

USE CASE

Gaps in care outreach

Close the care gap, free up valuable trained staff and capture additional service revenue

Automate customer outreach to patients with the Grace virtual agent.

Healthcare challenge

The move to value-based care and an emphasis on improved patient experience has fundamentally changed how providers approach care management. At the same time, it's also reinforced the need to close care gaps and engage patients in ongoing treatment and preventive services. In the last year alone, four in 10 U.S. adults reported avoiding care because of concerns related to COVID-19.¹ From annual screenings to regular follow-ups and treatment for chronic conditions, gaps in care can have serious health and financial consequences for both patients and providers, including:

- Missed or delayed diagnosis and complications
- More costly and invasive treatments due to delayed care
- Lost revenue from postponed or ignored services

But scheduling appointments, keeping up with recommended visits and managing ongoing treatment plans can be overwhelming and frustrating for patients once they leave the office. Often, the burden is on patients to remember when to schedule appointments and how to stay on a care path—which, more often than not, means putting off vital care and follow-up.

According to one study, only 8% of U.S. adults attain all guideline-recommended services; healthcare providers are often forced to select which preventive care services will be included in patient outreach due to staffing.² After all, time and resource constraints mean that providers can't scale outreach efforts to all patients, and even that often requires staff to manually prioritize high-need patients over others that should also receive outreach.

What if you could close the gap in care by automating outreach to all patients in need of engagement so you can:

- Perform outreach to 100% of patients in need of engagement.
- Improve patient care and the patient experience.
- Free up clinical and administrative staff to focus on patient care.
- Capture additional service line revenue.

With Gridspace Grace you can.

The Gridspace solution – Grace virtual agent

The Gridspace Grace virtual agent enables healthcare providers to more conveniently and cost effectively close the gaps in care. As the most advanced, natural-sounding virtual agent, Grace is a task-specific, next-generation platform for authoring and deploying virtual agents. A conversational voice bot, Grace can handle customer interactions in a natural and friendly manner, giving providers and healthcare systems a timely, easy way to remind patients of screening and treatment needs, and then schedule services on the spot.

Key features

- Limitless, natural-sounding virtual nurses and administrators.
- Fluent, consistent and friendly conversations.
- Integrates with existing voice technology and data systems.
- AI orchestration interweaves voice technology with existing human workflows.
- Inbound API interfaces and outbound APIs support integration into clinical systems.

Key benefits

Voice automation addresses human talent challenges

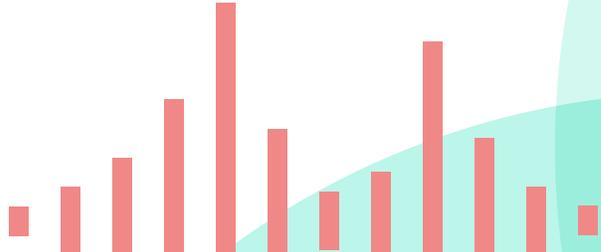
- Allows voice bots and high-value staff to tag team when needed.
- Scale immediately and elastically to meet demand.
- Conform to the same QA standards and methods as human staff.
- Triage opportunities to utilize human labor more effectively.

Promotes a patient-centered experience

- Indistinguishable from a capable human nurse or administrator.
- Creates seamless handoffs when escalation is needed.
- Better procedure adherence for service consistency.
- Scale multiple Grace voice bots to complete all patient calls by a certain time.

Easy to deploy and manage

- Purpose built for healthcare, enabling high-accuracy task completion.
- Zero integration to quickly start and scale.
- Compatibility with Gridspace Sift enables standardized monitoring and QA.
- Auditability with 100% visibility into every conversation.



**Hear for yourself –
experience Grace today!**

Listen to Grace perform patient outreach for care appointments [here](#), and discover how Gridspace is pioneering real-time speech infrastructure for healthcare.

About Gridspace

Gridspace was formed in 2012 as a collaboration between SRI Speech Lab, the lab behind Siri and Nuance, and a multidisciplinary team of designers and engineers. The company's software makes it easy for contact centers and developers to automate calls, quickly understand customer requests, synchronize agent responses and drive successful outcomes. The company's HITRUST-certified product scans for customers in regulated industries. The company is already one of the largest Kubernetes cluster operators for streaming speech and has analyzed billions of call minutes with our cloud-agnostic speech technology. **To learn more, visit [gridspace.com](https://www.gridspace.com).**

¹ Czeisler ME, Marynak K, Clarke KEN, et al, [Delay or Avoidance in Medical Care Because of COVID-19](#), Centers for Disease Control and Prevention, *Morbidity and Mortality Weekly Report*, June 2020.

² Zhang JJ, Rothberg MB, Misra-Hebert AD, et al, [Assessment of Physician Priorities in Delivery of Preventive Care](#), *JAMA Network Open*, July 2020.