



OSF Healthcare Saves Over \$2.4 Million in Year One with GYANT’s AI Powered Virtual Assistant, Clare

CASE STUDY RESULTS FROM ONE YEAR OF PARTNERSHIP

Revenue generated: \$2.4 million

Bottom Line

OSF HealthCare, an integrated health system in Illinois and Michigan, partnered with GYANT to develop and deploy Clare as their AI care navigation and virtual assistant solution. With GYANT, the company realized many benefits including:

- \$1.2 million in cost savings by avoiding 27 contact center FTE’s
- \$1.2 million in new patient annual net revenue by changing consumer behavior

About OSF HealthCare

OSF HealthCare is owned and operated by The Sisters of the Third Order of St. Francis, headquartered in Peoria, Illinois. OSF HealthCare employs more than 23,600 Mission Partners at more than 350 locations, including 14 hospitals – nine acute care, four critical access – with 2,192 licensed beds and two colleges of nursing throughout Illinois and Michigan. The OSF HealthCare physician network employs more than 2,400 primary care, specialty, and advanced practice providers.

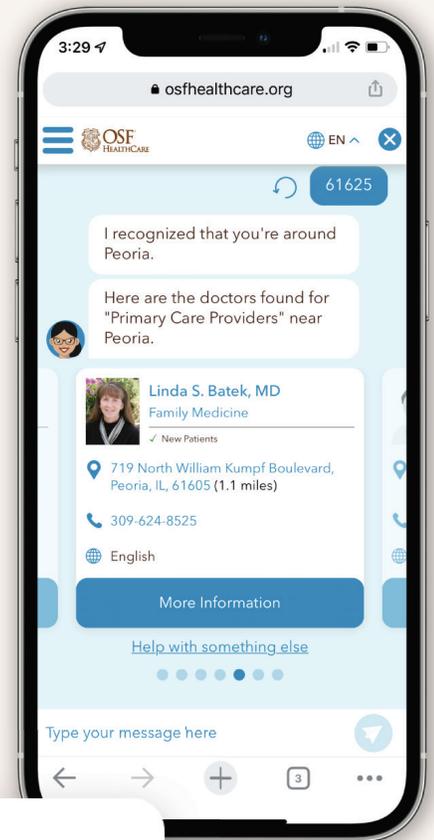
Visit osfhealthcare.org

Products

GYANT FRONT DOOR

- Schedule integration
- EHR integration
- Provider directory integration
- Asynchronous Care and Telehealth integration
- Pediatric content

GYANT COVID-19 SERA



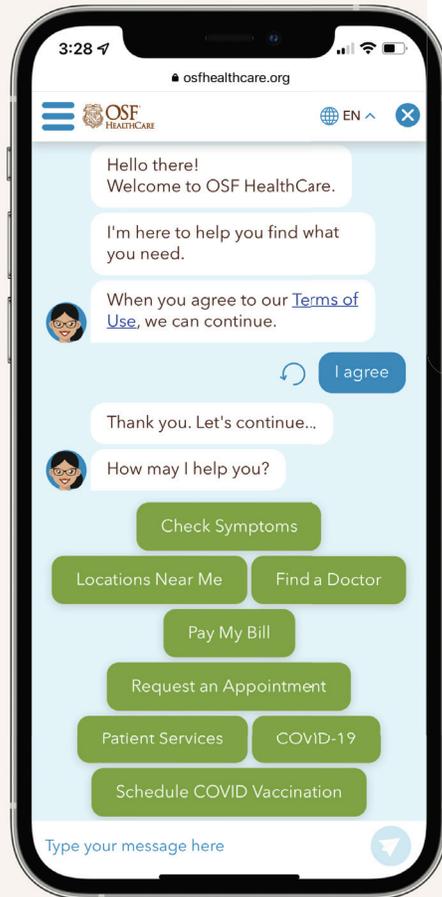
Hi, I’m Clare!
How may I help you?



Challenge

OSF Healthcare recognized a need to improve access to care, improve patient experience and satisfaction, grow their operating margin, and increase the number of patients served. Therefore, OSF HealthCare identified digital health transformation as a critical strategic priority.

- Establish a single point of contact for a patient to schedule any service or to request information including self-service options
- Provide the level of access each of the population segments demands, 24/7/365
- Deliver seamless navigation to the care and services the patient desires, when, where, and how they prefer to receive it
- Reduce contact center call volume



GYANT has been a true partner in shaping our digital patient experience. The fact that one in ten of our patients interacts with Clare during their patient journey speaks volumes to the impact she has made at our health system. We are proud that Clare not only empowers patients to find and use the resources they need, but also that she provides instant satisfaction and closure that today's patients desire.

Jennifer Junis

Senior Vice President, Digital Health, OSF OnCall

Results

\$1.2 MILLION IN CONTACT CENTER COST AVOIDANCE

- Introduction of an automated customer service platform offset the work of 27 FTE's and avoided additional hiring

\$1.2 MILLION IN NEW PATIENT ANNUAL NET REVENUE

- As a result of changing consumer behavior and utilizing Clare to drive patients to the health system

Strategy

OSF and GYANT collaborated to customize and implement GYANT's Front Door solution as the virtual assistant, Clare, on the OSF website. The software functions as an AI virtual care navigation assistant that guides patients to the best resources for their inquiry.

Clare acted as a single point of contact allowing patients to navigate to many self-service care options and find information on their timeline. Clare is available 24 hours a day to help patients, on-demand, both during and outside of business hours. This allowed patients to directly check symptoms, schedule appointments including asynchronous and telehealth appointment options, and understand the best online resources for their clinical or non-clinical needs. By seamlessly navigating patients to what they need, GYANT diverted calls from the call center.