



# Embold Virtual Assistant

Quality Healthcare Starts with a Conversation

## WHAT IS EMBOLD VIRTUAL ASSISTANT?

Embold Virtual Assistant (EVA) is an AI-powered chat tool that helps employees navigate to the highest-quality care tailored to their specific needs.



Quick and Quality  
Care Access



Easy, Seamless  
Navigation



Better Health  
Outcomes



## Virtual Assistant

Hi, my name is Embold. I am here to help you find the right doctor. In a few sentences, tell me what's up?

My left shoulder has been bothering me lately

Can you describe the type of pain you're experiencing in your left shoulder?

It hurts most when I raise my arm over my head

How long has your shoulder been bothering you?

A few weeks

Have you noticed any swelling, redness, or discoloration in the area?

Enter your message...

**Johanna Smith MD**  
Ortho-Joint

- In Network
- Female
- Accepting Patients
- Nearby Locations

Focus Areas: Shoulder and Elbow, Knee, Hip, Arthroscopy, Hand and Wrist, Foot and Ankle, Adolescents

Strengths: Treatment, Diagnosing

Cost Efficiency: More Efficient

Share Need Help?

Location (from Nashville, TN)

## KEY FEATURES



### 24/7 Support

Round-the-clock, data-driven provider recommendations.



### Q&A Format

Easy, symptom-based, personalized guidance.



### Inclusive Care

Matches language and connects to diverse providers.



### Integrated Benefits

One-stop access to employer-specific benefits and resources.

## HOW IT WORKS

### Enter Question

Users ask EVA about symptoms or provider-related questions.

### Fast, Specific Matches

Directed to the best-fit provider or specialist.

### AI-Powered

Tailored responses based on Embold's data.

### Ongoing Improvement

Regular testing and feedback enhance accuracy.

## TESTING RESULTS THAT MATTER

To ensure EVA's reliability, effectiveness, and fairness, Embold Health conducted over 20,000 chat tests covering a range of medical scenarios. Testing concluded that **EVA performed above the appropriateness threshold of 90%.\***

**99.55%**

Accuracy in identifying emergency scenarios

**97.07%**

Accuracy in care recommendations

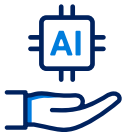
**98.07%**

Combined accuracy across all tested scenarios

\* EVA Appropriateness Threshold: The product's global appropriateness score, based on emergency, provider, and biased scenarios, must meet the predefined success criterion of 90%, with action taken for scores below this threshold.

## OUR COMMITMENT TO RESPONSIBLE AI

Embold is committed to creating safe and accurate tools, setting a new standard for responsible AI in healthcare. EVA's design and performance are guided by Embold's core values of transparency and quality.



### Responsible AI

Ethical, transparent, and accountable technology.



### Human Oversight

Supervision and intervention protocols to deliver accuracy.



### Quality Standards

Repeatable, effective responses to maintain trust and safety.



### HITRUST Certified

EVA operates on Embold Health's HITRUST r2 Certified systems, with a commitment to achieving the highest standards of data security, privacy, and compliance.

**With EVA, Embold Health empowers your employees to make better healthcare decisions, creating a smarter, safer, and more efficient healthcare experience.**

Quality healthcare starts with a conversation.

Contact us at [emboldhealth.com/demo](https://emboldhealth.com/demo).

**embold** HEALTH.