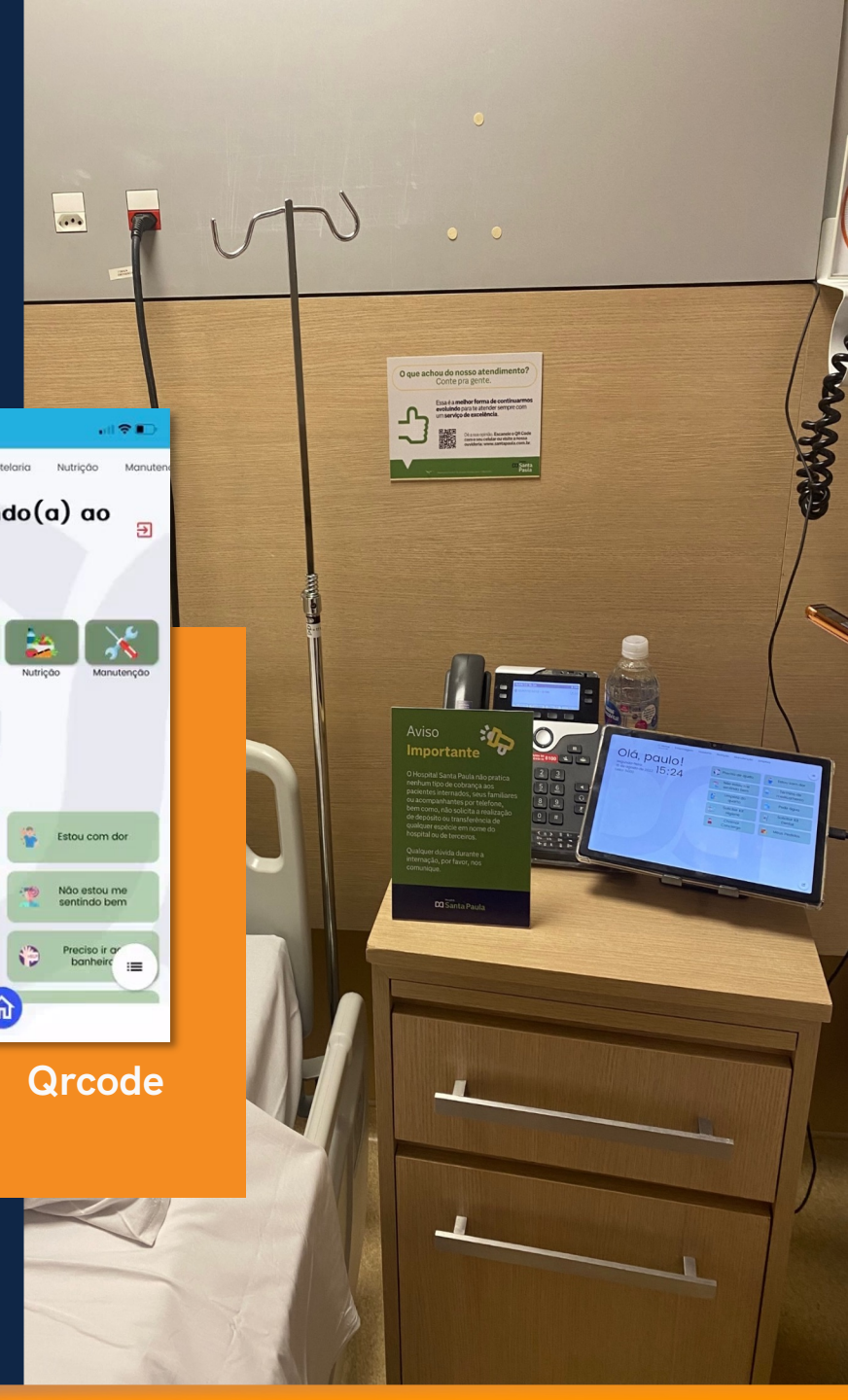


92.4%

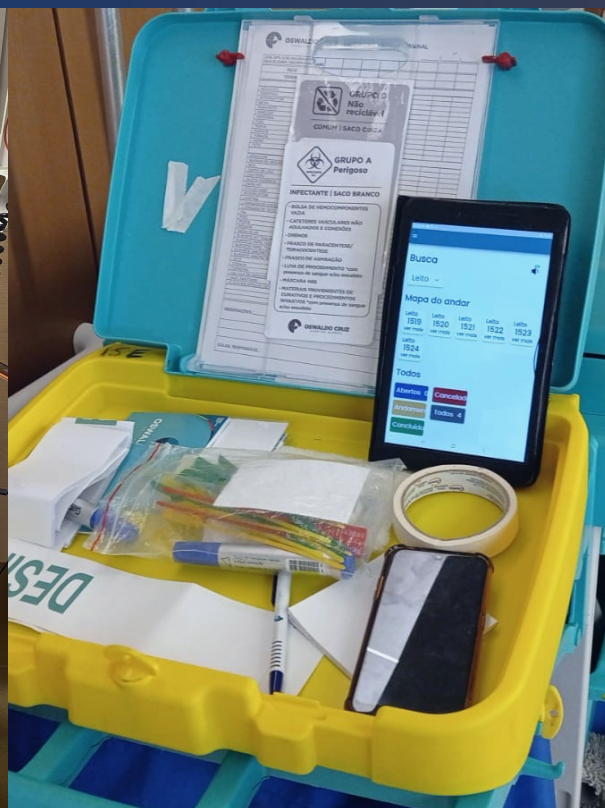
Patient satisfaction: Good and Excellent rating



Qrcode



# Cases





# Results

## Nursing workload

up to **85%**

**of requests were avoided**  
by no longer passing  
through the nursing station

## Less work overload

"Very good, it redirects requests to the correct department **that greatly facilitates our work in terms of time management.**"

"It helps a lot; **we were able to respond to the call with greater agility.**"

"A great help, practicality, **we are feeling less overwhelmed.**"

