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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