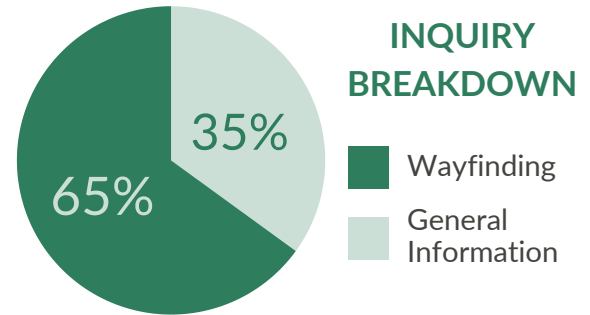


796 TOTAL QUESTIONS ANSWERED
40 HOURS OF STAFF TIME SAVED*



*based on three minutes per question



SITUATION

Princess Alexandra Hospital (PAH), an integral component of the NHS Trust in the UK, encountered rising demands on its staff and services. Patients faced difficulties in navigating the facility, and the diverse patient community necessitated multilingual assistance, straining the hospital's resources.

These challenges called for an innovative solution to...

- ✓ **IMPROVE PATIENT EXPERIENCE**
- ✓ **INCREASE OPERATIONAL EFFICIENCY**
- ✓ **OPTIMAL RESOURCE UTILIZATION**
- ✓ **REDUCE STAFF WORKLOAD**

CHALLENGES

The **high demand on staff** led to frequent **patient delays**, negatively impacting the overall patient experience. The lack of multilingual support resulted in **communication barriers**, further frustrating patients and **increasing staff workload**. These challenges contributed to inefficiencies that were costing the hospital both in terms of financial resources and operational effectiveness.

RESOLUTION

By introducing the iHealthAssist AI Avatar Concierge, PAH offered **round-the-clock navigation support** in five languages, including British Sign Language. This innovation notably **decreased patient wait times** and **enhanced communication**, all without the need for extra staff or volunteers. The AI even **addresses patient inquiries** in the absence of other personnel.

The AI Avatar's current placement near a human reception desk naturally impacts the number of interactions it receives. Adjusting its location would enhance engagement and better demonstrate its ability to support visitors effectively.



♥ **ELEVATED PATIENT CARE** ♥ **IMPROVED EFFICIENCY** ♥ **STREAMLINED OPERATIONS**



BRIEF HISTORY

PAH is located in Harlow, Essex, United Kingdom, founded in 1965. Their staff of 3,700 serves a diverse population of 350,000 and consistently achieves high patient satisfaction ratings. They are recognized for clinical excellence in various medical specialties, including maternity care, cancer treatments, and emergency services.



The Princess Alexandra Hospital
NHS Trust

"We are delighted to be able to provide this fantastic technology to improve the experience for our patients and visitors."

Phil Holland, Chief Information Officer
The Princess Alexandra Hospital NHS Trust.

