

USE CASE

Revolutionizing Healthcare: How to reduce unnecessary face-to-face visits with Medical conversational AI



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Revolutionizing Healthcare

How to reduce unnecessary consultations with medical conversational AI

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INTELLIGENT
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Healthcare settings face **scalability & sustainability challenges** due to

Staff capacity

Time-consuming traditional solutions

HCPs need to employ their **scarce time** to **high value task** and avoid those that could be automated.

Patient engagement is essential to **reduce DNAs, avoid relapses, improve prevention and reduce A&E visits.**

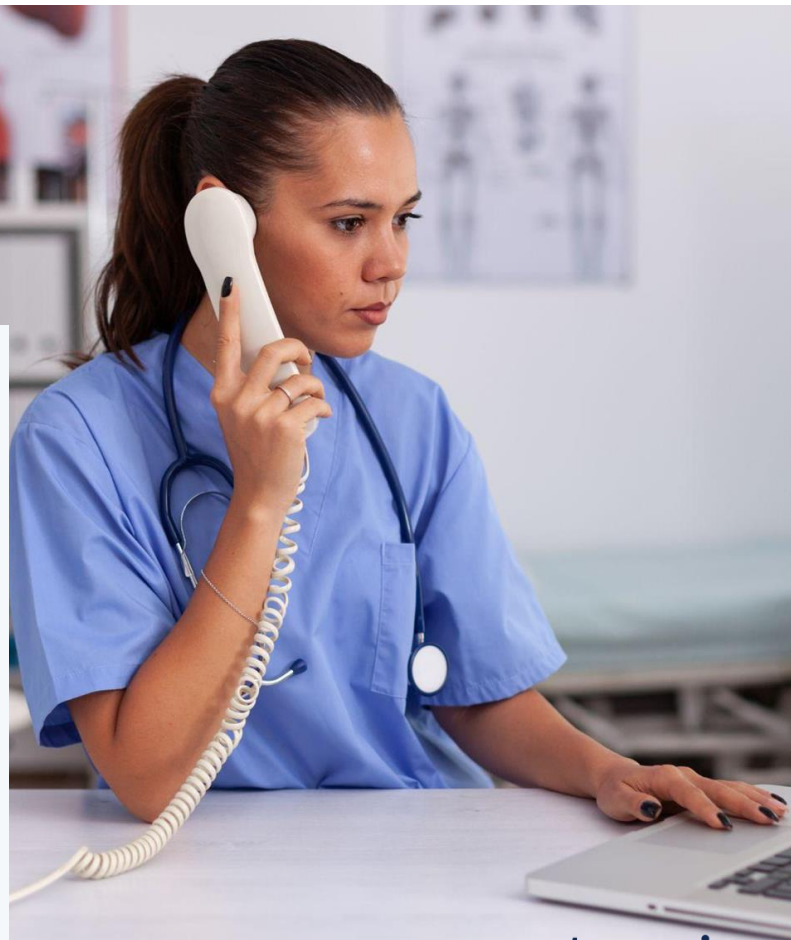
Up to **20'** Manual telephone follow-up patient by patient 2-20 min average by call ¹

3,5%

Engagement in Medical Apps text based ²

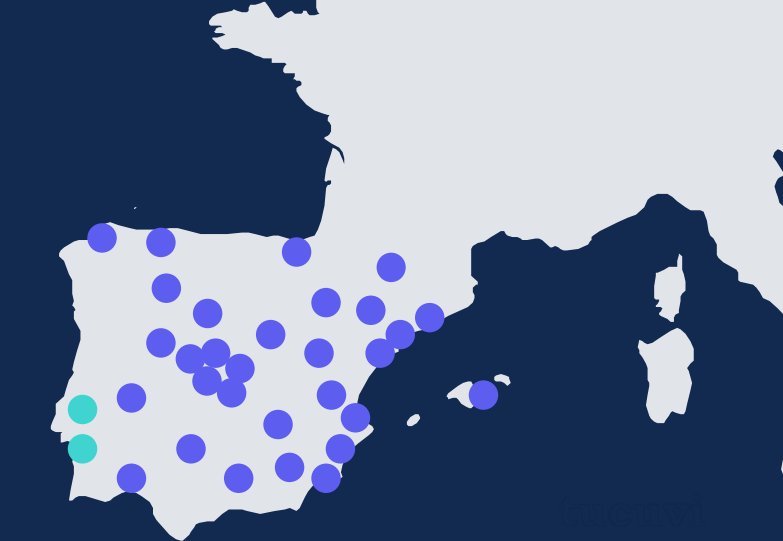
1 - Internal Research based in Literature Published

