



# Accelerating Patient Engagement Through AI

Our professional services are meticulously designed to propel NHS Trusts forward in the **digital transformation of patient engagement**. Whether you are at the cusp of deploying our Intelligent Patient Portal, designing your patient pathways, or already fully benefitting from EBO's solutions, we offer a range of professional services to help you accelerate your digital journey.

**EBO's Professional Service Offering**

## Professional Service Offering

EBO offers a blend of expert consultancy time<sup>1</sup> tailored to the specific needs of your project. Many of our customers have leveraged the Professional Service Offering to prepare for the adoption of an Intelligent Patient Portal, integrate additional patient-correspondence with hybrid mail providers, or increase their patient engagement and adoption rates. Explore the options below to find the right fit for your goals.

### Your First Digital Steps

As you prepare to launch your Intelligent Patient Portal or Virtual Assistant, our services can:

- Co-Design the User Experience:** We partner with patients and staff to configure elements of portal interface, enhancing user satisfaction.
- ConnectIQ:** Increase patient registration and improve data quality with EBO's Conversational AI-driven onboarding and data validation solution.
- Project Management & Analytics:** Integrate additional resources into your existing teams to streamline agile project management, ensuring a rapid project launch.
- ROI Acceleration:** Conduct 'As Is' analysis, identify improvement areas, and implement changes to quickly achieve a maximum return on investment.
- Stakeholder Engagement:** Engage clinical leaders and staff in focus groups and workshops to ensure the project aligns with NHS priorities.
- Build specific dialogues:** Co-Design specific AI patient-facing dialogues for later use in Assessments, a Patient Portal or other tool.
- Pathway & Process Redesign:** Refine your clinical pathways and business process logic in preparation for AI solution implementation.
- Risk Assessment & Mitigation:** Guided by our AI and clinical experts, identify potential roadblocks and devise strategies to minimise impact.

### Post-Deployment Enhancement

For Trusts already benefiting from an EBO solution there's more value we add through our services:

- Equality & Diversity Analysis:** Enhance product accessibility and adoption across diverse user groups by:
  - Redesigning the user interface for accessibility.
  - Understanding usage patterns among various demographics
  - Implementing changes for an enriched patient experience and higher adoption rates.
- Quality & Benefit Audits:** Conduct an audit to evaluate the service quality and patient outcomes, offering recommendations for improvement.
- Performance Metrics & Analytics:** Leverage our data analytics capabilities to ensure alignment with NHS KPIs.
- Post-Implementation Review (PIR):** Assess the impact and effectiveness of the deployed solution, identifying areas for future enhancements.
- Ongoing Training & Education:** Equip your staff with the latest best practices and system updates through regular training sessions.
- Patient Adoption Services:** Implement targeted strategies to drive patient adoption rates, using personalised educational materials, interactive demos, and user-friendly onboarding processes to enhance patient comfort and familiarity with new AI services.

## Pilot Features in a Risk-Free Environment

This package allows Trusts to experience modules in a non-integrated setting:

- Waiting List Validation:** Conduct comprehensive validation cycles for up to 100,000 patients to streamline outpatient workflow and improve resource allocation.
- Business Intelligence Dashboard:** Utilise our robust data analytics capabilities to align your Trust's operations with NHS KPIs.
- SMS Harness Integration:** Your Trust may be using an external provider for SMS send-outs. Validation, and integration is necessary to prepare this for use in AI projects.
- Patient Outreach and Education:** Experiment with automated outreach strategies, including patient education via interactive content to assess user engagement.

## Haven't found what you're looking for?

Reach out to us and we'll help you find the perfect solution.

[Get in Touch](#)

### EBO is trusted by



<sup>1</sup> Our multidisciplinary team encompasses: Artificial Intelligence (AI) & Natural Language Processing (NLP), Data Science & Analytics, Clinical Pathway Redesign, Process Improvement & Automation, Healthcare Operations (NHS expertise), Conversation & UI Design, behavioural science experts