

The Digitally Included Patient

How using new digital channels helps Harry talk about how he is feeling

Harry is 58 years old with two grandchildren. Since his marriage ended and losing his job, he has found it difficult to talk about how he is feeling.



Harry has been feeling very low and feels things are getting worse. He goes to his GP to ask for help and is referred to the local IAPT service for psychological support.



Mark is a psychologist, whose Trust has digitised the IAPT patient pathway, combining Virtual Assistants (which are super-intelligent chatbots), SMS and email in a programme that is now proactively engaging with patients.



"Sally" is the IAPT Virtual Assistant created with EBO and now works 24/7 in the background. Sally is learning all the time.

01

Harry receives a message from Sally, the Virtual Assistant, to activate his GP referral on the NHS app. He books a time to suit him and Sally confirms this with him.

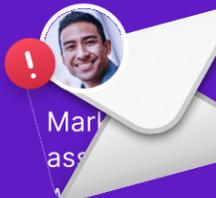


Your appointment is confirmed

Thank you!

03

Mark is notified of the assessments which flag worrying symptoms. Sally contacts Harry and confirms a new prioritised appointment by text and email.



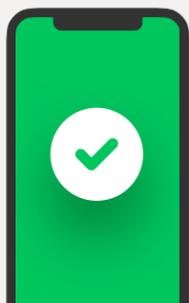
05

Harry attends the IAPT service for 6 weekly sessions with Mark. Before each session Sally guides him in completing the anxiety and depression score to monitor the impact of his therapy.



07

He is discharged by the service and Sally signposts him to information to help him remain well. Sally continues to check how Harry is doing over the next three months.



02

Sally guides Harry to complete three digital pre-assessment questionnaires in a "natural conversation", rather than Harry having to complete paper or digital forms on his own. He gets to instantly ask Sally any questions he has along the way.



04

Harry receives a reminder from Sally 48 hours before his appointment and confirms he will attend. He asks Sally about bus travel and is immediately provided with help.



06

After several weeks, Harry is feeling better. He has gained coping skills to manage his mood.



ebo

+44 0203 916 0018

hello@ebo.ai

@ebo_ai

@ebo.ai

www.ebo.ai/industries/healthcare