"Voice with Visuals" health coaching helps remote diabetic patients have high satisfaction and reduce costs.

At-a-Glance: Jo, a health coach at Clínica Tepeyac uses ChoiceView to talk and send visuals about glucose levels, diet, and exercise to a patient's smartphone. Patients say *"Now I see what you're talking about!"*™

Benefits: When both seeing and hearing the information, patients are more engaged than when only hearing it. They're more satisfied with their healthcare and happy they don't have to travel. They understand the complex information much better, save visuals on their smartphone, and use them to improve their health.

"Visuals helped me better understand the information. ChoiceView is very helpful." Male Patient, Clínica Tepeyac

ChoiceView: In-the-cloud software platform, by Radish Systems, is added on top of organizations' telephone and Internet infrastructure. It includes a powerful Visual IVR (Interactive Voice Response) capability, robust agent software, and easy ways for callers to see and save visual information on their smartphones or computers.

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Using ChoiceView "Voice with Visuals"
Clínica Tepeyac Case Study
## *"Wow, now I <u>see</u> what you're <u>talk</u>ing about!"* ™

Situation: Clínica Tepeyac is a Federally Qualified Health Center that serves a mainly Spanish-speaking population across metro Denver, Colorado. Clínica educates/coaches patients to self-manage chronic diseases, such as diabetes, to improve population health, and decrease patient costs. High-risk diabetic patients receive coaching by phone from Clínica's health educator.

Solution: In this study, health coaches used ChoiceView 'Voice with Visuals' to instantly send needed visuals while talking with patients about their regimen to manage diabetes. Patients used their smartphones to see and save the visuals.

Results: Clinicians and patients found that ChoiceView positively impacted the experience of care and reduced patient's costs – it is helpful to communicate complex information. Patients were very satisfied and felt it helped them understand the information. As a female patient said, *"ChoiceView is easy to use. I definitely used the visuals again."* Patients especially appreciated saving the cost of travel, babysitters fees, and loss of work by not having to go to the clinic. Clínica continues to use ChoiceView and expand its use for other applications.

How Clínica Uses ChoiceView
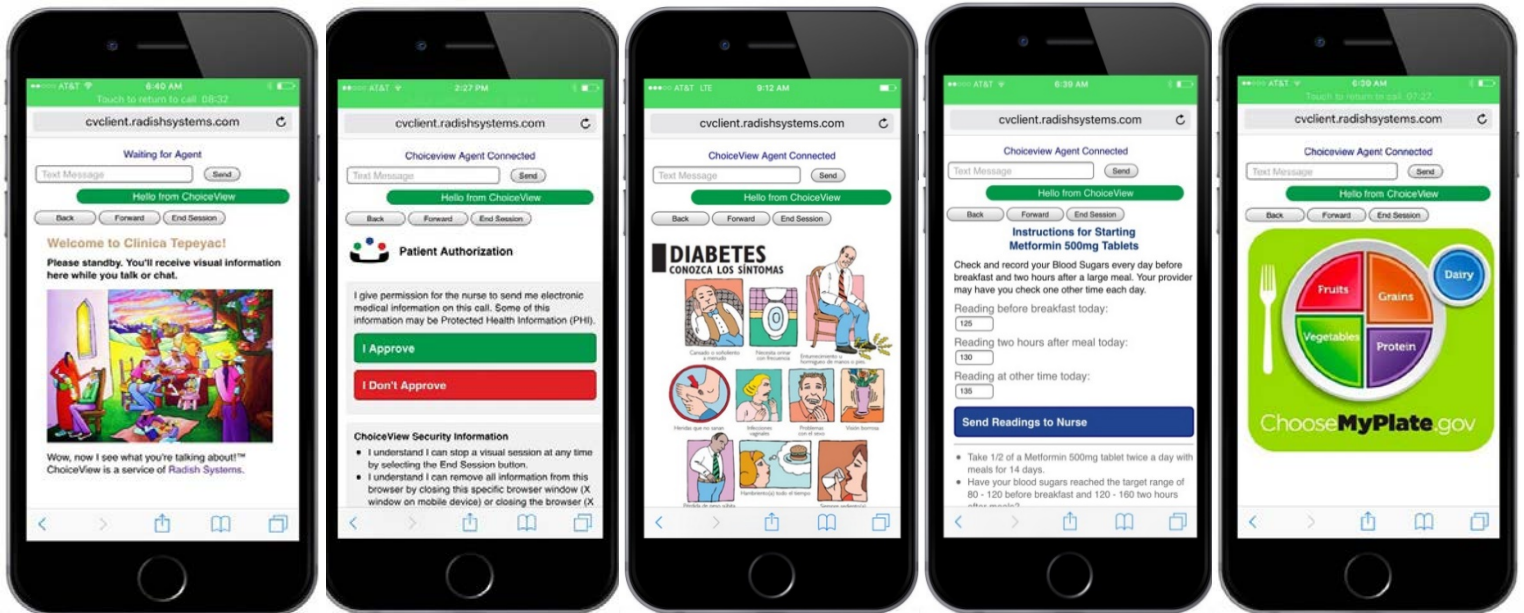
Health coach Jo calls patient's smartphone while using ChoiceView Agent on her PC laptop. [1] Patient answers and sees Clínica's welcome page. [2] Jo sends Authorization Form; Patient taps green "I Approve" button to confirm HIPAA compliance, which Jo receives. [3] Jo explains diabetes symptoms while sending visuals. [4] Jo sends form and Patient adds her blood sugar readings, then submits; Jo sees levels and makes recommendations, including [5] adjusting Patient's diet. ChoiceView logs the sent visuals to save them in the Patient's records.

Next steps at Clínica Tepeyac: Expanding use of ChoiceView to other applications involving live and automated agents including a Visual Interactive Voice Response (or Visual IVR) system.
"ChoiceView is an amazing product. It has great potential. People understand better when a visual is in front of them. It's a tool that can be used in many ways." Chief Operating Officer, Clínica Tepeyac

Try ChoiceView Now! Call 1-720-440-7560 for a demo today. For <u>any contact center/any industry</u>, ChoiceView® by Radish Systems simultaneously adds visuals to voice and chat calls for automated (i.e., IVRs) and/or live agents. See videos, use cases, awards, partners, and more: <u>www.RadishSystems.com</u>.