2 - Statista. 2020. Retention rate on day 1 and day 30 of mobile app installs worldwide as of August 2020, by category. Available at: <https://www.statista.com/statistics/259329/ios-and-android-app-user-retention-rate/>



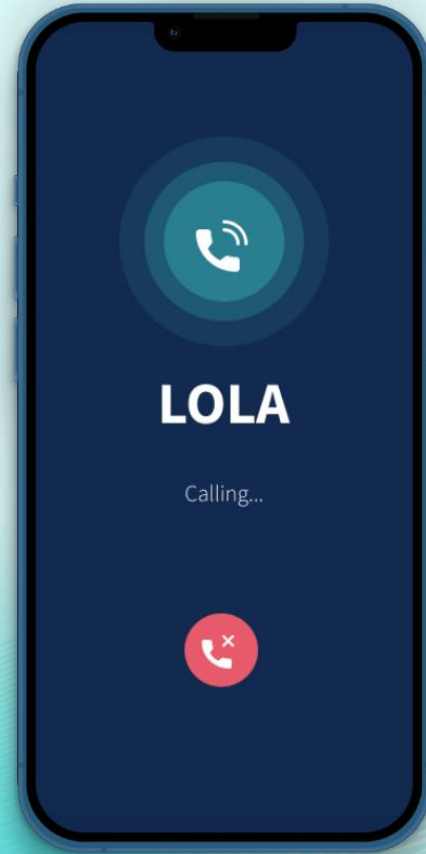


Tucuvi is helping **25+**
healthcare organizations to
deliver healthcare more
efficiently and effectively



LOLA

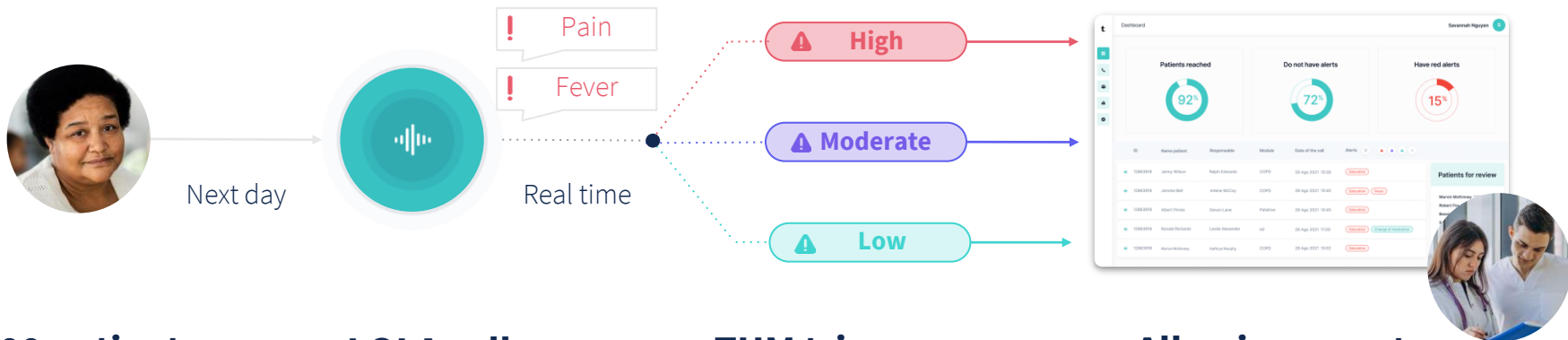
Autonomous and empathic AI
for any patient, for any pathology
and any clinical process



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Post-surgery real example

Tucuvi Health Manager and LOLA



200 patients had a surgery

After surgery, LOLA will manage all their first follow-ups

LOLA calls all of them

9:00 am LOLA and patients naturally converse about their potential symptoms or situation

THM trigger intelligent alerts

LOLA analyses the conversation, structure it and share it back prioritized & with alerts to THM

Allowing smart interventions

HCP intervene to the patients that have a high risk alert



Post-surgery

70% of follow-up consultations after Major Ambulatory Surgery done by LOLA

N°of patients: 495 | Average age: 51 y.o

LOLA called all patients the day after the surgery.

