



SENSELY AND MAYO CLINIC: ADVANCING DIGITAL HEALTHCARE SOLUTIONS

Mayo Clinic has been treating patients for more than 150 years—and now, together with Sensely, we’re able to bring expert healthcare guidance to individuals when and where they need it most. Sensely’s breakthrough virtual health assistant technology utilizes content from Mayo Clinic, including a set of highly dynamic algorithms that use branching logic and personalized content to determine the level of acuity and provide appropriate care navigation for users.

Symptom assessment algorithms have a long history at Mayo Clinic, where clinical teams have deployed structured

solutions over many decades to both Mayo Clinic staff, as well as to patients.

Initially, the algorithms were incorporated into telephonic nurse line programs supporting hundreds of thousands of patients. More recently, with the tectonic shift towards powerful computing platforms, including smartphones and personal computers, Sensely’s proven patient engagement technology platform has integrated content from Mayo Clinic and is designed to better support patients at their time of need.

HOW THE ALGORITHMS WORK

The Sensely virtual health assistant integrates Mayo Clinic algorithms to recommend care navigation pathways based on self-reported patient symptoms. The Mayo Clinic algorithms are based on large volumes of clinical content from Mayo Clinic that have been collected, validated, monitored, and updated over many years.

Available for incorporation into smartphone apps and websites, the assistant follows a pre-determined logic that defines the sequence and relationships between the content and the user. Eligible users are guided through a series of questions about presenting symptoms. Based on those responses, users will receive a recommended level of care. The entire “conversation” is designed to be both engaging and empathic, and incorporates both text chat and speech options for the user to choose from.

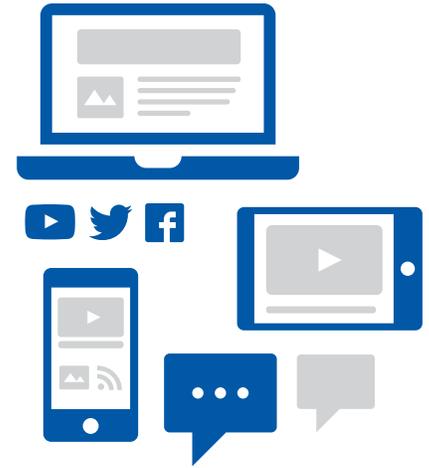
ENDPOINT RECOMMENDATION	DESCRIPTION
Ambulance	Call 911 or a local emergency number
Emergency Care	Seek care immediately; go to the emergency department
Urgent Visit	Seek care within 4 hours
Acute Appointment	Seek care within 24 hours
Routine Appointment	Seek care within the next few days (greater than 24 hours)
Provider Advice	Consult a health care provider for further instructions
Manage Symptoms at Home	Stay home to manage symptoms; no appointment is needed

Note: Custom descriptions are available per customer requirements.

A DIFFERENCE THAT MATTERS

Not all content is the same, and content from Mayo Clinic comes with the competence and rigor of decades of development, vetting, and use by leading experts across multiple practice disciplines.

- Clinical content within the algorithms is evidence-based and created through professional collaborations, literature reviews and expert opinions
- Groups of algorithms are reviewed when updates are needed to ensure consistency and accuracy
- Clinical content is continually tested by nurse authors, nurse users, and physician representatives from across Mayo Clinic



CLINICAL GOVERNANCE YOU CAN COUNT ON

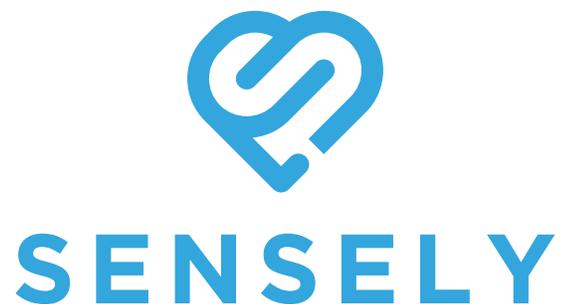
REVIEW PROCESS	DESCRIPTION	FREQUENCY
User Reviews	Any issues submitted are monitored daily and prioritized with help of medical staff, and researched as needed. Any changes are medically reviewed and tested.	Daily/Ongoing
Emerging Clinical Trends	Clinical roundtable discussions with providers and nurse representatives to present emerging clinical issues that could impact algorithms. Any changes are medically reviewed and tested.	Biweekly
Data Reviews	Data reports are reviewed with medical staff to identify potential issues and implement updates as needed.	Quarterly
Comprehensive Reviews	Multi-functional workgroups who perform comprehensive reviews of algorithms and logic. All changes are reviewed and approved by a Triage Algorithm Review Board.	As required

KEY DIFFERENTIATORS

- Supports 30+ languages
- Offers validated care guidance content from the #1 hospital in the U.S.*
- Care navigation recommendations are dynamic, personalized and actionable
- Underlying clinical algorithms are based on structured, standardized protocols
- Features Sensely's highly-rated award-winning user interface design

RELIABLE. SAFE. SECURE.

Interested? Contact Sensely at info@sensely.com to learn more.



*Source: U.S. News & World Report "Best Hospitals Honor Roll," 2018-2019
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