

Cracking the Code on Healthcare, October 10, 2024

Technology to Reduce Administrative Workload and Costs

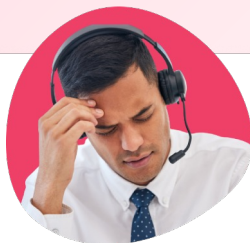


Israel Krush

CEO & Co-Founder
at Hyro

The gap is getting bigger

Workforce capacity



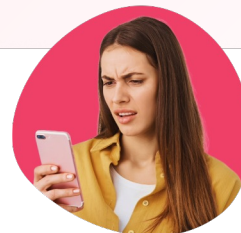
Staff is overwhelmed by high volumes of patient **tasks**

47%

of American healthcare professionals are planning to exit the industry by 2025

Forbes

Patient expectations



Patients want faster service and convenient **access** to care

78%

Of patients switching providers cite poor support experience as their reason for leaving
Accenture

Patient challenges



Long hold times



Friction in
accessing care



Difficulty in obtaining
necessary information

☹️ Please wait on hold.



Patient challenges (stats)

80%

of patients want more self-service options for appointment management.

Source: Hyro's 2024 Patient Access Report



30%

of patients report limited provider operating hours that clash with their schedules as a barrier to refills.

Source: Hyro's 2024 Patient Access Report



23%

of patients choose not to call to cancel their appointments, fearing long hold times.

Source: Hyro's 2024 Patient Access Report



Provider administrative support challenges



High burnout rates
for support teams



Increased agent turnover



Rising operational costs



15 callers waiting
in the queue



Provider challenges (stats)

43%

of call center budget sunk into hiring and training costs.

Source: Hyro's State of Healthcare Call Centers Report



39%

of call center leaders cite agent turnover as the top driver of inefficiencies in their call center.

Source: Hyro's State of Healthcare Call Centers Report



59%

of call center agents are at risk of burnout.

Source: Jeff Toister Consultancy



Top Call Drivers Across 10 Million Patient Calls



Leveraging *Innovation* to Bridge the Gap



A Multilayer Strategy for Improved Healthcare Communication



Layer 1 - Developing a Robust Digital Strategy

Layer 2 - Implementing Self-Service Capabilities

Layer 3 - AI-Powered Resolution

Layer 4 - Contextualized Agent Interactions

4 Core
Layers

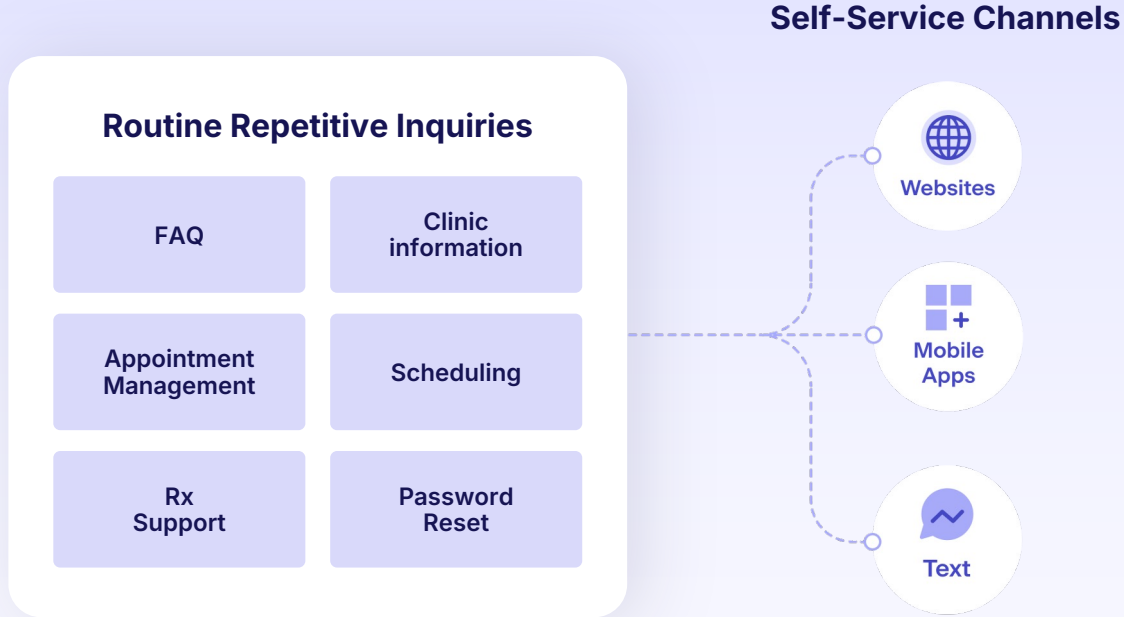
Layer 1: *Developing a Robust Digital Strategy*

How can you solve patient issues before they feel the need to call?



