



healthcare

## Power to the patient

While others were busy theorizing about the best way to promote patient engagement, Next IT has been in the lab creating a software solution that puts patients in the driver's seat of their health and wellness.

## next IT

### About Next IT and Alme

Next IT has been at the forefront of virtual assistant technology for over a decade. Alme, Next IT's flagship product, is the most trusted virtual assistant platform.

Customer experience leaders including Aetna, Alaska Airlines, Amtrak, United Airlines and the U.S. Army all rely on Alme to provide their customers with remarkable experiences every day.

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### Product Overview

Alme for Healthcare is developed from the most trusted virtual assistant platform for enterprises, Alme. As such, its foundation is solid – tried and refined by millions of customer conversations since Next IT's inception in 2002. Alme for Healthcare combines an intricate language model with the simple, friendly interface of an avatar – or virtual health assistant (VHA) – to drive interactive conversations with patients on their channel of choice.

Whether the goal is to give patients a better way to check on insurance coverage, manage their disease, stay adherent to treatment, or to influence better wellness choices, Alme for Healthcare allows health entities to be there for patients, anytime, anywhere, their way.

### Alme for Healthcare delivers results in two major areas:

#### The Administrative Solution

Helps patients and member services with:

- **Finding** a doctor
- **Enrolling** in an insurance plan
- **Advising** on eligibility and coverage
- **Viewing** member benefits and claims
- **Scheduling** appointments
- **Sending** emails, texts, calls and alerts

#### The Clinical Solution

Helps patients and healthcare professionals with:

- **Keeping** track of personal goals
- **Alerting** patients to take their medications
- **Providing** information about disease management
- **Suggesting** healthy food and exercise options
- **Recording** and sharing patient "health journal" notes
- **Monitoring** and synching with an API/gamification
- **Reminding** patient of Rx pick ups
- **Sharing** of lab or test results
- **Communicating** Fair Balance information
- **Answering** day-to-day questions about ailments or medications



## Features & Benefits

Human-controlled learning	Next IT uses humans in the process of building, grading and maintaining the Alme for Healthcare language model in order to guarantee accuracy and user experience
Multi-modal/multi-channel	Allows for user flexibility and comfort, as they can talk, text or type depending on channel
Domain navigation/guidance	Eliminates user confusion with navigation and/or online form completion, guiding them and providing support as needed
Cross-app communication	Becomes part of the user's daily life by communicating with other native device functions, like integrating with the calendar on their smart device to schedule an appointment
Comprehensive reporting	All interactions are captured and stored and can be quickly reviewed to gain user insights
Conversation awareness	Delivers a human-like experience with the ability to extract ideas and store them throughout the engagement, providing a richer, more personalized experience
Goal-based dialogue	Solicits and gathers the necessary information to complete an action/task and then executes the task on behalf of the user
Responsive formatting	Learns user interaction preference (talk, tap, type) and then formats interactions accordingly
Observation verified behavior	If the user routinely answers questions in a specific way, Alme for Healthcare automatically applies the same format on their behalf
Contextual set-up	Learns basic user information (name, address etc.) and can auto-populate form-fields accordingly, saving time by prompting for confirmation rather than data entry
Sizeable text	Text can be resized in the UI for patient convenience
Interactive concept illustration	Allows for more precise communication with the patient by enabling interaction with diagrams and other imagery