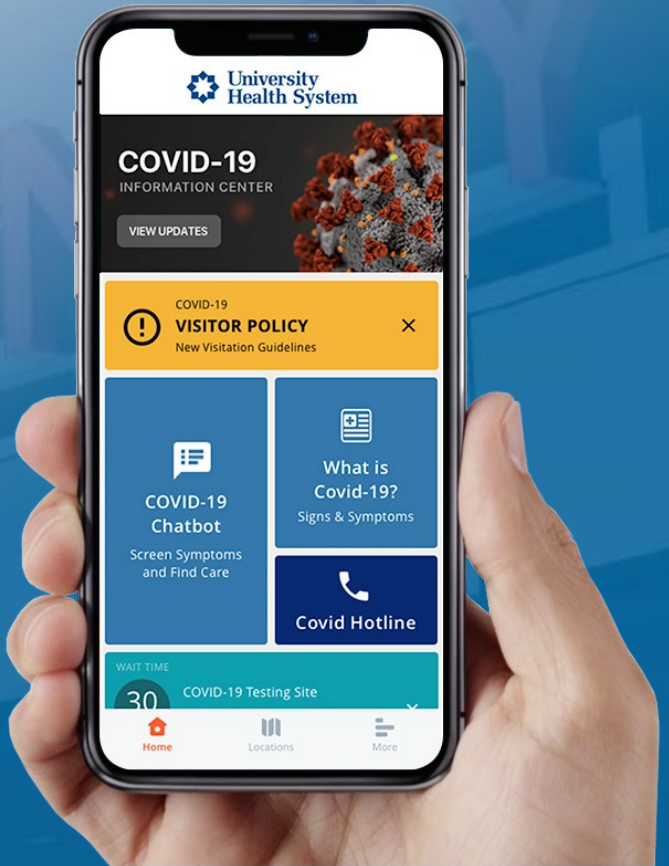
GOZIO Health

How to Enlist Your Hospital Mobile Platform in a Crisis



Joshua Titus

CEO AND FOUNDER GOZIO HEALTH

www.goziohealth.com

Pre-Pandemic Focus:
Access and Navigation to In Person Care