## Patient Experience

**+90%**

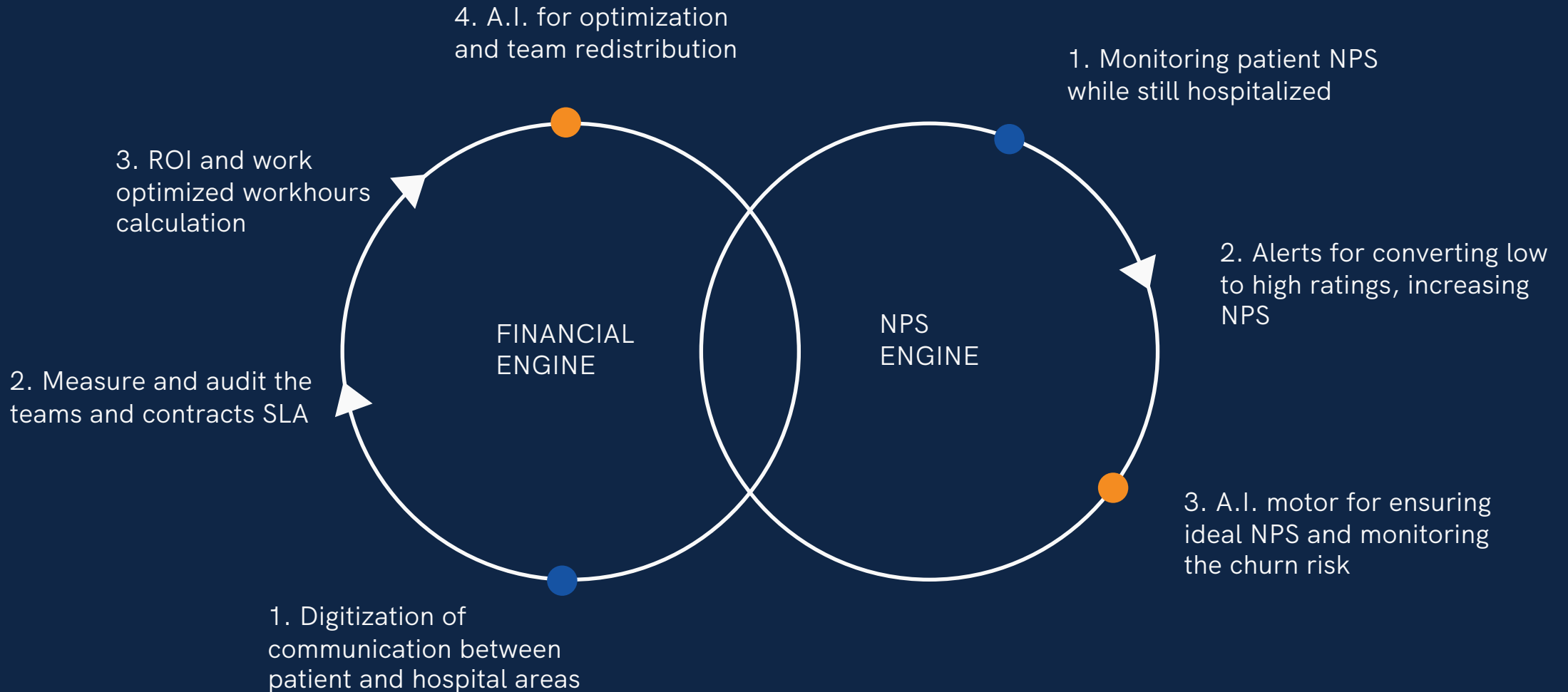
**good and excellent ratings**

**100%**

**conversion rate** from  
negative to positive  
**feedback**

# Decision Support tool

2 AI engines focused on optimizing resources and supporting the ideal NPS





User Experience

# Patients

Son: "My old father, **who doesn't like to use a cell phone, managed to use it because the app, so we knew it was easy.** He's the **kind of person who asks my mom to call the Uber for him.**"

Wife: "He had **no difficulty to order by the app.**"

Patient: "It's simple and very objective. I was hospitalized 15 days ago in a hospital in Rio de Janeiro, and it didn't have that