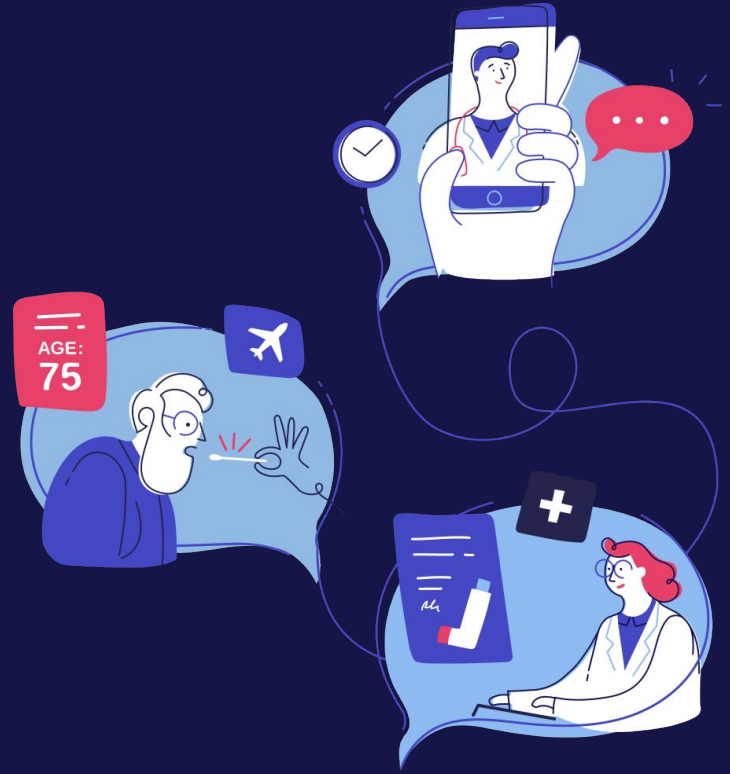


hyro⁺

Conversational AI For Healthcare

Product Overview 2020



Hyro is an innovative startup backed by top VCs with a strong team of NLU experts, computational linguistics PhDs, FS engineers and ex-Google Duplexers.

Our mission is to simplify digital interactions by enabling healthcare organizations to deploy conversational interfaces at scale.

Featured on

Gartner

Forbes

yahoo!
finance

MarketWatch

TC TechCrunch

Healthcare IT News

Healthcare providers across the U.S. trust Hyro's conversational AI:



Montefiore

"We had a solution on our website in less than 48 hours. During the first week of deployment, we were already witnessing hundreds of daily conversations with the COVID-19 virtual assistant and have also been able to direct users to other key areas on our site."



Adrin Mammen
AVP, Patient Access Transformation Officer
Montefiore Health System



"What attracted us to Hyro was the sophistication and flexibility of their approach. They adapted to us rather than us having to adapt to them. Their ability to quickly add and scale new use cases with little client-side maintenance is increasingly valuable in a world where digital engagement has become essential."



Dr. Curtis Cole
Chief Information Officer
Weill Cornell Medicine



We have been pleased with the quick implementation by Hyro and the easy adoption by our patients. Hyro continues to further improve our experience by offering insightful recommendations based on how patients are using the virtual assistant.



Heidi Shalev
VP Marketing, Communications, & Engagement
Austin Regional Clinic

Content in healthcare can be **complex**. It's creating problems for payers and providers.



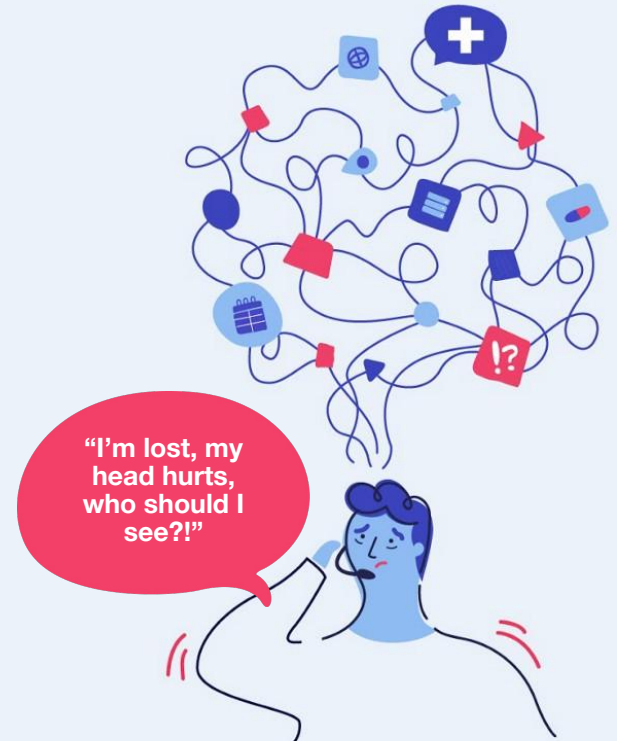
Friction between patients, providers & payers



