A NEW HEALTHCARE EXPERIENCE

Surprisingly, healthcare today is still an analog process; it’s fragmented, convoluted, and slow.

At HealthTap we’re transforming healthcare and bringing it to the digital age. We’re revolutionizing personal and clinical care and creating a new experience that’s:

HIGH QUALITY
FAST
COMPASSIONATE
SMART

Powered by more than 100,000 doctors serving hundreds of millions globally.
Connected systems are smarter

We believe in human and systems connectivity. We believe in partnerships and collaboration. We believe in interoperability. Together we’re stronger and smarter. HealthTap’s technology and integration teams are transforming fragmented complex systems (where every component is disconnected from the rest of healthcare), into unified, homogeneous, and interoperable systems, that are consumer-centric, constantly learning, and smart.

With our Health Operating System (HOPES™) we’re simplifying the process of delivering and accessing care and creating a new healthcare experience that is high quality, personalized, fast, and highly engaging.
Introducing HOPES™: the world's first Health Operating System

In order to make healthcare Interoperable, Engaging, and Smart, HOPES leverages a virtuous cycle of data and engagement. HOPES facilitates and experience that is highly engaging, by constantly providing people and patients what they need and want, and when they need it most, in any and all care pathways (trusted answers, tips, news, immediate consultations with doctors via text/voice, instant lab results, instant prescriptions and medication refills, etc.). HOPES generates tremendous amounts of data in context that helps understand individuals and what works for them better.

Data and Analytics: HOPES constantly collects engagement data about what users are doing and how they’re doing it in a unified Personal Health Record. With a set of proprietary algorithms, Natural Language Processing and Machine Learning, HOPES transforms the data into information that’s valuable to doctors and also helps drive personalized content and recommendations to users that, in turn, drives more engagement.

HOPES: interoperable, engaging, and smart
The HOPES™ virtuous cycle

HOPES™ ENGAGES USERS
with answers from doctors, a rich library, Virtual Consults, prescriptions, test results, device/wearable integration, checklists, newsletters, surveys, and more

HOPES™ COLLECTS DATA
and stores it in one unified and standardized Personal Health Record (PHR)

HOPES™ PROCESSES THE DATA
and makes it meaningful and actionable, utilizing technology powered by our expert network

HOPES™ CREATES MEANING AND LEARNS CONTINUOUSLY
providing insights, encouragement, and motivation to users in a personalized, dynamic and highly engaging interface

- Proprietary User Interface (UI) and User Experience (UX)
- Proprietary Health Graph and Data Model
- Proprietary ontology, Natural Language Processing, algorithms, top doctors
- Data analytics, proprietary algorithms, Artificial Intelligence (Machine Learning)
A personalized and engaging health experience

Powered by HOPES, HealthTap’s Global Health Practice creates a highly engaging experience for patients, doctors and payors at any stage of providing and receiving care from query to cure.
Interoperability: together we're better

HOPES is the key to making healthcare interoperable. Powered by a proprietary data model and the world's most comprehensive ontology, HOPES connects data inputs and outputs across the entire healthcare ecosystem to one unified Personal Health Record.
HealthTap’s proprietary triaging system

By bringing together information, communications, engagement and data analytics onto one platform, HOPES gives doctors and patients the information and tools they need to provide and access the right care at the right time at the right cost.
Constant learning: doctor excellence simplified

HOPES helps doctors deliver higher quality and more relevant care. By connecting doctors and bringing them the most up-to-date knowledge and the world’s best experts to their fingertips, HealthTap helps accelerates the use of best practices and improves quality of care.

• Curbside Consults 24/7 from any mobile device or personal computer provide doctors with answers from colleagues in 141 specialties

• Secure, private messaging for clinicians on any mobile device or personal computer

• Doctors can learn and earn AMA PRA Category 1 Continuing Medical Education (CME) Credits

Private and secure: by the world’s highest standards

HOPES is HIPAA compliant and SOC2 Type II certified.

Ubiquitous and omnipresent: HOPES™ is everywhere

Hopes is entirely cloud based and requires no hardware or software to make it operational on any mobile device or personal computer. HealthTap has apps for both patients and doctors in all digital channels (iPhone, iPad, Android phone, Android tablet, web and wearables).

