

Patient perspectives are valuable, yet mostly unheard. PatientWisdom is a digital platform that improves health and care by listening to patients, individually and at scale.



PatientWisdom is a way of redirecting our perspective to seeing things through the eyes of our patients. PatientWisdom enables us to more accurately meet the needs of our patients as defined by them, as opposed to how we come with preconceived notions of what's important for them.

- Dr. Michael Bennick  
Medical Director | Patient Experience  
Yale New Haven Health System

## How it Works

Patients, families, and caregivers use PatientWisdom to share brief 'stories' about themselves, their health, and their care. We run analytics to distill information about what matters to patients, and drive value by integrating actionable insights into everyday workflows. Intuitive high-level visualizations are coupled with the ability to access patient-level detail.

PatientWisdom is mobile-responsive, and we offer seamless integration with EHR systems and patient portals. Ahead of clinical encounters, patients complete templated stories about what is important to them as people. Busy providers report that it takes about 15 seconds to review the PatientWisdom inSIGHT summary before seeing a patient – they are getting information that helps them do better without taking longer.



### **Patients feel better.**

*Many patients, families, and caregivers feel disconnected, uncertain, and alone.*

PatientWisdom gives patients a simple, elegant way to help their care team know what matters to them as people. We are also making it safe and easy for patients and families to learn from others – to search, filter, find, and view the content they need.



### **Clinical encounters work better.**

*Physicians and teams are busier than ever, making it harder to connect with their patients.*

PatientWisdom creates at-a-glance inSIGHT summaries – accessible via the EHR – a quick and reliable way to learn what matters to patients so they can do a better job without taking longer. As a physician said: "It would take me 45 minutes to get all of this info."



### **Healthcare organizations do better.**

*Most organizations approach patient engagement on their terms, not on patients' terms.*

PatientWisdom captures and reports actionable insights from the patient point of view to optimize relationships, loyalty, and reimbursement as well as clinical, operational, and strategic decisions.

**By using PatientWisdom, I'm giving a gift to my doctor. And to myself. My doctor has an easy way to learn what's important to me, so I get better care. It will also be a great way to connect with the experiences of others in similar circumstances.**

- Patient

## Doing better without taking longer

< 20 seconds

Time it takes for busy providers to read the inSIGHT summary before seeing a patient

82%

of providers confirm that PatientWisdom helps them know what's important to their patients

90%

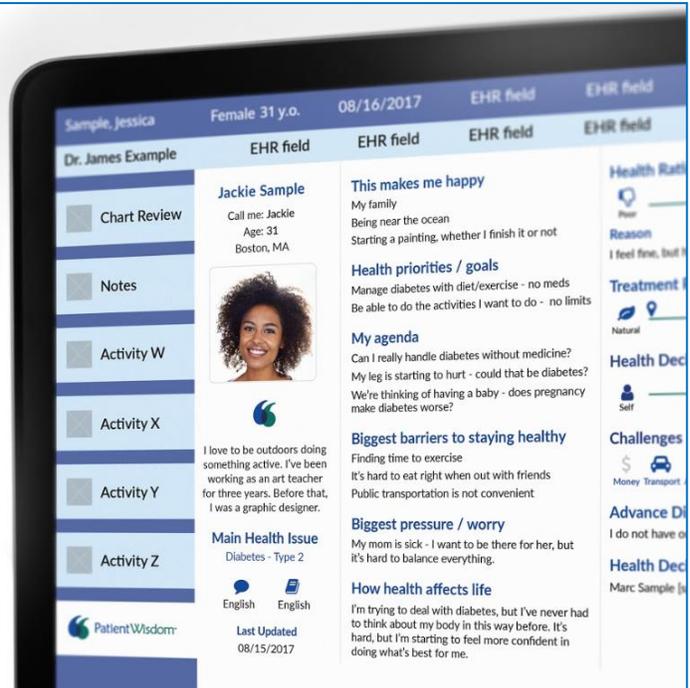
of patients say PatientWisdom improves communication with doctors who use it

95%

of visits using the inSIGHT summary rated as going 'extremely well', a marked improvement

10.7%

reduction in new patient no-show rates



## ABOUT PATIENTWISDOM, INC

**Our digital platforms improve health and care by listening to patients, providers, and community members – individually and at scale.** We drive value by distilling real-world perspectives into meaningful, actionable insights to help health organizations become more responsive and successful. This practical combination of digital and personal is the key to leading in the age of consumerism and value-based care.

## PatientWisdom

Making it easy to understand what matters to patients, ahead of clinical encounters, to improve the delivery and experience of care.

## ProviderWisdom™

Obtaining real-time, real-world insights from clinicians and staff to enhance engagement, reduce burnout, and streamline care.

## CommunityWisdom™

Producing a deep view of the community to enable clear lines-of-sight for developing or partnering with programs that people will use.

