

MEET ELLA: YOUR AI-DRIVEN VIRTUAL ASSISTANT

LIFE SCIENCES VIDEO TRANSCRIPT

Meet Ella, your new AI-driven virtual care assistant.

Getting patients to start, much less stay, on their treatment therapies can be challenging, especially when they have complex or rare conditions.

Many patient services programs today provide important support and resources for patients, but few offer patients and their caregivers daily, personalized, coordinated support to stay motivated and on track with treatment.

That is about to change. Meet Ella. Ella is an Artificial Intelligence-driven bot in Accenture's Intelligent Patient Platform that helps life sciences companies support patients throughout their care experience.

Ella uses Salesforce Einstein Discovery and Amazon Alexa to provide patients with seamless, easy-to-use support that is fully coordinated with their care teams.

Let's look at just a few ways that Ella can help Steve, a patient who suffers from cardiovascular disease.

Ella wakes Steve in the morning and reminds him to do his daily exercise, connects with his Fitbit, and asks if he would like to add newly released music to his playlist for his walk.

After lunch, Ella pops up with another friendly reminder for Steve to take his medications. Ella records his blood pressure and shares it with Steve's doctor and care team.

Ella keeps Steve informed of his upcoming appointments and sends a reminder 30 minutes before his appointment time.

Ella can even help book a ride to the appointment through Uber.

Or, if Steve prefers to drive himself, Ella can connect to his navigation system, making sure the location details and map are up and ready.

Ella can also handle administrative tasks, such as keeping Steve's insurance information up to date.

Steve can even talk to Ella using his Amazon Alexa, giving him additional convenience.

Ella helps life sciences companies give their patients the smart, personalized, high-touch interactions they deserve.

Are you ready to meet Ella?