Lower engagement and higher patient churn



Reduced revenue for the provider and payer



80% of businesses, including healthcare organizations, plan to add conversational interfaces by 2021 *Gartner

But 99% of healthcare organizations **can't successfully deploy and maintain NL interfaces**



Expensive and
time consuming

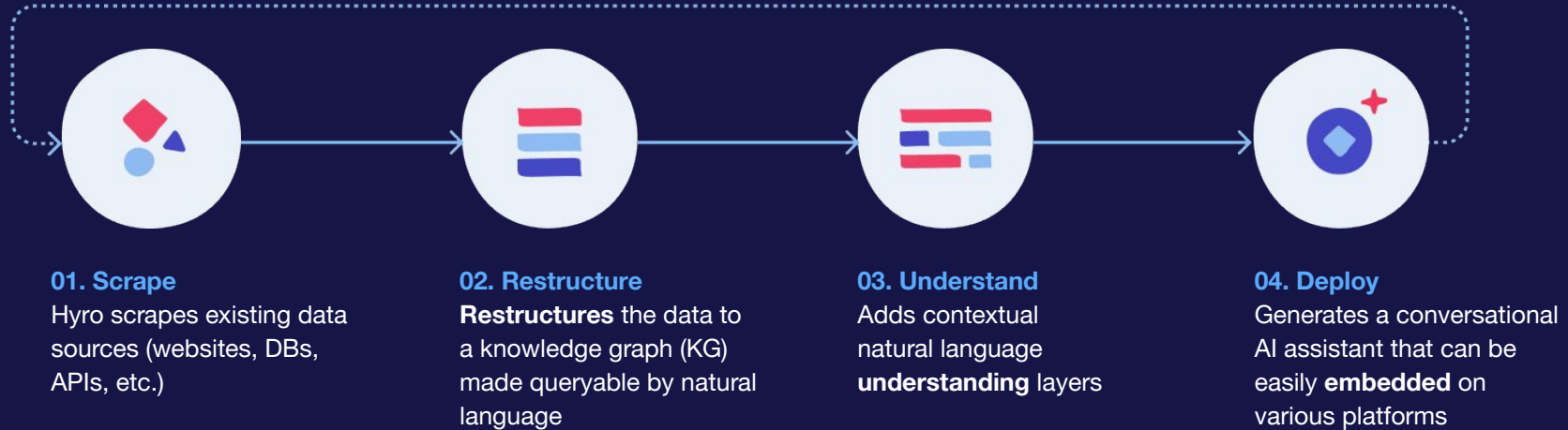


Require NLP expertise
and mountains of data

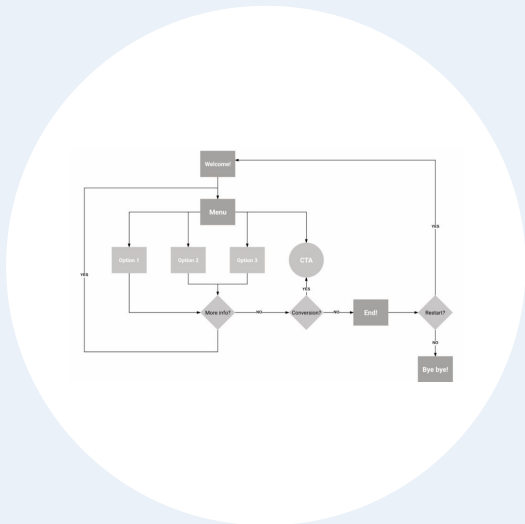


Limited
scalability

Hyro creates **plug & play** conversational AI interfaces by seamlessly ingesting information from various data sources. A new use case can be up and running **within two weeks**:



