

# Case Study

## COVID-19 Screening App

Labor Hours & Expenses Saved

Patient Engagement, Satisfaction & Safety Increased

### Background:

#### Lighthouse Pediatrics

Lighthouse Pediatrics is a rapidly growing Pediatric clinic with a staff of 10. The clinic sees between 25 and 55 patients per day. They opened in 2011 and have been growing steadily. They have approximately 6000 patients total, with 15% growth per quarter. They treat patients up to 21 years old, and also specialize in prenatal care training and specialized infant treatment. They Implemented the CV-19 app from EnSofia Inc. in 2020.



#### EnSofia Inc.

A Silicon Valley Company with a team that brings decades of world-class experience and knowledge to the natural-language processing, conversational AI, communication, and encryption spaces in software development.

#### The Challenges that came with the Pandemic

*Extra Risk, Work, Complexity and Annoyances*

The COVID-19 Pandemic created challenges for any clinic. As an essential business, the clinic needed to continue to serve patients. Essential screening by phone needed to be done not only for staff and patients, but also family members and frequent contacts. This was a difficult and time consuming task. Several attempts often needed to be made to reach the patient contacts, and

each interview took about 15 minutes. Many patients were reluctant to discuss symptoms over the phone, and some spoke a language other than English which required extra coordination.

The screening tasks added 3 additional labor hours each day, just to get the screening done.

The clinic phone lines were tied up by screening, which also created a bottleneck for incoming calls. Screening notes were added to patient charts, but there was no overview of aggregate data or looming trends.

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Since many patients do not have computers or smart phones, reaching patients by phone and in more than one language was essential. At the same time, millennial patients have grown up with the expectation that tasks should be able to be handled with easy online apps.

A failure to conduct adequate screening could result in the clinic being closed for 2 weeks at a time.

Lighthouse Pediatrics sought a solution that would reduce the difficulty and complexity of screening, while ensuring that all screening tasks were reliably completed, and make a clear overview of data available.

## The Solution

Lighthouse Pediatrics was approached by EnSofia Inc. with a solution based on their natural-language AI platform. EnSofia had used their platform to develop a general COVID-19 Screening app, and they offered to create a customized instance of the app to meet the needs of the clinic.

### *Rapidly Deployed and Customized*

EnSofia met with Lighthouse Pediatrics to determine the clinic's specific needs. The team came on site and handled all of the data migration and customization, making it easy for the clinic. After the initial meeting, the system was deployed in less than a week, and was fully functional in two weeks. Since the system was relatively new at the time, there were a couple of issues during the configuration of the app, but they were dealt with in 1-2 days at most (the platform has matured even more since the installation, and new installations and customization are done more quickly). The Clinic found EnSofia's support to be very proactive. Lighthouse reported that

there was no other comparable solution.

The customization to the instance was made in specific and granular ways according to the needs of the clinic, including questions that worked for children as well as adults. It became easy to screen households of up to 10 people, with individual reports for each person. Secure account persistence made daily screening much easier, however, it is also possible to use the app anonymously to self-check symptoms, even if one is not a patient of the clinic, so the app provides an additional community service.

*"There was no one else ready with a solution like this that could be highly customized and up and running in no time. We're talking about light speed!"*

The platform provided a dashboard which made contacting flagged patients easier. The platform ensured better data integrity and completeness than previous methods, and also made it possible to analyze the aggregate data more clearly with sorted dashboard views. Initially, the clinic did manual imports/exports of EMR data, which the system made easy, but they are now proceeding to use the platform's automatic EMR integration which is even easier.

### *Easy and Compliant*

The app met a number of requirements. The system ensured privacy and security, meeting all HIPAA requirements. The app could be accessed by website or smart phone, using voice or text, or by a phone call using the caller's language. It was easy to use and understand for a variety of patients and families. After the AI conducted the interview, it

recorded the symptom data, and provided automatic recommendations to the caller, based on current CDC recommendations which were easy to update. Staff did not need to call patients back, unless particular symptoms were flagged. Patients could be contacted by SMS, Video Chat or Phone call from the app dashboard. Patients were often more willing to describe symptoms accurately via the yes, no or simple questions posed by the app, than they were during calls by staff.

## The Results

Labor Hours Saved per month	60 hours
Expenses Reduced per Month	\$1200.00

The clinic was able to operate with higher confidence in the safety of their staff and patients, and patients also felt more assured about their safety. The dashboard views revealed any problematic trends or possible sources of infection spread that could then be handled appropriately. Security and user authentication made it easier to verify that reported results were for the correct person and regular reevaluations were easier for both staff and patients. The staff noted that there was better general patient engagement, with patients feeling less hassled by the process which was easier to complete. Happier patients are notably more compliant, tend to stay patients and give better word of mouth referrals. With the phone lines no longer tied down in patient screening calls, more patients were able to get through.

The staff was freed from the overhead of having to do phone screening for 3 hours per day.



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60 labor hours per month at a cost of at least \$1200.00 were eliminated. Several essential tasks were automated by having a highly automated tool up and running quickly.

## Natural-language AI interfaces are an essential feature of future apps

The EnSofia platform continues to mature, making rapid deployment and customization continuously better. The COVID-19 app is ready to be deployed in clinics and offices, but the natural-language AI automation capability can be used for an even wider variety of functions.

## CV-19 App Demo

You can try the online demo of the app today, but it's not just a demo - it's a fully functional screening tool that your office and staff can begin using today!

*Web Demo*



<https://cv19.app>

*Phone Demo*

1-408-414-4555

## Get a daily staff checklist and more information about the app



<https://resources.ensofia.com/COVID-19-daily-checklist-for-your-staff/>

## Get your own customized app with data integration for your clinic

If you would like to learn more about a customized instance of the CV-19 app for your clinic or office, feel free to contact us:

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## Contact us about other healthcare apps or apps for your industry

We built and customized CV-19 quickly. Our platform and expertise can allow us to build other apps and functionality for your specific needs. Give us a call to inquire further.