modernity. There, if you want to order something, you must call the nurse team. **This app came up to reduce nurse workload.**"

Son: HP

Wife: HeP

Patient: HP

What now, looking for engagement

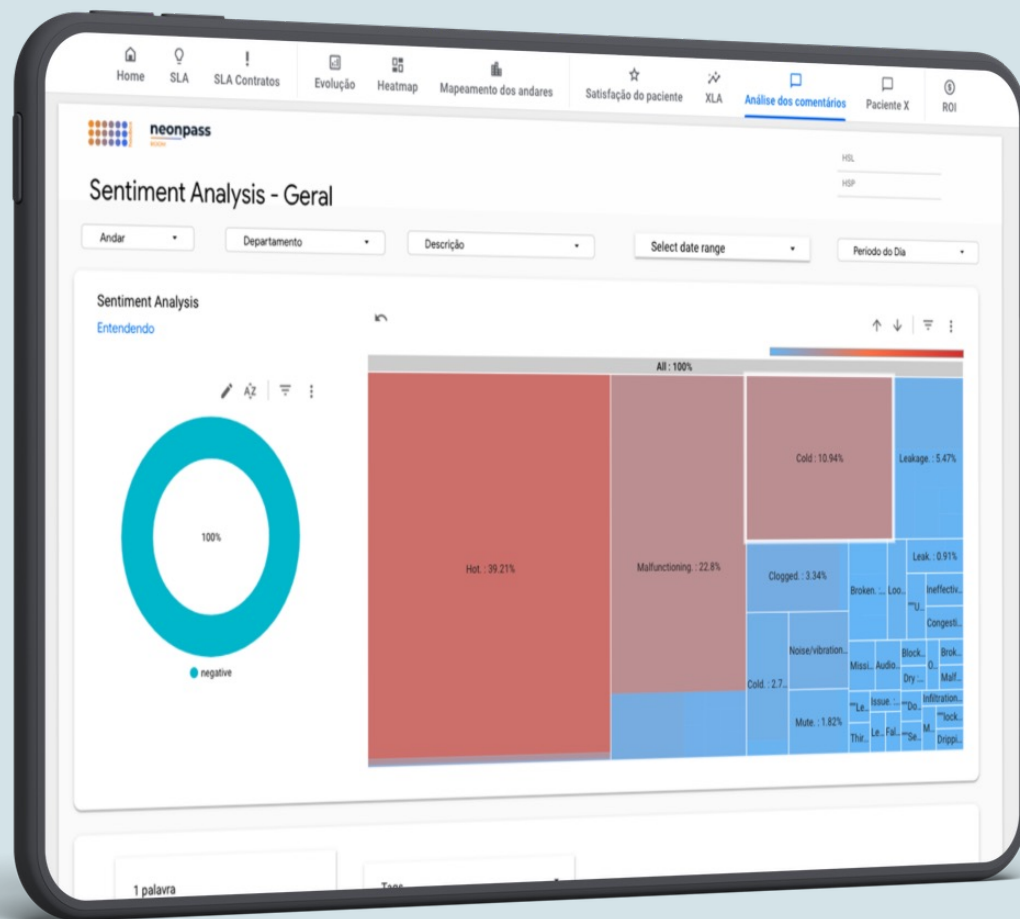
# Moving towards supporting professionals and patients in many ways...with partners





HOOBOX & Microsoft

# Partnership for a development fast-track in the health area



- ▶ integrating to HIS (Tasy, MV, Cerner...)
- ▶ Cloud based solution development
- ▶ Safety policies already validated by clients in top 10 hospitals in Brazil
- ▶ Ability to identify and avoiding pitfalls on patient journeys
- ▶ Solution focused on hospital's ROI and new revenue generation