Manually calling those patients meant **165 hours of a nurse** team. With LOLA calling first, they spend 31h to manage the patients that are risk, and have **144 freed up hours to streamline the waiting list.**

91% Patient engagement

8.3/10 Patient satisfaction

Transforming & streamlining Care with AI

Primary care

- Vaccine campaigns
- Smoke cessation
- Wound care
- Prevention campaigns
- Screenings
- Chronic conditions follow-up

Secondary care

- Pre- and post-procedure preparation
- Did not attend (no shows)
- Pre- and post-medical appointment

Tertiary care

- Virtual wards
- Palliative care
- Patient referrals
- Post-surgery follow-up
- Post- hospitalization
- Post A&E follow-up

Safe, validated, secure and interoperable AI medical technology



Main outcomes healthcare organizations are showing

+4.8/5

patient satisfaction

+95%

patient engagement

+70%

time saved

NEW RELEASE

Inbound calls

Supporting Patient-initiated follow up (PIFU)

Real examples



Screening campaigns

Breast cancer & colon cancer screening campaigns

N°of patients: 3k+

LOLA called every morning all patients hospitalized at home to have a picture of how all patients are and better plan the home visits and interventions.

60%+

Patients scheduled a screening test



Virtual Wards

Reducing 26.5% length of stay during COVID acting as a Virtual Ward

N°of patients: 241 | Average age: 57 y.o

LOLA called every morning all patients hospitalized at home to have a picture of how all patients are and better plan the home visits and interventions.

↓26.4%

Average hospital stay (days)

↓55.6%

30 days readmissions

↓55.8%

N° of ER visit



Palliative care

25% reduction in unnecessary GP visits in Palliative care patients

N°of patients: 141 | Average age: 75 y.o

Patients receive LOLA's weekly calls to assist HCP team to follow-up their patients and anticipate A&E situations and readmissions to the hospital.