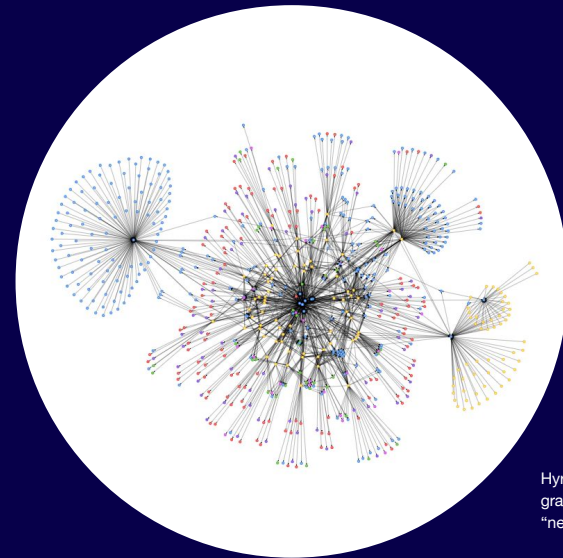
Other Solutions



Limited “intent-based” flows

- Predefined **playbooks** and limited state machine
- Learning requires **thousands** of examples **per intent**

hyro⁺



Hyro's real knowledge graph of the keyword "neurology"

Robust “Knowledge-based” conversation

- Automatic **knowledge graph** based on existing content
- Learning requires few dozens of examples overall

Supported Platforms and Channels

Websites

Mobile Apps

Call Centers

Text Messages

Emails

Social Media

Smart Speakers

Does Dr. Smith take Cigna insurance?

Yes, Dr. Smith accepts your insurance plan



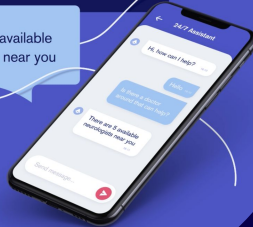
Okay, let's book for tomorrow, anytime in the afternoon.

Booking an appointment with Dr. Anne Smith, for tomorrow at 4PM



Is there a doctor around that can help?

There are 5 available neurologists near you



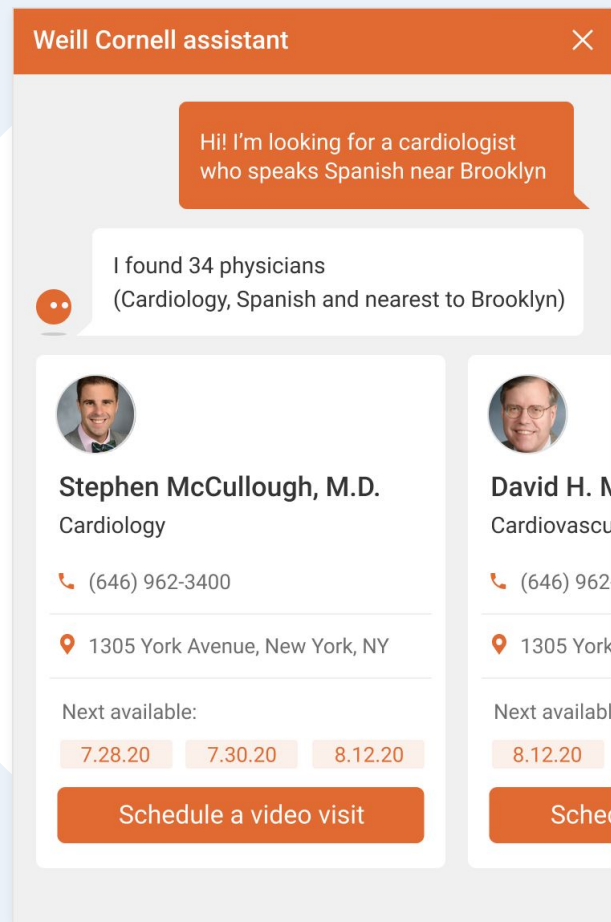
What can I do about this migraine?

