

Clearstep is Smart Care Routing™ for health systems using AI chat technology

Consumers often search online to find the care they need - and they need guidance getting it right.

88%

of patients do not have proficient literacy to navigate the care system

76%

of patients checked symptoms and looked for care online

Declining patient loyalty is causing bottom line to erode

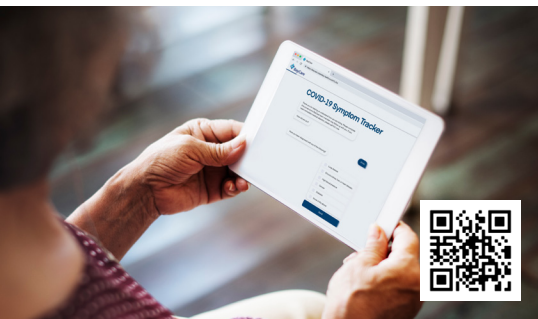
40%

of patients are not loyal to their healthcare provider

21%

erosion in bottom line for health systems in 2019

Our Smart Care Routing™ guides patients through your provider network



1 Virtual Triage
Help patients book the right care across your system based on their needs and preferences

2 Patient Services
Leverage AI chat to automate administrative requests






3 Clinical Journeys
Support patients between and after appointments by digitizing follow up and monitoring workflows

Net Promoter Scores for Clearstep clients are 4x above the industry average for healthcare



Increased patient loyalty leads to better profitability with Clearstep

Impact of Clearstep's Smart Care Routing™

-  Increase online patient booking volume by 3x
-  Reduce inefficient care up to 2x
-  Deliver a standout digital patient experience with 10x ROI
-  Optimize provider capacity and resources
-  Gain insights into patient behavior to drive strategy

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U.S. hospitals that deliver “superior” customer experience achieve net margins that are 50 percent higher, on average, than those of hospitals providing “average” customer experience.


accenture

White-Label and Fully Customizable

Digital Touchpoints

Choose how Clearstep's AI chat integrates with your digital assets on the web or mobile device.

Personalization

Make recommendations based on each patient. Or keep PHI separate. It's your choice.

Data Integrations

Integrate with facility, inventory, scheduling, and EMR databases through Epic Systems App Orchard.

CX Support

Choose from the level of partnership you need.

Business Intelligence

Get insights into patient online behavior.

White-label

Patients build loyalty with your brand—not Clearstep.

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When we assessed the competition, we chose Clearstep because of their ability to white-label, responsiveness, and clinical expertise.

 **CVSHealth**

Clearstep Virtual Triage is fast and accurate

Help patients book the right care across your system based on their needs and preferences

- 1 Check symptoms with AI chat
- 2 View options
- 3 Compare prices
- 4 Book care online

Route patients to the right resource in your network

- Ambulance / 911
- Emergency Department
- Labor & Delivery
- Poison Center
- Urgent Care
- Primary Care
- Dentist
- Retail Clinic
- Telemedicine
- Self-Care
- Specialists
- Lab Work
- Behavioral Health
- COVID Care (e.g., quarantine, vaccine, testing)

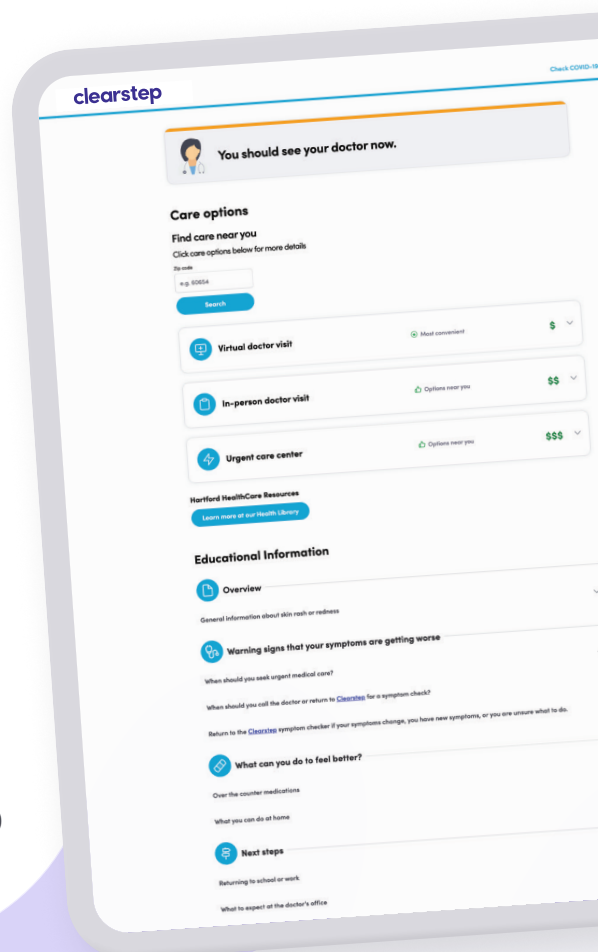
Talk to us if you don't see what you need.
It might be on our product roadmap!

Our symptom checker is fast

Clearstep's AI chat asks 10 fewer questions than the competition with NLP technology that understands free text.

Our triage is accurate

Clearstep's algorithms are built from Schmitt Clinical Content. In a double-blind study, Clearstep's triage accuracy was 95% compared to the judgement of ER doctors.



Patient Services PRODUCT DETAILS

Clearstep Patient Services takes the burden off your call center



RX Refill



Bill Pay



Find a Doc

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Diverting call volume to AI chat is a huge priority for us.

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HEALTH AND CARE

Clinical Journeys PRODUCT DETAILS

Clearstep Clinical Journeys “saves lives”

Support patients between and after appointments by automating follow-up, risk assessment and escalation management.

Virtual Complex Care Monitoring

Care teams can follow up, send important reminders and manage care escalation in real-time.

Virtual PCP Monitoring

Allow PCPs to follow up with patients through automated AI chat

Care Mapping

Guide patients step-by-step through complex clinical journeys, as a virtual healthcare assistant.

Ready to chat?

Email us at info@clearstep.health or visit us online at clearstep.health

Plan your pre-natal care journey

What to expect

If all goes according to plan, you can expect 7 visits every month with your doctor leading up to your delivery.

Doctor visit overview

In each of these visits, you'll get a general check up, blood tests, as well as an ultrasound imaging to confirm the health of your baby.

General check up

Blood tests

Ultrasound imaging

Plan your pre-natal care journey

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This system saved lives.

DR. ALAN WEISS
Chief Medical Information
Officer at BayCare