70%

Reduction of calls made by nurses

20%

Reduction in ER visits

64%

Would have gone to the PC center

96%

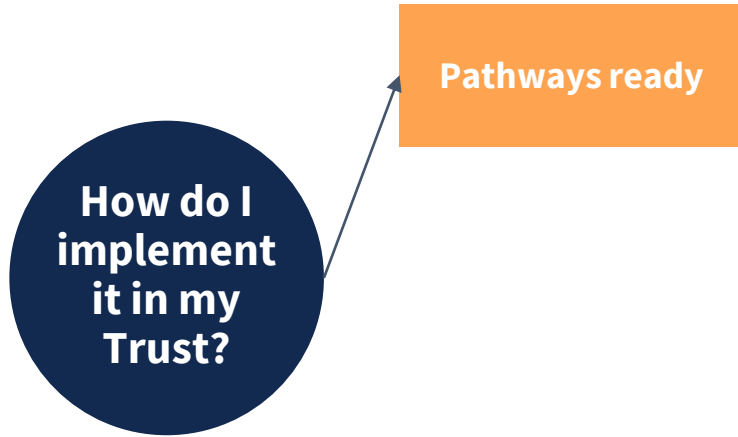
Perceive less hospitalization rates

How to start implementing smart & empathic automation in your clinical setting

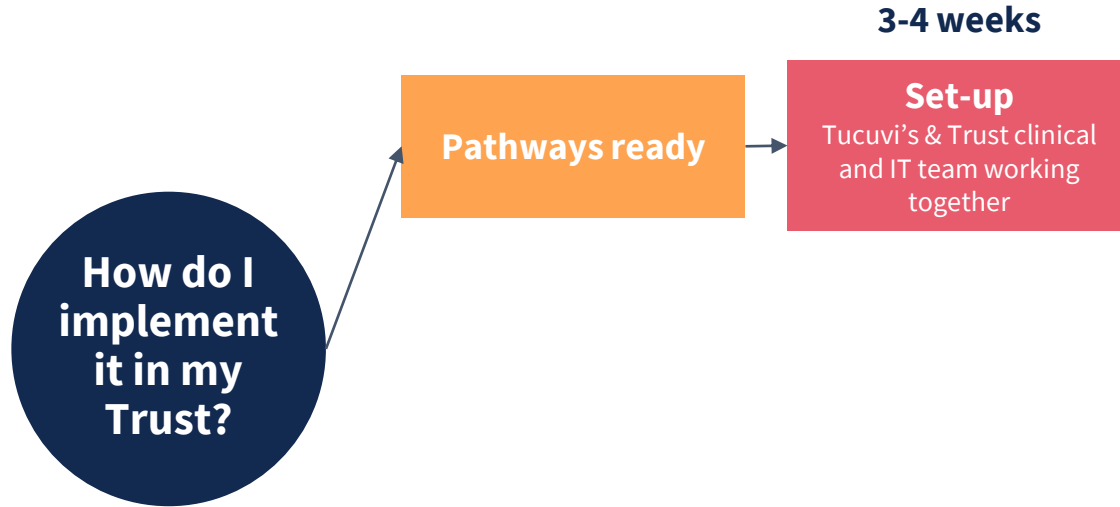


How do I
implement
it in my
Trust?

