

GEB & Sensely: working in partnership to improve virtual access to care

Generali Employee Benefits is pleased to announce a new partnership with **Sensely**, a character-based, voice-enabled virtual assistance platform that provides a 24X7 connection between insurers/employers and the members/employees they support. With Sensely, insurers and employers can influence health behaviors, increase engagement, reduce medical costs and enhance the healthcare experience.

Introducing Sensely

Sensely provides access to Virtual Health Assistants (digitized interactive 'human-like' characters) that respond to voice and onscreen commands through a multi-functional health platform.

Virtual Health Assistants have proven highly effective in improving initial patient interactions. Because Virtual Assistants are *digital*, patients often feel more comfortable disclosing initial information about their symptoms, feelings about their health, and are less concerned with managing the Assistants' impression of them as a patient. Through Sensely's Virtual Health Assistants users can access the following capabilities:

Symptom checker

Sensely's Symptom Checker gives users access to content and algorithms from the Mayo Clinic to help identify and understand their symptoms.

Direction to healthcare providers

With the information shared through the Symptom Checker, patients can receive direction to relevant local or virtual healthcare providers (nurses, physicians or specialists), specifically those providers who participate in the medical network associated with their health plan.

Health & Wellness Information

Users can access a broad range of health content from the Mayo Clinic to learn about managing and improving their health and wellbeing.



image: Andrii Symonenko/stock.adobe.com

“ Sensely’s intuitive, digital healthcare services help facilitate patient access to relevant care and qualified providers. These services are a critical component of the evolving virtual healthcare landscape. We are delighted to partner with GEB to introduce Sensely to their global clients & partners. “

Adam Odessky, Co-founder & CEO, Sensely

Remote monitoring for chronic conditions

Sensely provides support for remote condition monitoring including regular check-ins and daily reminders to check and submit vital signs through the patient's device. Supported conditions include: CHF, COPD, Asthma, Diabetes, and Behavioral Health.

Administrative services

With the assistance of its conversation design team, Sensely can turn common administrative workflows into interactive conversations to improve the health care application process, claims handling, obtaining replacement ID cards and other support functions.

Customisation of the Virtual Assistant

Sensely allows insurers/employers to customise the language and appearance of the Virtual Assistant (over 30 languages are available). This enables insurers/employers to create their own unique “health ambassador” to interact with global users.

For more information on Sensely capabilities, please visit <https://www.sensely.com/> or contact health@geb.com