More for less: top quality care at a lower cost

Having one human-driven, data-powered Health Operating System offers three key benefits:

• Unprecedented levels of engagement

• New insights and constant learning

• Better outcomes and more collaborative care
We have HOPES™... for EVERYONE
Benefits for patients

EXPERT CARE
24/7 immediate access
to top U.S. doctors

CONVENIENT IMMEDIATE ACCESS
See a doctor on your
smartphone, tablet, and PC

SECURE AND PRIVATE
SOC2 TYPE II certified to keep your
data and consults safe

SPECIFIC ACTION PLANS
Doctors write checklists;
we send reminders

PRESCRIPTIONS
Prescriptions and refills sent
to your local pharmacy

LAB TESTS
Doctors can order and review
tests with you during consults
Benefits for payors

**ATTRACT AND RETAIN MEMBERS**
Unique, cutting-edge, differentiated healthcare solution

**CURB HEALTHCARE COSTS**
Prevent more expensive treatments and procedures with ongoing doctor support

**IMPROVE OUTCOMES AND QUALITY OF CARE**
High patient engagement enabling healthy lifestyle changes

Benefits for employers

**LOWER HEALTHCARE COSTS**
Reduce unnecessary healthcare utilization through our proprietary data-driven triaging system

**INCREASE PRODUCTIVITY**
Immediate, easy access to doctors means less absenteeism and presenteeism for the workforce

**ATTRACT AND RETAIN EMPLOYEES**
Offer a unique, cutting-edge healthcare solution that helps manage healthcare from query to cure

**BOOST EMPLOYEE MORALE**
Manage a happier, healthier workforce or member base
“HealthTap HOPES is the groundbreaking platform that enables me to deliver personalized care that delights my patients every day. I’m thrilled that in one easy interface I can see all the relevant information on my patients, including medical history, test results, and even browsing and adherence data, enabling me to tailor the best course of action for the most effective care. Even better, HOPES extends my ability to achieve the best outcomes with automated reminders and ongoing patient support — with less effort, I help more people, and get better results.”

— Dr. Coyle Connolly
Benefits for providers

A 360-DEGREE VIEW OF THE PATIENT
Seamless data inputs from all patient engagements (from content browsing to wearables, to virtual consultations, to lab results and EMR integration, all the way to patient adherence).

THE RIGHT CARE AT THE RIGHT TIME AT THE RIGHT PRICE
Quickly triage all patients to the proper and most cost-effective care.

REDUCE COSTS AND ENHANCE REVENUE
Reduce unnecessary utilization of expensive resources. Increase capacity for better paying use cases and second opinions.

DYNAMIC ONGOING RELATIONSHIPS WITH PATIENTS
Creates a vibrant patient and doctor community that deepens trust and long-term commitment to the provider and encourages referrals.

SECURE AND PRIVATE
A single secure sign-on (SSO) serves as your patients’ and doctors’ main interface for managing healthcare. Our safe and secure HIPAA compliant, SOC 2 Type II certified platform keeps data and consults confidential.

LEVERAGE EXISTING PROVIDER INVESTMENTS
Operated by the provider’s doctors and staff, integrating with EMRs and other existing provider services.

ANALYTICS
Advanced data and analytics tools and dashboards help analyze utilization and trends, enabling predictive analysis of health insights within the patient population for better care at a lower cost.

360-DEGREE SERVICE AND SATISFACTION
Gives patients peace of mind with engaging and delightful experiences.

GREATER PATIENT ENGAGEMENT
Healthier, happier, and more compliant patients as well as improved health outcomes.
HealthTap HOPES™ better care, at a lower cost.
HealthTap

HealthTap, a World Economic Forum Technology Pioneer, is the world’s first Global Health Practice delivering immediate, world-class healthcare 24/7 from Query to Cure. Through video, voice, and text chat on any mobile device or personal computer, we connect hundreds of millions of people everywhere with the most trusted and compassionate health advice from a network of more than 100,000 top doctors. HealthTap’s proprietary, robust, and secure Health Operating System (HOPES™) and proprietary triaging technology enable healthcare systems of all sizes to deliver the right care at the right time at the right price.