I've found the following info about migraine treatment

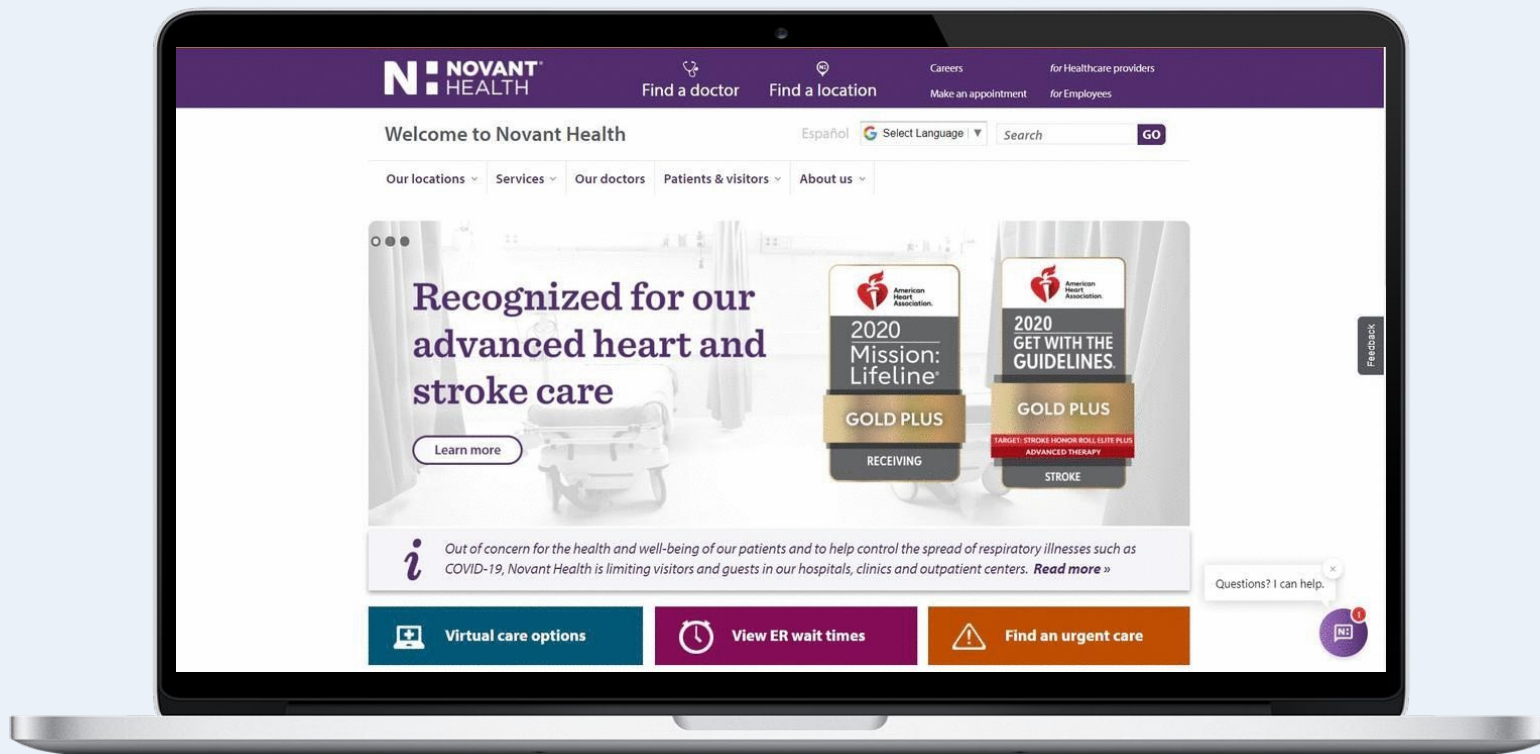


Differentiators

- **Natural language processing and understanding**
- **Embedded healthcare taxonomy to boost conversation quality**
- **Consolidation of multiple data sources**
- **Context handling through computational linguistics and knowledge graph (automatically updates)**
- **Results filtering based on business logic**
- **Feedback loops (auto + manual) that improve those results**



Combine NLU-based conversational features with the search experience.



Swap between AI and live agents for the queries that truly require manual support.