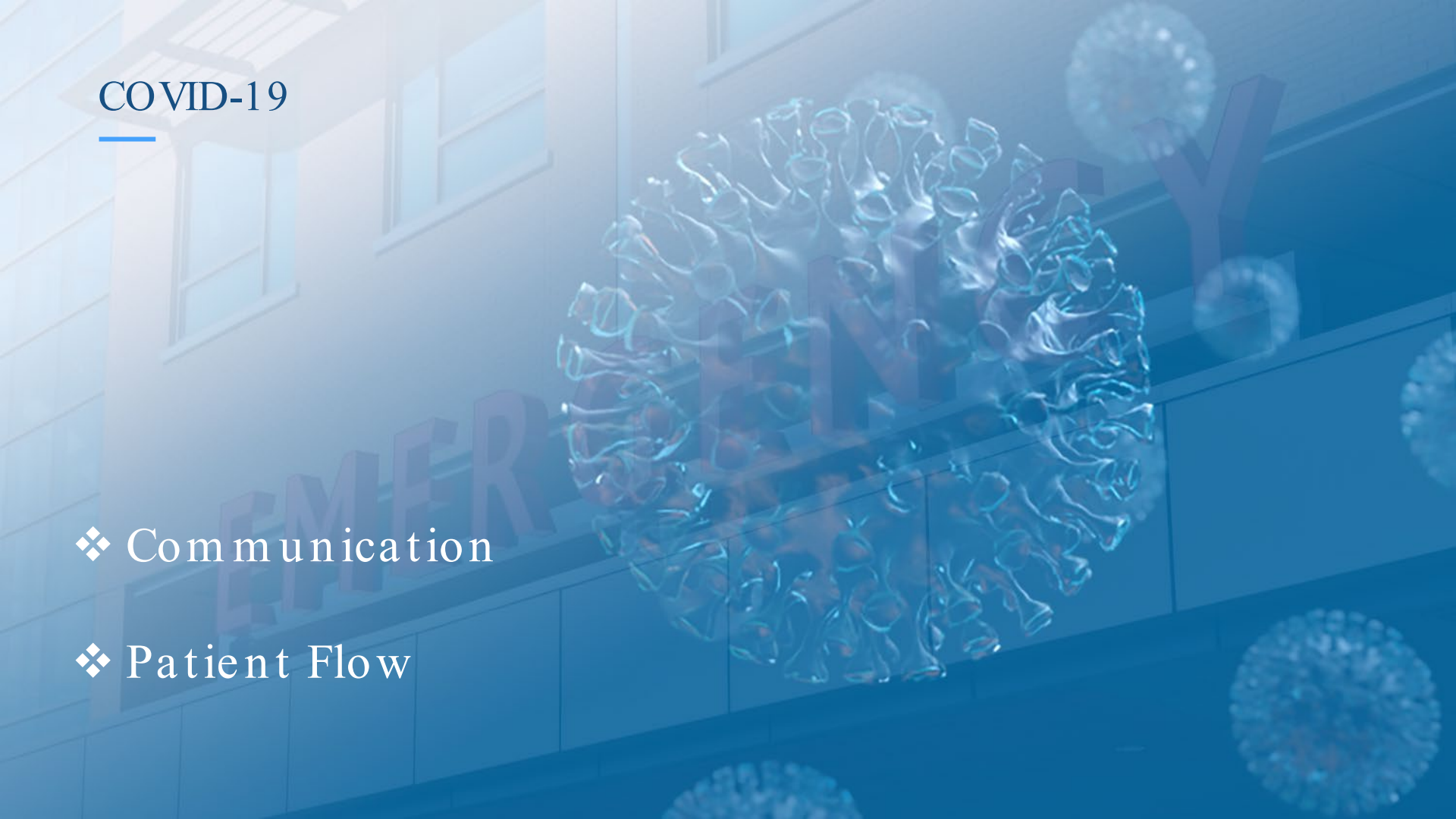
Access to Care
- ✓ Make Appointments
- ✓ Virtual Visits
- ✓ Care Types at a glance

Patient Engagement
- ✓ Physician Discovery (Find-a-doc)
- ✓ EHR Integration
- ✓ Education

