

# Our membership benefits

## A new approach of health coaching



*We want to create an integrated healthcare network that combines insurance coverage, AI-powered technology, and medical expertise to provide comprehensive online and in-person care for patients.*

### Integrated Patient Data Management

VeryPatient's IT platform will serve as the central hub for patient data management. This system will:

Securely store and manage patient records from Pacific Cross's extensive client base

Integrate medical histories, insurance information, and treatment plans

Ensure real-time updates across all connected devices and platforms

### Seamless Care Coordination

The synchronized network will facilitate smooth coordination between Pacific Cross, VeryPatient, and Clinique de la Brisée: Pacific Cross will provide insurance coverage information and claims processing

VeryPatient's platform will manage appointment scheduling, telemedicine consultations, and patient communication  
Clinique de la Brisée will offer specialized medical expertise and in-person care when needed

### Telemedicine and Remote Monitoring

VeryPatient's technology will enable:

Virtual consultations with Clinique de la Brisée's healthcare professionals

Remote monitoring of patients' health metrics

Secure messaging between patients and caregivers

### AI-Powered Triage and Decision Support

The VeryPatient platform will incorporate AI algorithms to:

Assist in initial patient triage

Provide decision support for healthcare professionals

Offer personalized health recommendations to patients

### Multilingual Support

To cater to Pacific Cross's diverse international clientele, the integrated system will offer:

Multilingual interfaces for patients and caregivers

Real-time translation services for telemedicine consultations

Family  
Membership  
€129<sup>.99</sup> / mo.

Pay Yearly € 1299  
and save 2 months



**Free use of our VeryPatient App**



**2 free online consultations /year**



**Priority scheduling at our partner clinics**



**Coverage: Access to care while traveling internationally**



**24/7 medical advice via our app and call center**



**Care Coordination to guide your health journey**



**Second medical opinions by our specialists' network**

*Synchronizing the patient and caregiver network of Pacific Cross with VeryPatient's IT solutions and Clinique de la Brisée's medical expertise can create a powerful, integrated healthcare ecosystem. This collaboration will enhance patient care, improve efficiency, and expand access to quality healthcare services.*

# VeryPatient Membership

Introducing the Pacific Cross VeryPatient Premium Membership, a comprehensive healthcare package designed to provide unparalleled support and care coordination for Pacific Cross policyholders. This innovative program combines cutting-edge technology with personalized medical services to ensure your health needs are met anytime, anywhere.



**Premium Package: €129.99/month or € 1299/ year**

## Key Features

### 24/7 Online Support

- Access to VeryPatient's AI-powered medical chatbot for instant answers to health queries
- Multilingual support available in multiple languages

### Medical Call Center

- Round-the-clock access to licensed healthcare professionals
- Triage services to assess urgency and provide appropriate care recommendations

### Medical Concierge Service

- Priority appointment scheduling with specialists in Pacific Cross's network
- Assistance with medical travel arrangements and visa support

### Care Coordination and Personal Care Coach

- Dedicated care coordinator acting as your personal care coach and health advocate
- Seamless integration of medical records across providers
- Proactive health management and preventive care planning
- Regular check-ins and personalized health goal setting

#### \*\*Online Consultations\*\*

- 2 online consultations per year included, focusing on preventive care and care coordination
- Access to a diverse network of specialists for comprehensive health management

### Access to VeryPatient Clinic Network

- In-person consultations at partner clinics in your geographic area
- Seamless integration of care between online and offline services

### Additional Benefits

- **Wellness Rewards:** Earn points for healthy behaviors, redeemable for premium discounts or wellness products
- **Family Coverage:** Extend benefits to family members at discounted rates
- **Global Coverage:** Access services while traveling internationally
- **Telemedicine Consultations:** Virtual appointments with specialists from VeryPatient's global network

The care coordination aspect of this membership is truly transformative. Your personal care coach will become a trusted health ally, guiding you through your healthcare journey, anticipating your needs, and ensuring all aspects of your care are synchronized.

This proactive approach to health management not only improves outcomes but also provides peace of mind, knowing that you have a dedicated professional overseeing your overall well-being.



*This premium membership is not just an additional cost center, but a valuable source of profit through a profit-sharing agreement with VeryPatient. The pricing strategy ensures that both Pacific Cross and VeryPatient benefit from increased customer satisfaction and improved health outcomes.*

# An AI Boosted Call Center

*VeryPatient's AI-powered technology can significantly enhance the efficiency of our medical call center in several ways:*

## Improved Triage and Initial Assessment

VeryPatient's AI system can assist with initial patient inquiries and triage, helping to:

- Quickly assess the urgency of incoming calls
- Route patients to the appropriate level of care
- Provide consistent, evidence-based initial guidance

**This allows human agents to focus on more complex cases that require nuanced decision-making.**

## Enhanced Decision Support

The AI technology can provide real-time decision support to call center agents by:

- Suggesting relevant questions based on the patient's symptoms
- Offering evidence-based recommendations for care
- Flagging potential red flags or urgent situations

**This helps ensure more accurate and consistent advice across all calls.**

**VeryPatient's system can automatically document key details from patient calls, including:**

- Chief complaints and symptoms
- Triage decisions and recommendations
- Follow-up instructions provided

This reduces the administrative burden on agents and improves the accuracy and completeness of call records.

## Personalized Care Recommendations

By integrating with Pacific Cross's existing patient data, VeryPatient can provide personalized care recommendations based on:

- The patient's medical history
- Current medications and allergies
- Recent healthcare interactions

## Multilingual Support

VeryPatient's technology can offer real-time language translation, allowing the call center to efficiently serve Pacific Cross's diverse patient population across multiple languages.

## Continuous Learning and Improvement

VeryPatient's AI can analyze call data over time to:

- Identify common patient concerns and questions
- Optimize triage protocols based on outcomes
- Suggest areas for agent training and improvement

**This enables the call center to continuously refine its processes and enhance the quality of care provided.**

