

Smart Care Routing™

AI chat technology

Patients look for help online to find the care they need

88%

of patients do not have proficient literacy to navigate the care system

76%

of patients checked symptoms and looked for care online

Declining patient loyalty is causing bottom line to erode

40%

of patients are not loyal to their healthcare provider

21%

erosion in bottom line for health systems in 2019

Smart Care Routing™ guides patients through their provider networks



Virtual Triage

Help patients book the right care across your system based on their needs and preferences



Patient Services

Leverage AI chat to automate administrative requests



Clinical Journeys

Support patients between and after appointments by digitizing follow up and monitoring workflows

Leading health systems build patient loyalty up to 4x with Clearstep



Solution Overview



U.S. hospitals that deliver “superior” customer experience achieve net margins that are 50 percent higher, on average, than those of hospitals providing “average” customer experience.



Increased patient loyalty leads to better profitability

Impact of Clearstep’s Smart Care Routing



Increase online patient booking volume by 3x



Reduce inefficient care up to 2x



Deliver a standout digital patient experience with 10x ROI



Optimize provider capacity and resources



Gain insights into patient behavior to drive strategy

White-label and fully configurable to your needs

Digital Touchpoints

Choose how our AI chat integrates with your digital assets on the web or mobile device.

Personalization

Make recommendations based on each patient. Or keep PHI separate. It’s your choice.

Data Integrations

Integrate with facility, inventory, scheduling, and EMR databases through Epic Systems App Orchard.

CX Support

Choose from the level of partnership you need.

Business Intelligence

Get insights into patient online behavior.

White-label

Patients build loyalty with your brand—not ours.



When we assessed the competition, we chose Clearstep because of their ability to white-label, responsiveness, and clinical expertise.



Virtual Triage is fast and accurate

Help patients book the right care across your system based on their needs and preferences



Check symptoms with AI chat



View options



Compare prices



Book care online

Our symptom checker is fast

AI chat asks 10 fewer questions than the competition with NLP technology that understands free text.

Our triage is accurate

Algorithms are built from Schmitt Clinical Content. In a double-blind study, our triage accuracy was 95% compared to the judgement of ER doctors.

Route patients to the right resource in your network

- ✓ Ambulance / 911
- ✓ Emergency Department
- ✓ Labor & Delivery
- ✓ Poison Center
- ✓ Urgent Care
- ✓ Primary Care
- ✓ Dentist
- ✓ Retail Clinic
- ✓ Telemedicine
- ✓ Self-Care
- ✓ Specialists
- ✓ Lab Work
- ✓ Behavioral Health
- ✓ COVID Care (e.g., quarantine, vaccine, testing)

Talk to us if you don't see what you need. It might be on our product roadmap!



Diverting call volume to AI chat is a huge priority for us

Patient Services takes the burden off your call center



RX Refill



Bill Pay



Find a Doc

Clinical Journeys "saves lives"

Support patients between and after appointments by digitizing follow up and monitoring workflows



COVID Care

Check-in with COVID positive patients after they go home



Virtual PCP Monitoring

Allow PCPs to follow up with patients through automated AI chat



Care Mapping

Guide patients through clinical journeys like prenatal care



This system saved lives

DR. ALAN WEISS
Chief Medical Information Officer at BayCare



Ready to learn more? Call us at
610-540-0202 or [Request a Demo](#)