Navigation
- ✓ Find Services and Amenities
- ✓ Home to Parking to Point of Care

Unique Needs

COVID-19



- Communication
- Patient Flow

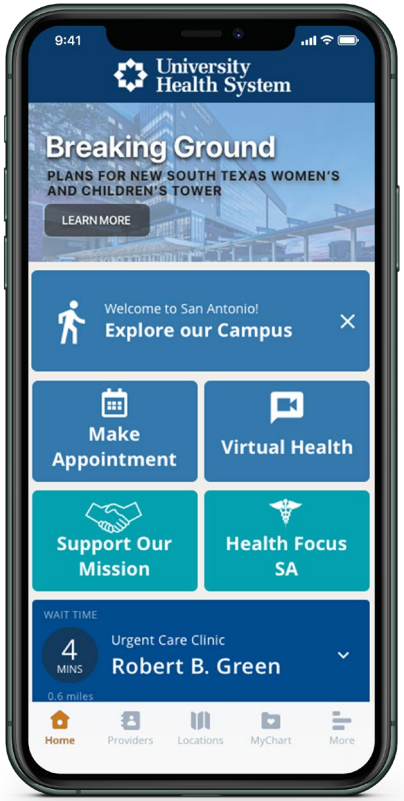
Communication

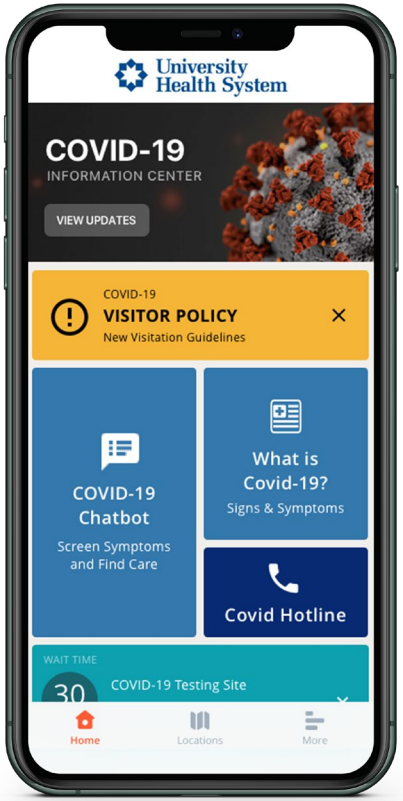
Tools

- ✓ Virtual Visits
- ✓ Dismissible Alerts
- ✓ Wait-time Feeds
- ✓ Educational Content
- ✓ Direct-dial Hotlines

Dynamic Controls are Essential

- ✓ Manage Communication
- ✓ Manage Layout & Content
- ✓ Enable/Disable Features on the fly





Communication

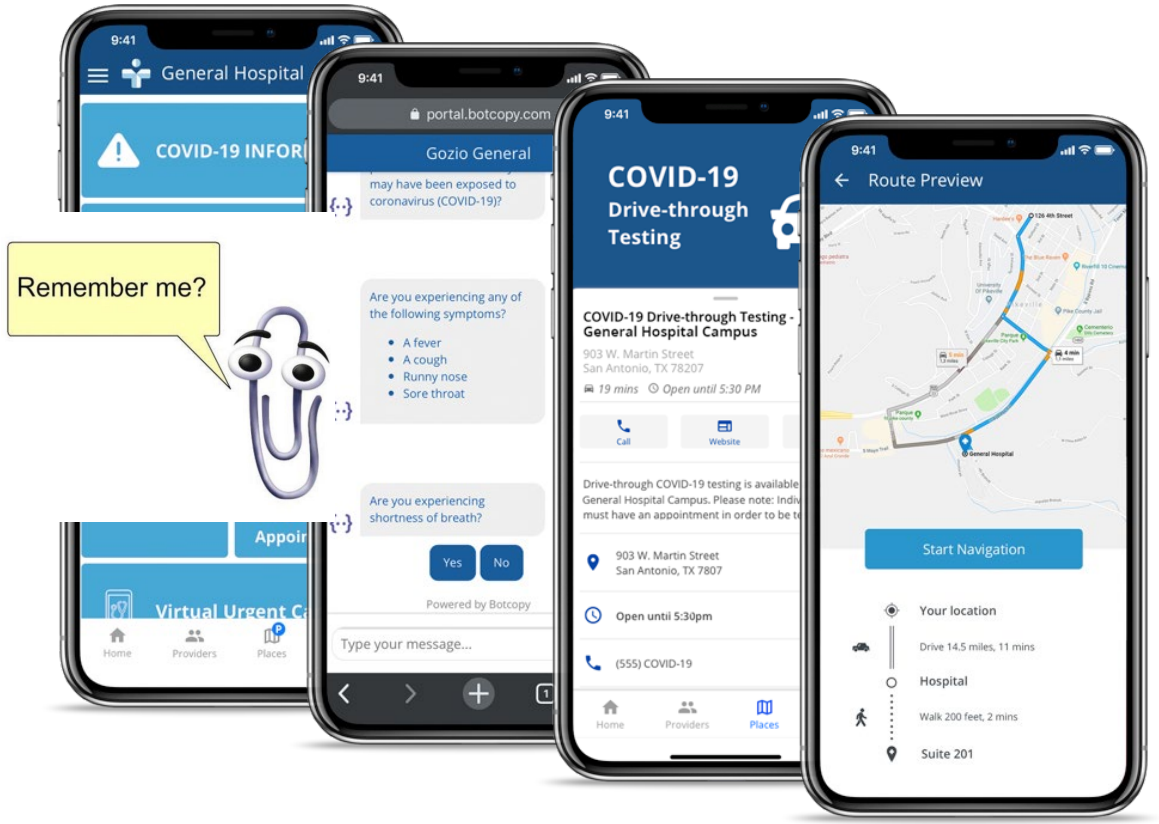
Realtime Notifications and Alerts

- ✓ Push Notifications
- ✓ Action Links to deeper content
- ✓ Broad Geofencing (City/State)
- ✓ Targeted Geofencing (Site)