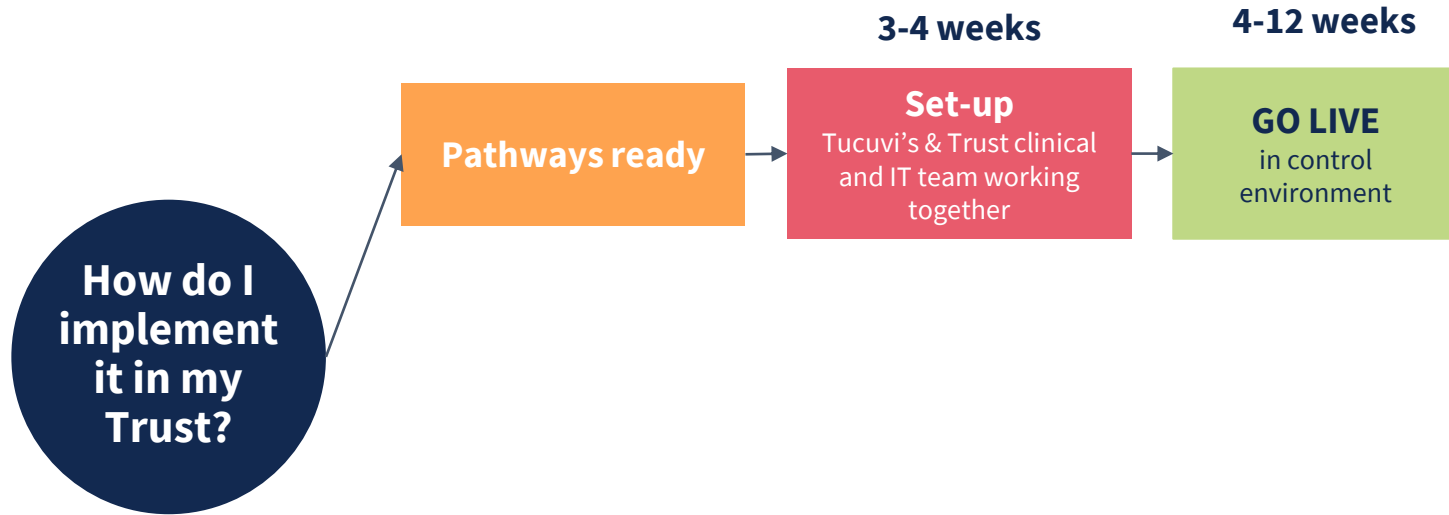
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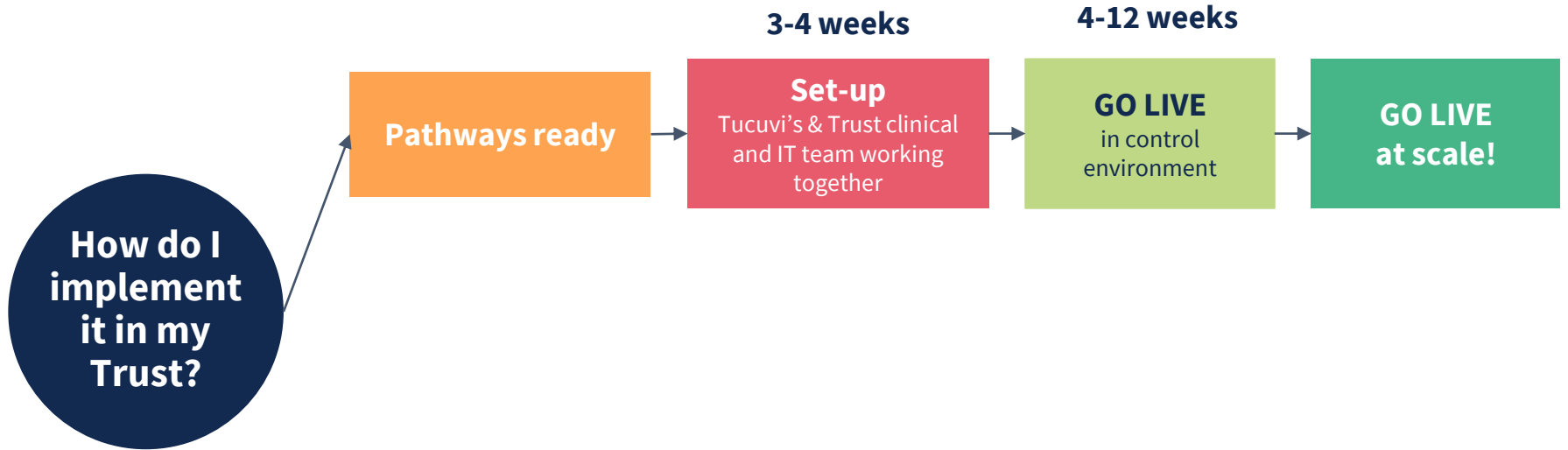
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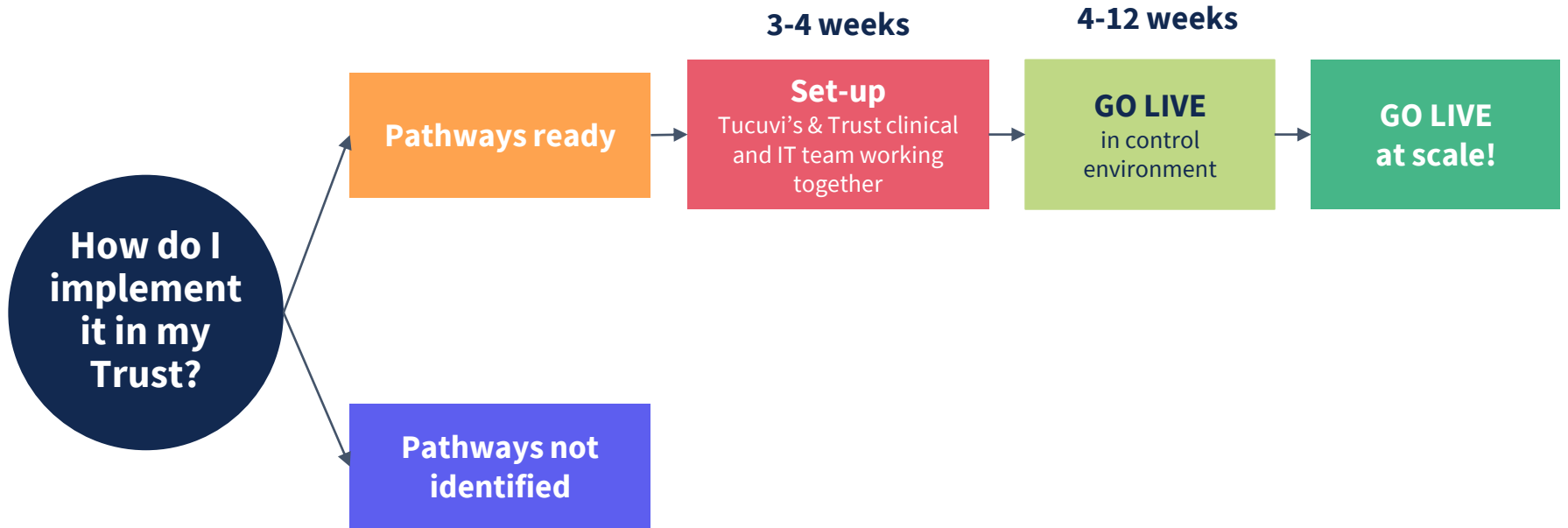
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