USE CASE: Virtual Nurse Helps After-Hours

AI–based system provides relief when pain strikes late at night. ChoiceView "voice with visuals" shows & explains exercises.

It's not easy to remember everything the doctor or nurse tells you in the office. So when you're in pain after a bike accident, you recall there are videos of helpful exercises. It's after office hours so when you call the orthopedics department of your nearby hospital, a Virtual Nurse responds. Help is here, 24/7.

ChoiceView combines artificial intelligence (AI), Natural Language Processing (NLP), and it's patented "voice with visuals" Visual IVR to provide easy-to-follow information. Speak or tap the menu options. The Virtual Nurse provides a short exercise video which you see, hear, and save.

You easily get self-service help that you can save on your smartphone or computer. No special mobile app is needed.
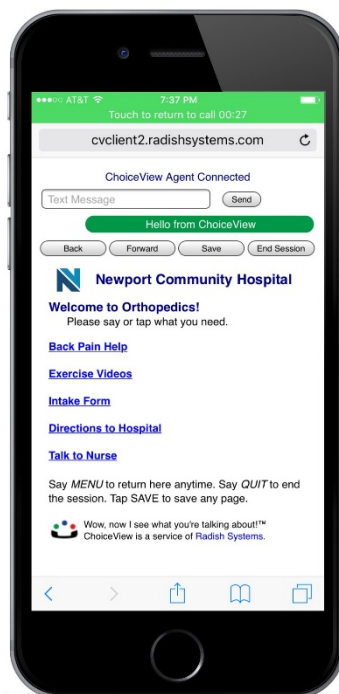
ChoiceView® Visual IVR Use Case: Virtual Nurse

Caller: Dials 24/7 number.

Virtual Nurse: "Thank you for calling the Orthopedics Department at Newport Community Hospital.

I can communicate with voice and visuals.

Just stay on this call and press 1 to *see* and *hear* information and get help."
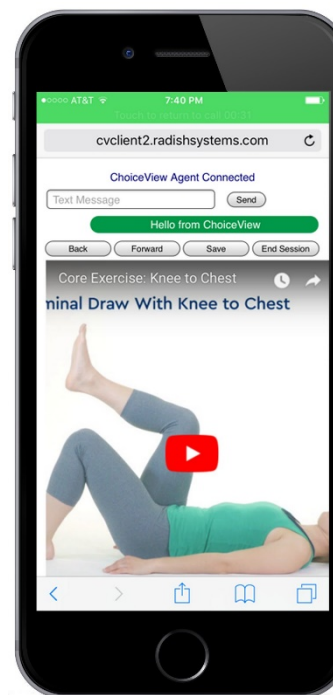
Caller: Presses 1 on phone keypad.

Virtual Nurse: "This is the *main menu*.

Please say or tap what you need.

Say *Menu* to return here anytime."

Caller: "Exercise video for back pain."

Exercise video appears.

Caller: Views video and saves it on smartphone.

ChoiceView Visual IVR with Virtual Nurse

- **Secure, encrypted**
- **Shorter calls save time and money**
- **Immediate self-service**
- **No long waits**
- **Easy-to-follow visual information**
- **Saved to healthcare files and caller smartphones**