Online [Switch to offline](#)

My conversations

User details	Request time	Status	Action
Bob McKey (1)	06/08/2020 7:07 AM	Pending your reply	End
Donna Hass (2)	06/08/2020 7:03 AM	Pending your reply	End
Robert Fox (1)	06/08/2020 6:19 AM	Pending your reply	End
Anna Gill	06/08/2020 6:19 AM	In progress	End
Micheal Ingles	06/08/2020 5:45 AM	Ended	-

Incoming

User details	Request time	Status	Action
Melissa Maiers	06/08/2020 7:07 AM	Pending an agent	Accept
Bob Smith	06/08/2020 7:03 AM	Pending an agent	Accept
Donna Hass	06/08/2020 6:19 AM	Pending an agent	Accept

Name: Melissa Maiers
Phone: +1 212-385-2066
Hand-off Trigger: Schedule an appointment with Dr. Bill Cohen

Hi! I'm Novant Health's virtual assistant. I can assist with quickly finding a physician or navigating through the website. What would you like to do?

Schedule an appointment with Dr. Bill Cohen

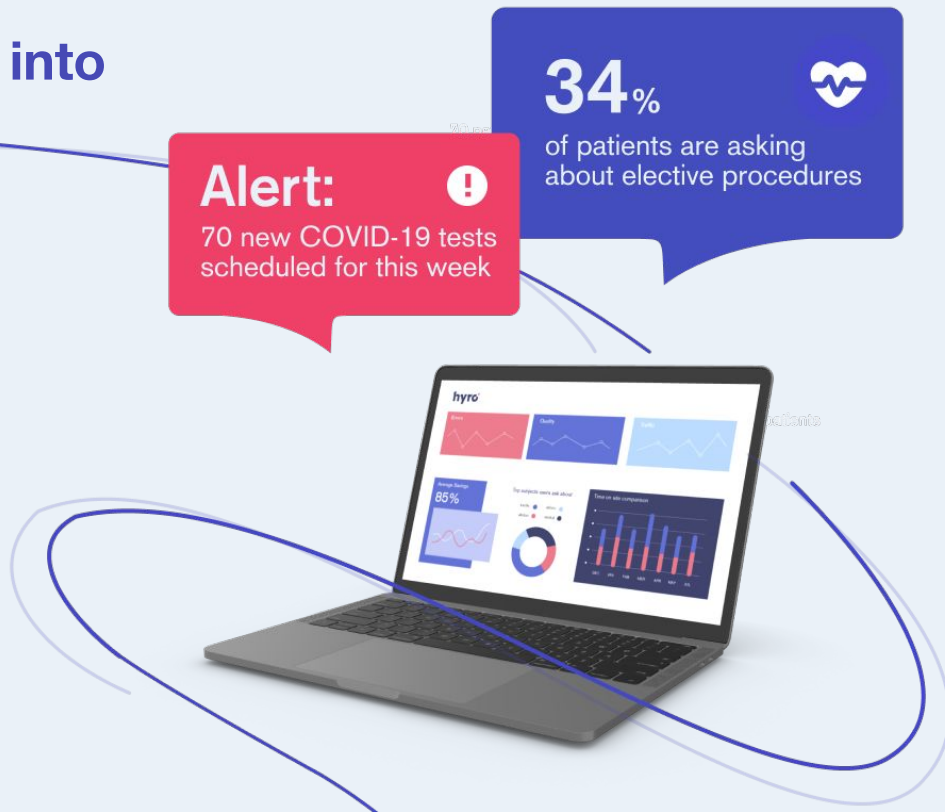
Hang on while we redirect you to a live agent...

Type here to accept conversation and reply



Turn rich conversational data into actionable patient insights

- 24/7 access to rich, raw data to empower digital optimization
- Real-time conversational logs for troubleshooting on-demand user issues
- Periodic reports with actionable insights like top keywords & categories
- Constant quality improvements based on client data analysis



Key Organizational Benefits

✦ **Plug & play solution** allows for frictionless implementation, zero-stress on IT teams and ultimate scalability

✦ **Customizable** based on client needs, such as protocols, phrasing, channels, APIs and supporting multiple conversational flows simultaneously

✦ **Seamless integrations** with APIs, DBs and third-party platforms allow for live handoff and actionable next steps

✦ **SOC-2 TYPE-2 and HIPAA Compliance** ensures up-to-date safety, encryption and security. **ADA Compliance.**



+ Patient acquisition



+ Conversion



- Sale cycle



+ Agent productivity



- OPEX



+ NPS/CSAT



A stellar patient journey starts with

hyro⁺

www.hyro.ai

contact@hyro.ai