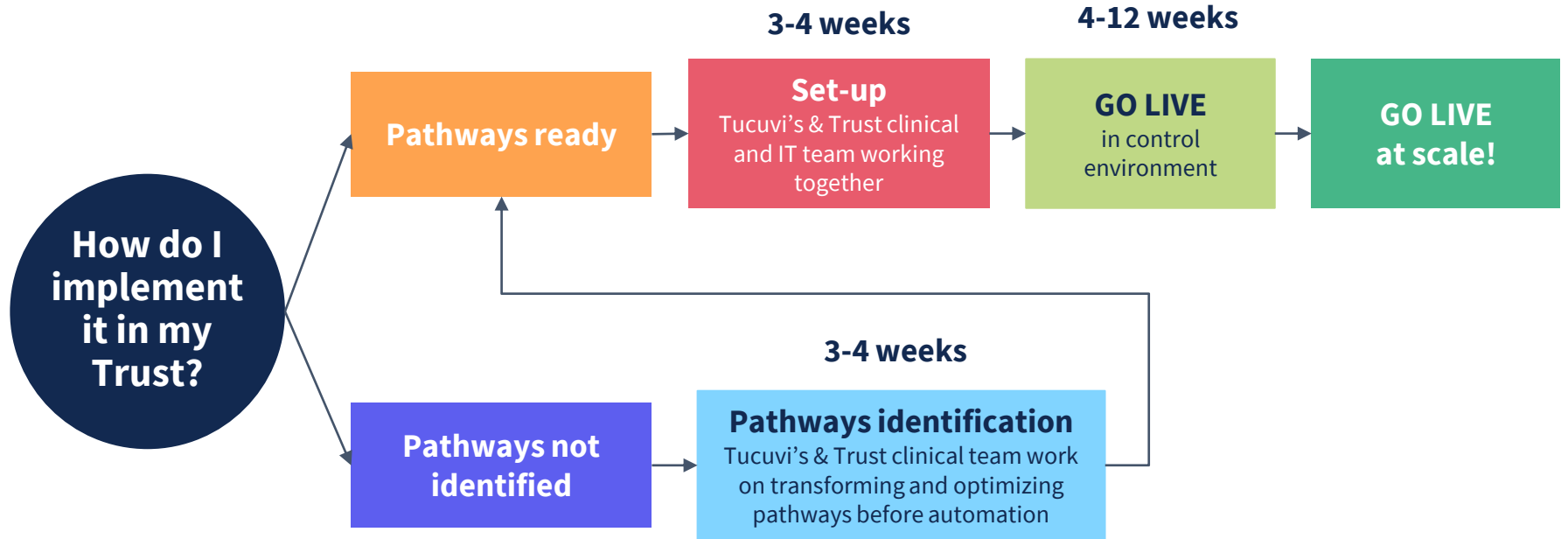
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Reimagining how healthcare is delivered

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INTELLIGENT HEALTH UK 2023

Breaking down the barriers
between tech and healthcare