



**Virtual agent DEX for all data exchange questions**

## What is the problem?

Data is the new gold, also in healthcare. A growing amount of data is becoming measurable, patients are leaving more data behind, and analyzing data is becoming increasingly valuable to healthcare organizations, research institutions, and medical technology companies.

Data in healthcare often includes data about health: highly sensitive and personal information. Laws and regulations protect this data and with that the privacy of the individual. The growing possibilities with data and with it the growing demand for data, the complexity of the laws and regulations and the increased supervision of these, make the correct and compliant exchange of data increasingly challenging. (Legal) professionals are unable to process the large volumes of requests and deploying more professionals does not seem to be the solution. After all, this is costly and suitable legal professionals are scarce. Even care providers, who in most cases do not have legal training, have to work their way through this complex material. That takes time. Time that could be better spent providing good care.

## OUR SOLUTION

DEX is a virtual agent that makes compliance-related work easier and more efficient using three components:

1. Q&A and (company specific) dialogues on laws and regulation: Q&A and (organization specific) dialogues on legislation and procedures: DEX ensures that most questions about data exchange and protection are answered directly and in accordance with applicable laws and internal procedures.
2. Referral to the appropriate expert within the organization: For the remaining part, DEX assures that more complex questions can be sent directly to the appropriate department/person, including a transcript of the chat. It also includes proper referral to specific procedures or documents (e.g., confidentiality agreement) that must be followed or completed.
3. Insights, knowledge and accountability: Through the management reporting module, DEX provides immediate insight into the (development of ) compliance maturity in the organization and if DEX is deployed by hospitals, also beyond. Furthermore, accountability can be provided through the dashboard (e.g. to management and/or regulators).

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### Virtual agent in four phases:

#### Making the module for data exchange compatible with the language of the care professionals

We include the main questions asked by care professionals to ensure that the virtual agent speaks the language of the employees and can ask the most important questions. This is done during (a) brainstorming session(s).

#### Optional: developing specific content for your organization

In the virtual agent, we use different 'knowledge bases'. This makes it possible to distinguish specific content from general content. In this way, procedures and protocols of your organization can be included in the virtual agent. Your employees can be guided through these procedures and protocols when they have questions to which these apply.

#### Test and trial phase

Once the content for the virtual agent is completed, the test phase can begin. In this phase, a sufficient number of users is designated to test the virtual agent. The users are asked to chat with DEX during approximately four test sessions to gather sufficient feedback. The feedback is then processed. In the trial phase the virtual agent will be implemented and made available to (a part of) the users. During this phase, the effectiveness of the virtual agent is demonstrated.

#### Going live

When the virtual agent has been successfully tested, it can be implemented throughout your organization. Launching an internal campaign and procedurally enforcing the virtual agent as the first point of contact can be part of this.

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