

## Personal Concierge™

A virtual care coordinator that offers personalized guidance, interactively guiding patients and members through their healthcare journey.



## Patient Activation to Reduce Cost of Healthcare Delivery

The GoMo Health Personal Concierge™ is uniquely designed to convert complex clinical protocols into simple, step by step, “snackable bites” of “digestible” information to ensure higher patient compliance with remote care directives.

## Personalized Engagement

The science and method of patient engagement is as important to outcomes as the clinical protocols themselves. Using BehavioralRx™, a proprietary emerging science, GoMo Health personalizes engagement by leveraging proven cognitive and psychological techniques to stimulate in-the-moment actions.

## Personal Concierge™ Features

- ✓ Leverage a business rules engine and conditional logic to triage patients’ needs and escalate support accordingly.
- ✓ Extend the reach and impact of pre-admission and discharge planning sessions to increase patient compliance with continued patient support in a remote care setting.
- ✓ Omni channel media interactivity and resource delivery: video, voice, mobile web pages, SMS text, email, surveys, question and answer.

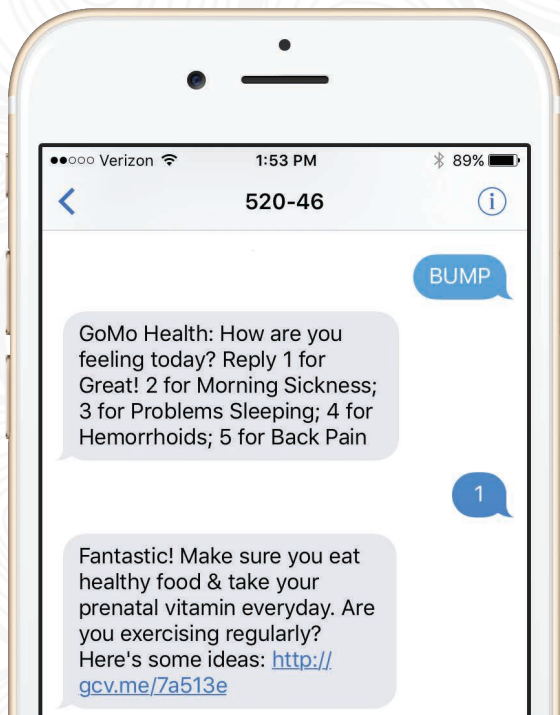
# Person-Centered Healthcare Delivery

Meet Caren™, the GoMo Health Personal Concierge™ voice activated “Bot.” Caren responds to patient queries traditionally presented to care coordinators, conducts 1:1 conversations and presents patients with healthcare resources to directly support their needs.



## Transition Support for Readmission Reduction

- Regularly communicate with patients and caregivers pre and post discharge to ensure early detection of issues and increased compliance with self-care.
- Scale the services of the clinical care team – deliver personalized support to patient populations through the GoMo engagement platform.



**Use of the GoMo Health Personal Concierge™, in conjunction with community health worker support resulted in an average ROI of 1200% based on reduction in cost.\***

\* Source: University of Nebraska Medical Center and Nebraska Blue Cross, reducing rural pre-term births study.

## Outcomes-Based Data Collection

- Strategically leverage real-time data and analytics for predictive modeling and population health management.
- Remote care coordination plan customization.
- Responsive, in the moment delivery of need-specific resources for improved compliance.

## Business Value and Impact

- Increase provider Joy in Practice
- Impact patient satisfaction and audits
- Expand opportunities to participate in value based MACRA reimbursements and bundled payments

## GET IN TOUCH

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