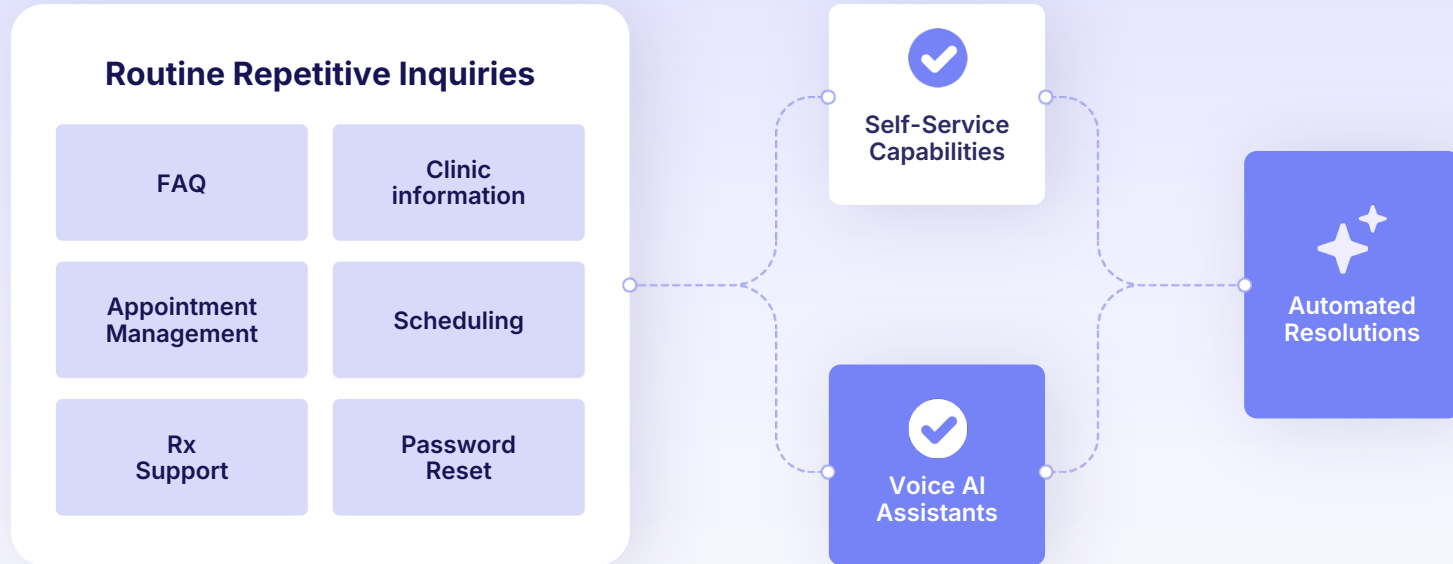
Layer 2: *Implementing Self-Service Capabilities*

How do you deflect calls from your agents when patients do call?



