



# Edward Elmhurst Health Reports a 3x Return on Investment in Year One with GYANT’s Virtual Assistant, Eleanor

## CASE STUDY RESULTS FROM ONE YEAR OF PARTNERSHIP

Overall estimated benefit: \$1,000,000+ \*

### The Bottom Line

Edward-Elmhurst Health (EEH), an integrated health system serving the west and southwest suburbs of Chicago, partnered with GYANT to develop and deploy Eleanor as their AI care navigation and virtual assistant solution to improve patient access and engagement and differentiate EEH in the competitive Chicago market. With GYANT, EEH realized many benefits including:

#### Net New Revenue

- \$280,000 in net revenue from scheduled appointments
- \$460,000 in net revenue from follow-up care beyond the online scheduled appointment

#### Cost Containment

- \$300,000 in contact center cost avoidance

\*Excluding cost of GYANT

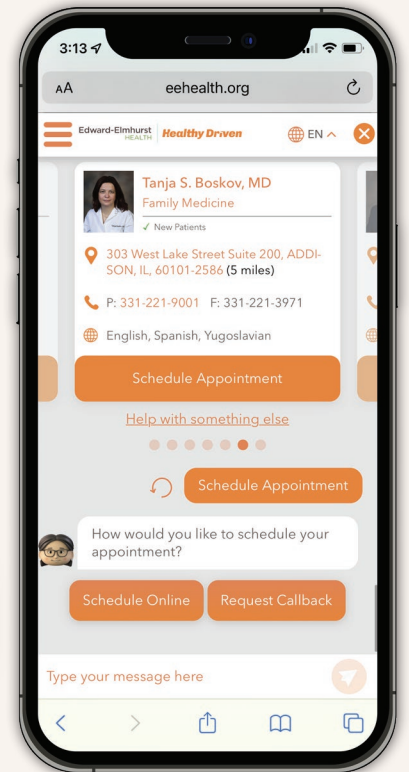
### Products

#### GYANT FRONT DOOR

- Scheduling integration
- EHR integration
- Provider directory integration
- Pediatric content
- Patient portal app

#### GYANT COVID-19 SERA

Hi, I'm Eleanor!  
How may I help you?



### About Edward Elmhurst Health (EEH)

Edward-Elmhurst Health is one of the largest integrated health systems in Illinois. The system includes nearly 8,400 employees and 1,300 volunteers including 2,000 physicians on staff (98% are board-certified) and 1,900 nurses. There are more than 50 outpatient locations across a service area of 1.7 million residents.

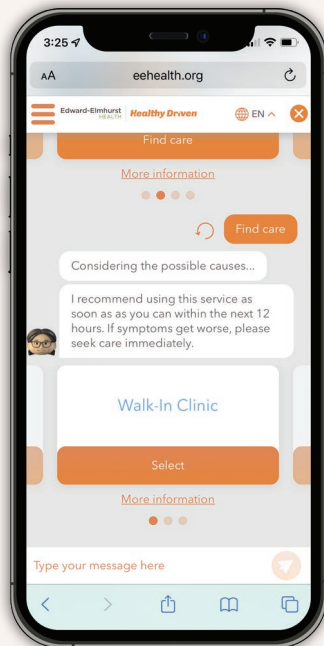
As one of the “Most Wired” hospitals in the country, EEH is committed to investing in technology and innovative digital solutions that have a positive impact on each patient’s health and experience.

In January 2022, EEH merged with NorthShore University Health System to become part of a new NorthShore-Edward-Elmhurst Health system.

## Challenge

Edward-Elmhurst Health deployed GYANT's COVID-19 Screener and Emergency Response Assistant (SERA) to help combat high patient volumes and provide trusted screening, information and care around COVID-19. Given the success and positive reception, Edward-Elmhurst elected to expand triage and care utilization functionality by deploying GYANT's Front Door solution as Eleanor. Eleanor became a critical aspect of EEH's digital health strategy in order to:

- Establish a single point of contact for patients to schedule services or select self-service options
- Standardize patient access across the various population segments making care available 24/7/365
- Reduce the administrative burden on the contact center and hospital staff



## Strategy

EEH and GYANT partnered to implement a customized version of GYANT's Front Door solution as the virtual assistant, Eleanor, on the EEH website and patient portal app. The software functions as an AI virtual care navigation assistant that guides patients to the best resources for their inquiry.

Eleanor's goal: "to make healthcare easier". Eleanor acts as a patient's assistant for EEH's entire health system allowing patients to navigate various self-service care endpoints, find appropriate care venues for their symptoms including finding a doctor, making same-day appointments, scheduling video visits, and even saving their spot in line at an urgent care facility. Eleanor is available 24 hours a day to help patients, on-demand, both during and outside of business hours.

## Results

### \$740,000 IN TOTAL PATIENT CAPTURE REVENUE\*

- Total patient engagements through GYANT with a revenue-generating interaction and subsequent care
- GYANT directs patients to appropriate care endpoints resulting in a tangible return for the health system

### \$300,000 CONTACT CENTER COSTS AVOIDED\*

- EEH's contact center was able to avoid the costs associated with 65,000 calls
- GYANT provides on-demand 24/7/365 resources for patients reducing contact center call volume

### 650 NEW PATIENTS CAPTURED PER MONTH

- 8% of all user interactions served by GYANT were patients new to EEH
- GYANT makes it easy to find care attracting new patients resulting in subsequent revenue-generating interactions and health system loyalty

### TESTIMONIALS

As a digital-first organization, GYANT has been a partner in helping us to further shape our digital health experience. Eleanor is not simply part of our digital health strategy but she is a central part of our organization. Almost half of Eleanor's patient interactions are outside of normal clinic hours. Eleanor is there to help patients find and use the resources they need on their schedules.

Cheryl Eck, Vice President, Strategy & Planning  
at NorthShore-Edward-Elmhurst Health

\*Revenue is estimated based on assumptions for average PCP/UC visit reimbursement, follow-up care revenue reimbursement, the average episode of care net revenue per patient. Call center cost avoidance is based on an average estimated cost per interaction.