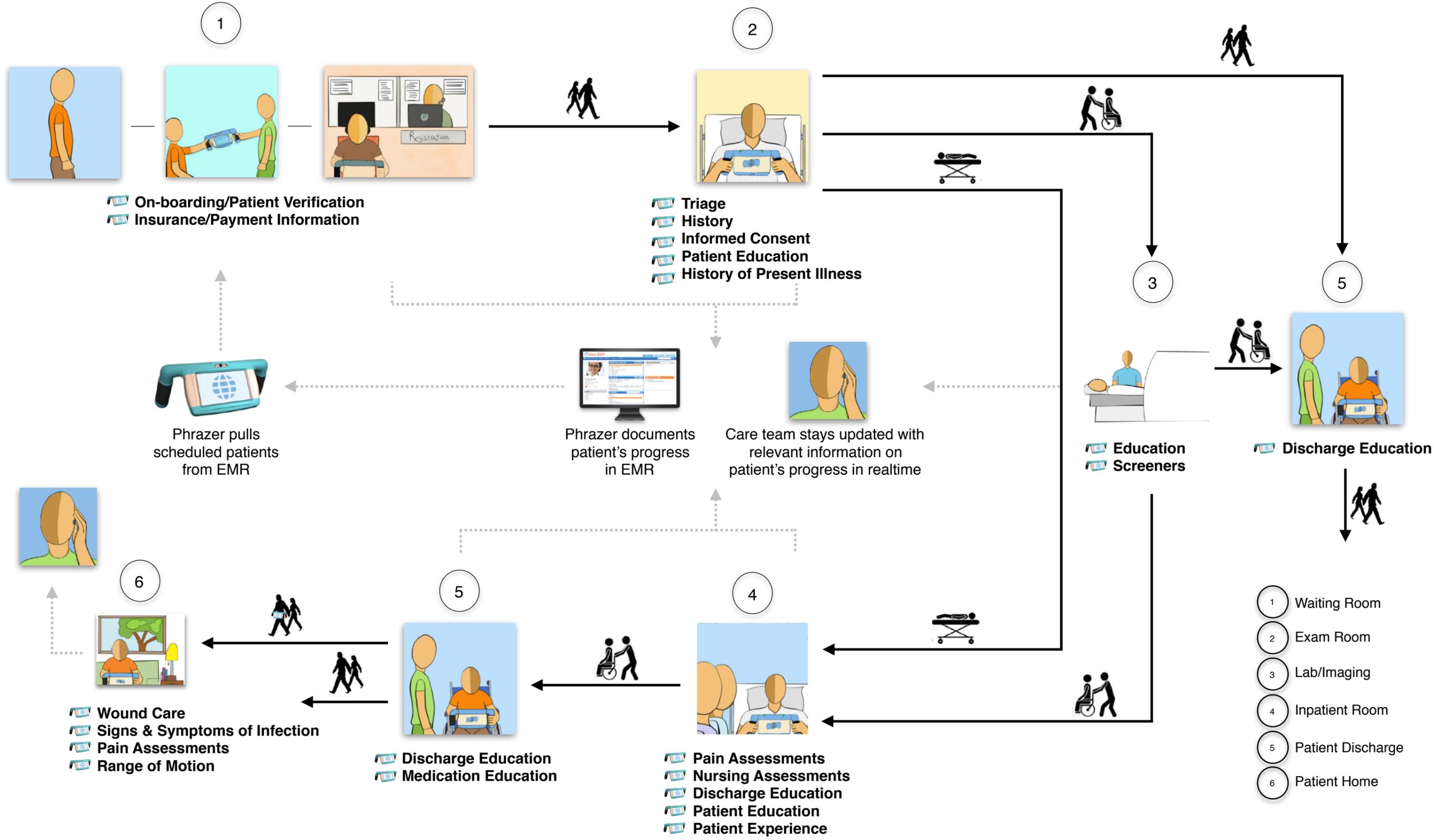


Phrazer Enabled Emergency Department Workflow



Holistic System Benefits

Vital and Significant Error Reduction

Phrazer provides patients adequate time to understand and consider health concerns and consents. Phrazer ensures objective patient authored EMR entries and a complete audit trail, allowing time for staff to focus on areas of identified concern or weakness.

Regulatory Compliance

A significant percentage of patients in any system are of a minority language, culture, belief system, etc. Conventionally, meeting these diverse challenges results in long delays of service and inferior care. Phrazer eliminates these challenges and provides equally timely and effective care to all patients, improving patient and staff satisfaction.

Throughput Enhancement with Continuity and Quality

Immediate patient engagement dramatically speeds on-boarding, triage, history, medication reconciliation, screeners and more, equally with patients of any language, literacy and background. Examination, education and discharge/admission flows without delay.

Authority Enhancement

On-device interactions strongly support staff and system authority, garner greater comprehension and understanding, and maintain the patient's confidence and compliance. Phrazer can more effectively introduce the patient to the staff and medical system.

Emergency Department Benefits

Reactionary ability and staff process training

In cases of disease outbreak or epidemic, Phrazer will mitigate damage. Phrazer identifies the risk or issue and carefully engages the patient while simultaneously communicating the concern to staff. Staff receives guidance on proper procedures to respond to the concern at the exact time of need.

Staff Process Training

Phrazer trains and reinforces staff on new initiatives, equipment, compliance and protocols, reducing continuing education costs and improving continuity of care. Phrazer also keeps staff aware of community culture, population shifts, initiatives and desires.

History of Present Illness

- Triage
- Past Medical History
- Abdominal Pain
- Back Pain
- Chest Pain
- Cough
- Difficulty Breathing
- Fever
- Headache
- Knee Pain
- Vomiting

Education

- Blood Pressure
- COPD
- Crutches
- Stool Collection

Informed Consent

- Arterial Line
- Blood Transfusion
- Central Venous Line
- Chest Tube Thoracostomy
- Fracture/Dislocation Reduction
- Lumbar Puncture
- Sedation

Screeners

- Alcohol Use Disorders ID Test (AUDIT tool)
- Asthma Control Test
- Drug Abuse Screening Test (DAST)
- Quality of Life Survey
- Quick Depression Screener (PHQ-9)
- Screening, Brief Intervention and Referral to Treatment (SBIRT)

Other/Miscellaneous

- Various Patient Satisfaction Surveys/Questions
- Registration/Insurance Info
- Payment Info
- Emergency Contact
- Reason for Visit

Performance Enhancing ROI Tool

For each protocol there is a calculable ROI related to charting benefits, FTE reductions, translative reductions, speed to treat benefits and more. Typical protocol ROIs exceed 10x and \$70,000 or greater savings or revenue enhancement per Phrazer per year. Combining multiple Phrazer protocols per patient visit equates to highly significant performance, continuity, quality and patient coverage benefits.

Additional Benefits

Phrazer provides these additional returns on your investment (Averaged):

- Medical error reduction - greater than 30%
- Insurance cost reduction - up to 20% department wide
- FTE reduction -
- HCAHPS - > 95% patient satisfaction average
- Readmission reduction - fast demographic specific
- Increased throughput - in some cases > 10x
- Translation services - complete elimination
- Reduced data entry - 85% patient authored charting
- Regulatory coverage - "go - no go" assurance
- Staff education - In realtime at point of need
- Job satisfaction - medical staff back to bedside
- Image enhancement - extreme quality medical device
- Virile disease mitigation - immediate standardization
- Initiative cost reduction - fast, affordable, adaptive