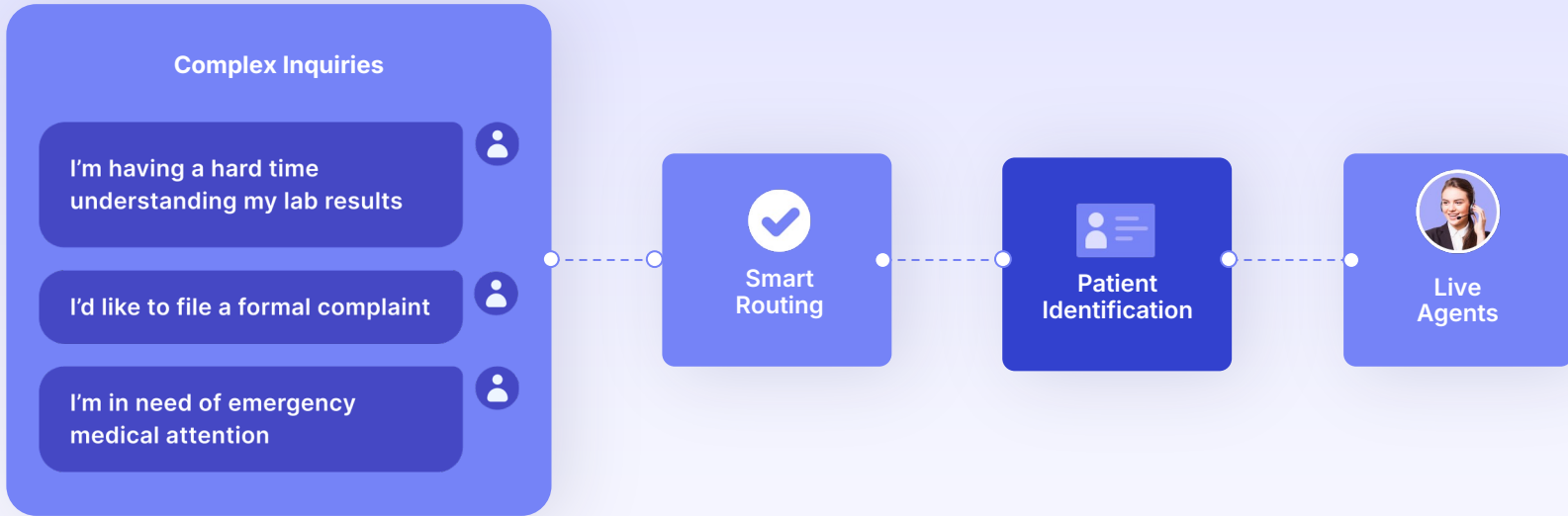
Layer 3: *AI-Powered Resolution*

Can you resolve patient requests end-to-end without agent involvement?

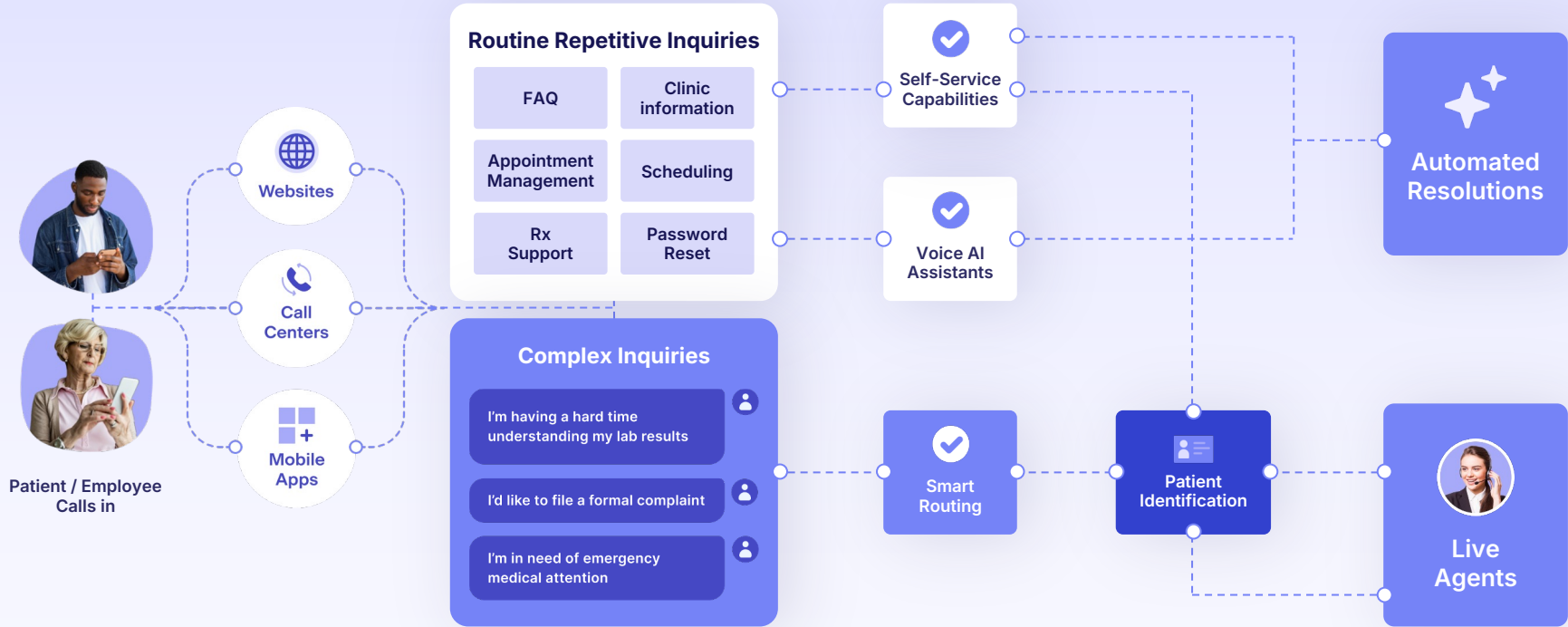


Layer 4: *Contextualized Agent Interactions*

Can you empower your agents to resolve calls more quickly and efficiently?



All 4 Layers *in Action*



Are Patients Ready for AI?

66%

of patients expect their healthcare providers to adopt generative AI for better online and phone support this year.

84%

Of patients would rather speak to an AI assistant rather than wait on hold.

