#### Meet Holly

Attract and engage more, through your entire patient journey



Holly is a multilingual AI assistant that helps you by booking, rescheduling, and recovering patients automatically, in sync with your EHR



#### **Boost Patient Engagement**







Multichannel

Multilingual

Natural Language (AI) 2 way convo







No apps

Feedback

24/7

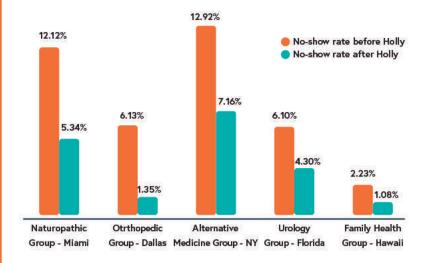
#### **Business Impact**

40%+ No-Shows reduction
 500+ Staff phone hours saved\*
 98% Patient reach
 >5x ROI



per 10 providers, monthly

#### Increase revenue by reducing no-shows



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#### Here are some of Holly's sucess cases



#### **Psychiatry**

5,018

Appointments Managed by Holly

50.6%

Of no-show reduction

37

Appointments rescheduled

\$5,550 USD

Saved in rescheduled appointments

Offices: 1 clinic

Size: 12 providers

Time using Holly: 2.5 months



"Holly has made it very easy to track patient correspondence. The staff loves being able to view the details and conversations right in their chart without having to navigate out of CareCloud. It has freed up a ton of staff time, especially with cancellations, rescuing no-shows and reschedules. We are a lot more productive with Holly."

Kristy S., Practice Administrator



#### Dermatology

6,879

Appointments Managed by Holly

19.4%

Of no-show reduction

256

Appointments rescheduled

\$38,400 USD

Saved in rescheduled appointments

Offices: 1 clinic

Size: 5 providers

Time using Holly: 4.5 months



"We especially loved how easy Holly was to install. After we saw the demo, setup was just a 20 minute meeting to customize preferences. Our phone lines immediately lightened up, and our attendance has increased substantially."

Anastacia R., Practice Administrator



#### Attract and engage more, through your entire patient journey

#### Patient Attraction

#### Patient Engagement

#### Loyalty



#### Online Access

Link Holly to your:

- Google searches
- Social Media
- Website
- Google Maps



Conversational Self-Scheduling

24/7 live updating of providers' agendas



### Front desk automation

- Confirmations & Rescheduling
- No-shows / Bumps recovery
- Autofill Cancelled / Open slots



#### Patient Support

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- Telehealth instructions
- Links and payment methods
- Instructions per treatment type



#### Patient Retention

- Reputation
  Management
- Feedback
- Mass recall
- Broadcast messages



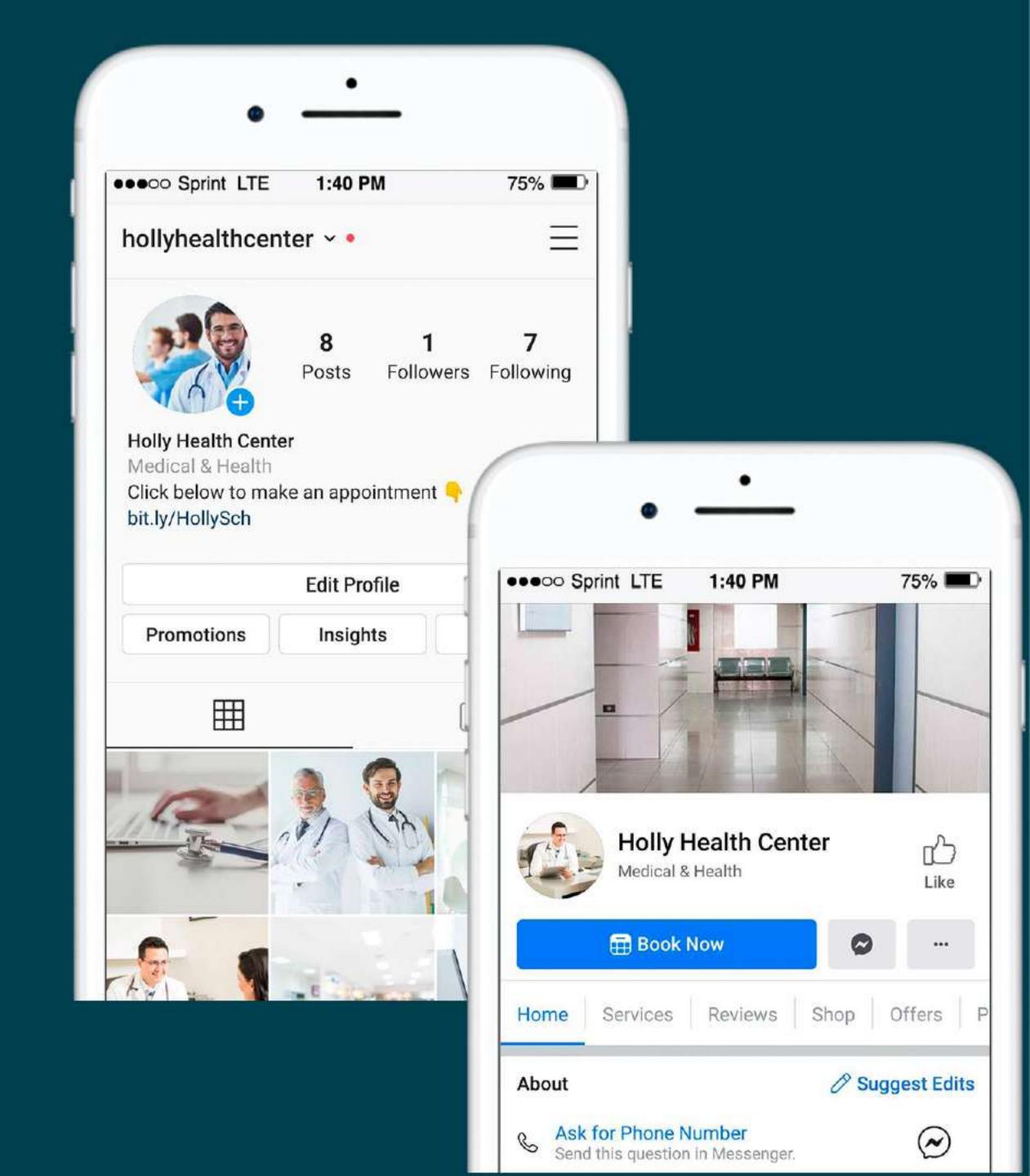
# Improve online accessibility and presence