Patient Flow - Triage

Chatbots

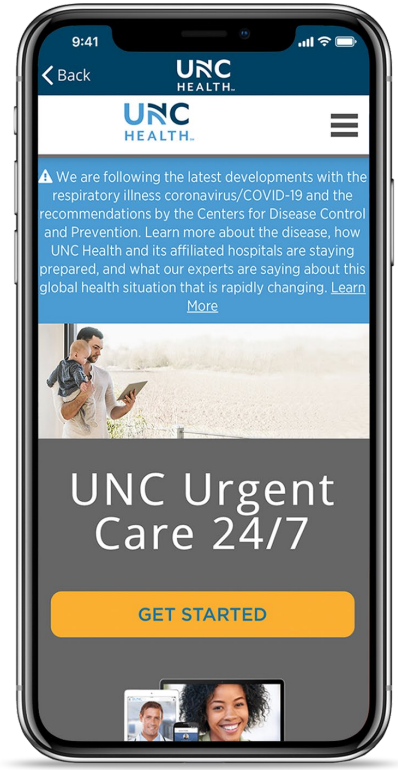
- ✓ Dashboard Card
- ✓ Chat Interface
- ✓ Recommended Action
- ✓ Powerful with Navigation



Patient Flow – Contactless Care

Telehealth

- ✓ Telehealth Vendor Agnostic
- ✓ Keep out of hospitals
- ✓ Virtual Triage
- ✓ Here to stay



Case study: Piedmont Healthcare

Pre-Covid Platform

Hassle free access to care

- ✓ Find care now: your needs, your way
- ✓ See Availability: make an appointment
- ✓ Choose your doctor: your day, your time

Navigation

- ✓ Access to all services and amenities
- ✓ From home to parking to point of care