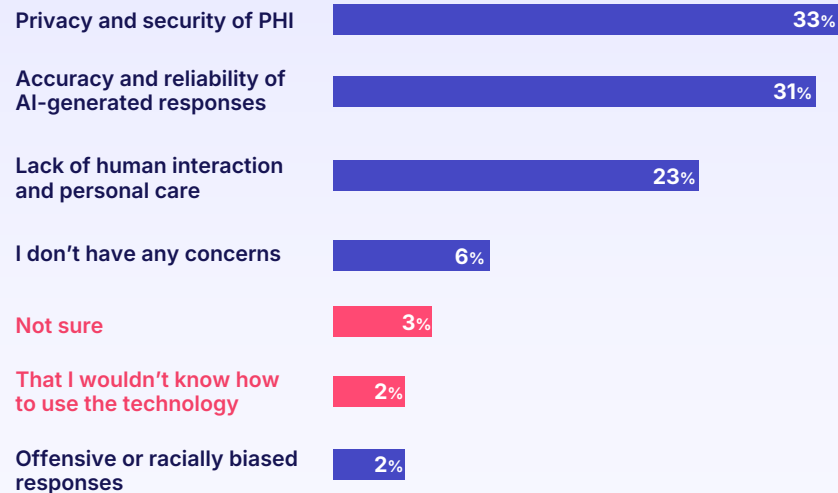
81%

Of patients have used chatbots and AI voice assistants in the past year for healthcare support.



Addressing Patient Fears is *Critical* to Generating Trust

What is your top concern regarding the use of AI technology as part of healthcare support?

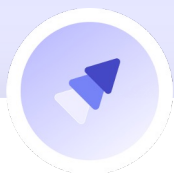


95%

can be addressed with
Responsible AI best practices

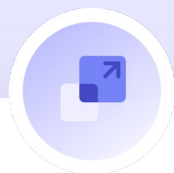
Our Approach to Responsible AI

The Triple C Standard for leveraging Generative AI in Healthcare



Clarity

- ✓ **Explainability:**
Understandable AI decisions (users)
- ✓ **Transparency:**
AI operations disclosure
- ✓ **Accuracy and Performance:**
Reliable AI responses



Control

- ✓ **Data Management:**
Robust data sources handling
- ✓ **AI Change Management:**
Updates and improvements in AI
- ✓ **Continuous Improvement:**
Ongoing optimization based on analytics and user feedback



Compliance

- ✓ **Security and Privacy:**
Highest data protection standards
- ✓ **AI Regulatory Adherence:**
Existing and forthcoming AI regulations
- ✓ **Accessibility:**
Usable and beneficial AI services for all

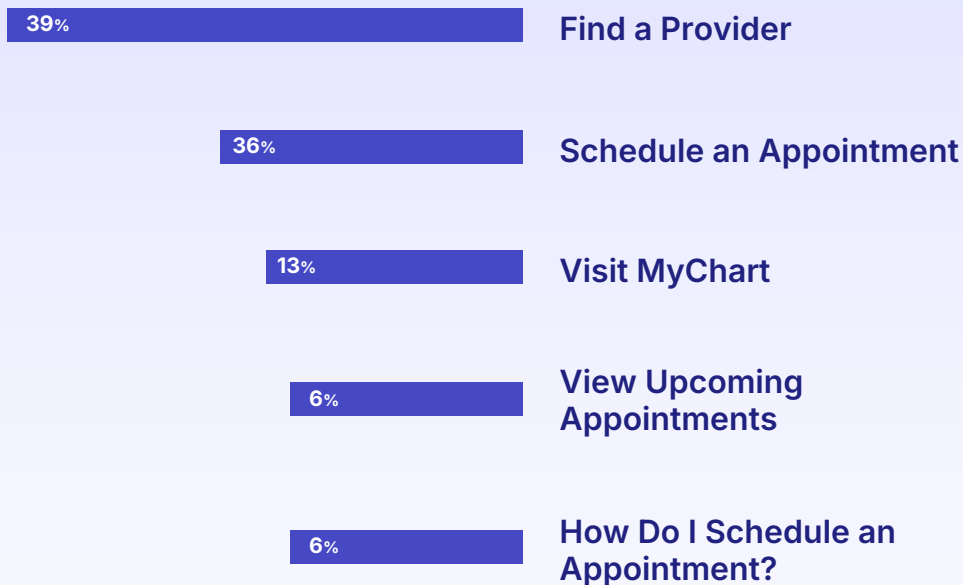
Responsible AI-Powered Communications



Driving Value for *The University of Rochester Medical Center*



Top Five Patient Requests Automated by AI at URMC



Driving Value for *The University of Rochester Medical Center*



40K+

Conversations
Automated

4K+

Agent Hours
Saved

\$250K+

Operational Dollars Saved



Thank You

hyro⁺