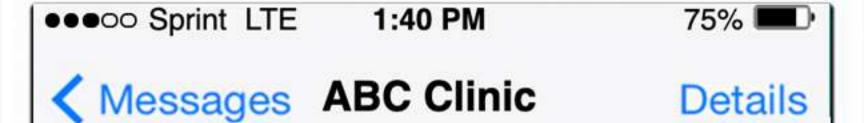




# Increase patient acquisition

Conversational self-scheduling





Sandra, when would you like to come in? (i.e Monday afternoon or June 15 at 2:30 pm)

Friday anytime after 4 pm

Which of these times work for you? \bigcitcles

- 1) Jun 19 4:20 PM
- 2) Jun 19 5:00 PM
- 3) Jun 19 5:20 PM
- 4) None works

5:20 PM please

Thanks Sandra, you are all set for Fri, Jun 19 at



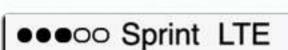
### Automate your front desk with Al

Confirmations, rescheduling and no-shows recovery

Autofill open slots and reschedule bumps







1:40 PM

75% ■

Messages ABC Clinic

Details

Hi! Just a reminder that John has a Telehealth appointment on Tue, Oct 31 at 10:45 AM with ABC Clinic. Please confirm attendance (Yes/No)

Remember this is a Telehealth appointment. Please watch this brief tutorial of how to log on for your visit https://you.be/H0BL6xw0

Of course! I'll be there

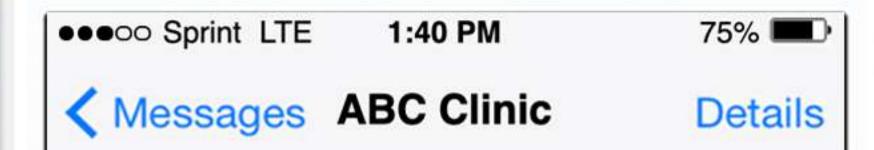




# Overcome Telehealth challenges

Transition appointments from in-office to virtual

Include instructions, payment methods and appointment links



Your appointment with ABC Clinic is in 60 minutes. Here is your URL:

www.doxy.me/abcdrd. Please log in and check your internet connection prior the appointment

Your appointment is in 15 minutes. Feel free to joint the virtual waiting room at www.doxy.me/abcdrd any time. See you soon!



## Recall recurring and dormant patients

Automate outreach and (re)scheduling





•••oo Sprint LTE

12:58 PM

75%





Messages Holly Health Cen... Details

Hello, this is Holly Health Center. Your previous appointment was cancelled due to COVID19. We are officially reopening June 18th 🎉 Clean, safe and ready to welcome you back!

Would you like to reschedule? (Yes/No)

Great! Yes please (9)

Sandra, when would you like to come in? (i.e Monday afternoon or June 15 at 2:30 pm)