

Team

PROVIDENCE DIGITAL INNOVATION GROUP PRODUCT TEAM

Application design and development

PROVIDENCE AMBULATORY CARE NETWORK TEAM & PHYSICIAN ENTERPRISE TEAM

Clinical Partners

PATIENT ENGAGEMENT CENTER

Data support and collaboration

Technology

INTERNALLY DEVELOPED USING AGILE DEVELOPMENT PRACTICES:

- Conversational AI platform for patient engagement
- Multi-model (voice, chat)
- Multi-channel (web, mobile, SMS)

OVERVIEW

Grace is configurable, knowledge-based decision support system that enables patients to find the right care, in the right place, at the right time through a conversational experience. She offers a level of personalization that engenders trust with the patient, helping patients navigate to the right resource and engaging patients between and during episodes of care.

Grace has been supporting patients since 2018 and was critical during the pandemic—enabling over 6 million patients to get information quickly from a trustworthy source. In the first half of 2021, we have enhanced Grace’s conversational understanding to better cover multi-case offering enabling patients to book an appointment with their provider, conduct an on-demand symptom check and receive differential diagnosis, and navigate to the appropriate type of care based upon their symptoms. Over time, Grace will extend her Artificial Intelligence (AI) and Natural Language Processing (NLU) capabilities to support new dialog-based accessibility and navigation across any system touch points throughout the patient journey.

ADDITIONAL INFORMATION

See Grace in action, [here](#).

RESULTS

With over 6,000,000 established exchanges with patients, Grace is becoming the dialog-based connective tissue between the patient and our health system.