Case study: Piedmont Healthcare

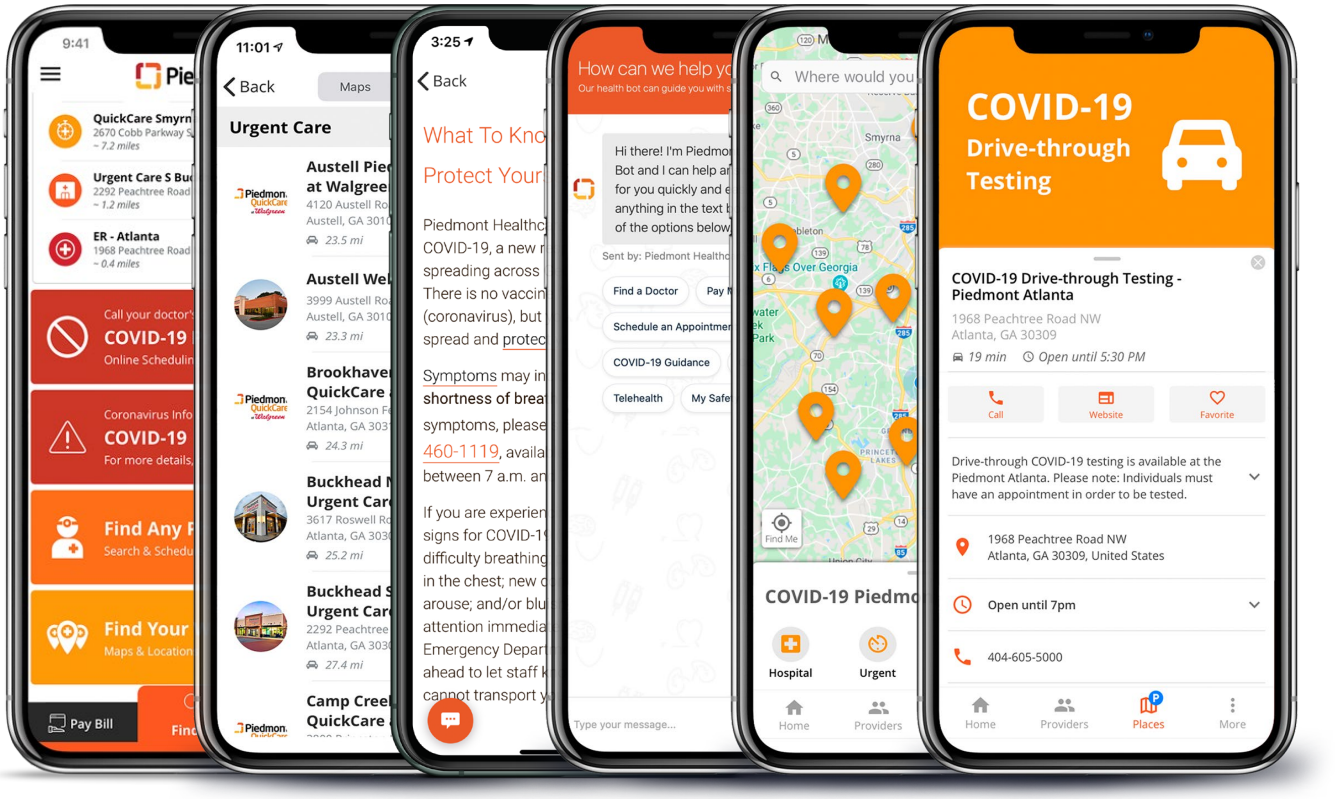
Post-Covid Platform

Communication

- ✓ Visitor restrictions
- ✓ Clinic closures
- ✓ COVID education

Patient Flow

- ✓ Symptom checker
- ✓ Testing sites
- ✓ Nav as Needed
- ✓ Uptick in Virtual Visits



