

OVERVIEW

As the first case of coronavirus in the U.S. was being treated at Providence our role here at Providence Digital Innovation Group became crystal clear: How can we use digital technology to support and amplify the efforts of our front-line caregivers as they heroically combat this health crisis head-on? How can we give them leverage in helping patients? How can we help protect them?

RESULTS

- Over 1.2 million visitors to the COVID Hub since inception
- Supported a transition from 90% in person to 90% virtual appointments within days

ADDITIONAL RESOURCES

www.coronavirus.providence.org

Team

PROVIDENCE CLINICAL AND OPERATIONS TEAMS

Our clinical teams—on the front line—drove the priorities and solution requirements for our COVID-19 response since the beginning.

PROVIDENCE DIGITAL INNOVATION GROUP – DIGITAL EXPERIENCE (DEX) TEAM

Our DIG digital experience team created a new digital HUB that integrated information and resources from our clinical and operational teams as well as from external resources.

PROVIDENCE DIGITAL INNOVATION GROUP – PRODUCT DEVELOPMENT TEAM

Within days, our DIG product development team leveraged our internally developed bot technology named “Grace” to create a COVID-19 chatbot that helped patients self-assess risk for coronavirus, kept the worried well at home, and triaged patients appropriately if they needed care.

Technology

COVID-19 CONSUMER HUB

Providing a single trusted source with the most up-to-date information, our internally developed site is a continually evolving, consumer-facing hub. Includes patient education, real-time testing and vaccine resources, and navigation to appropriate care.

COVID-19 ASSESSMENT & FAQ BOT

Our internally developed virtual triage and FAQ bot for COVID-19 utilizes the Microsoft Azure Health Bot Service and was made available for free in partnership with Microsoft to other health systems combatting the crisis.

DEXCARE

Utilized to surface and optimize virtual care appointment availability from the Consumer Hub across resources in seven states.

PUBLIC INFORMATION DATA

The Consumer Hub and Bot integrate with public information sources to provide real time access to testing and vaccine availability and other dynamic information.