Case study: UHS San Antonio

Urgently needed a mobile platform

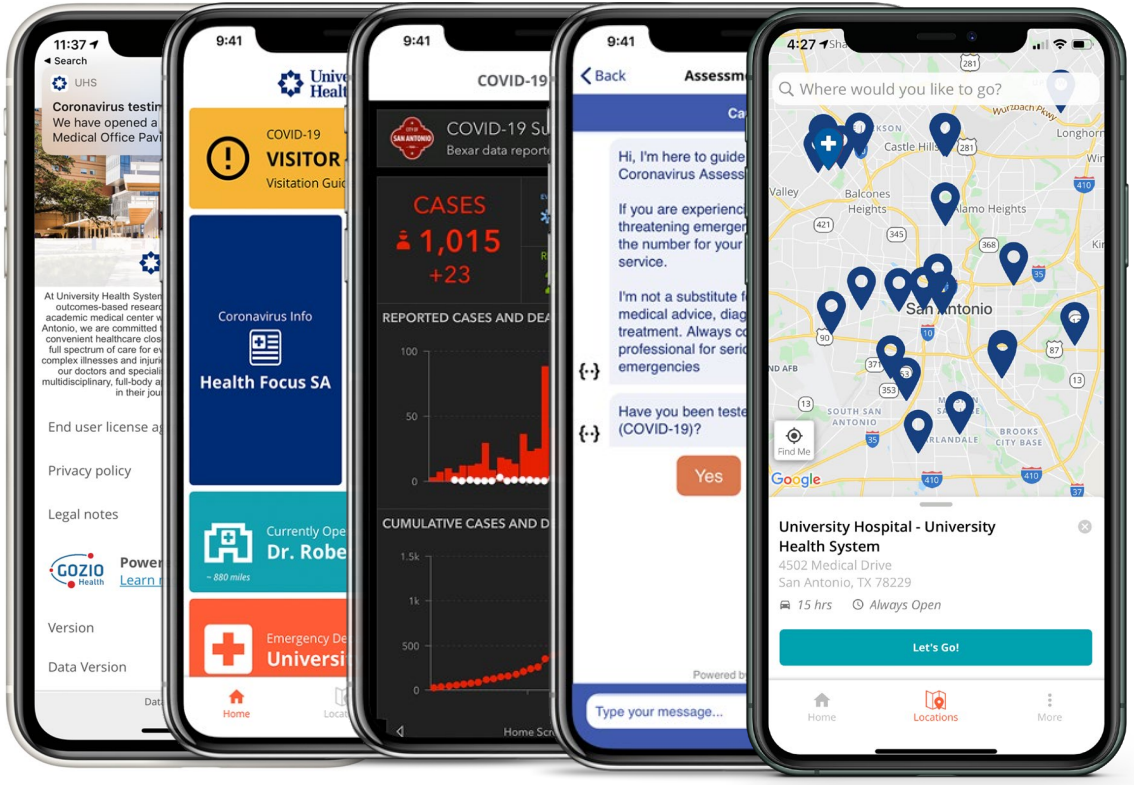
Communication

- ✓ Push notification
- ✓ Visitor restrictions
- ✓ Coronavirus education
- ✓ San Antonio COVID 19 dashboard

Patient Flow

- ✓ Triage hotlines
- ✓ Chatbot
- ✓ Navigation when needed

Two weeks



Case study: UHS San Antonio

Future Expansion to Full Feature Set

Integrations

- ✓ Wait times
- ✓ Appointment Scheduling
- ✓ Physicians

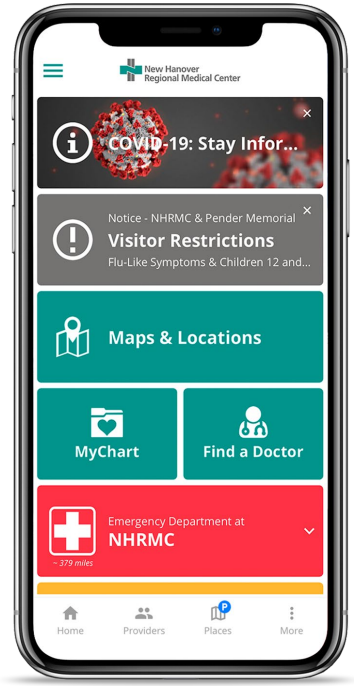
Navigation

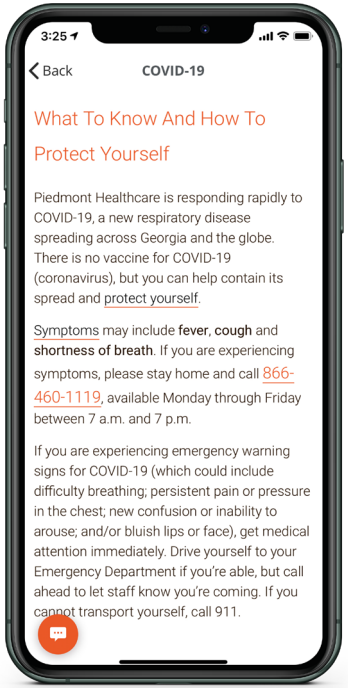
- ✓ Indoor
- ✓ Services and amenities
- ✓ Custom patient flows

Clients using their mobile platforms to:
Communicate

>70%
Operational changes

>85%
COVID education



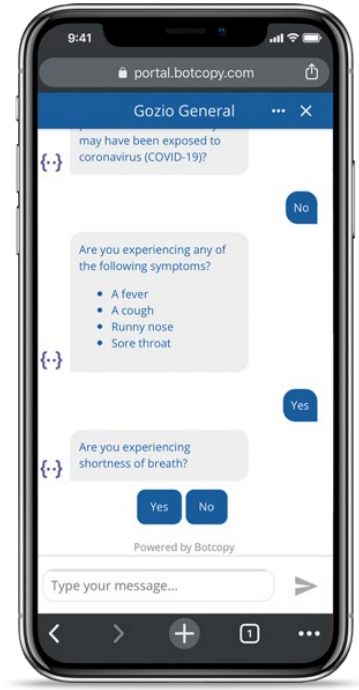


Clients using their mobile platform to:

Manage Patient Flow

>85%

Triage tools



Thank you!

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