**The Precision Automated Patient Interface (PAPI)**

An effective, low-cost tool that leverages a protocol driven technology to automate the delivery of standardized surveys and assessments to patients. There are three Tiers of service, depending on client need and budgetary requirements. All of them allow the patient to complete surveys and assessments in the comfort of their own home and to generate an automated risk stratification score. In addition, they all provide understanding of relevant quality and compliance metrics as well as critical information on patient status based on standardized tools used.

Though customization is possible, the model is designed to automate escalation based on results and generally follows this pattern:

* Low / no risk – re-engaged within in 1 to 3 months based on client preference and responsible party is notified of results weekly via batch report.
* Medium risk – client identified responsible party is notified of risk stratification score immediately in order to perform direct, internal triage or to send follow up surveys prior to internal triage.
* High Risk – client is directed to the client’s portal to schedule an appointment, as well as concurrent notification to responsible party of high-risk results.

**Tier 1**

This is the simplest and most affordable level and does not include any human labor related to escalation based on risk stratification. Features include:

* Access to standardized surveys, assessments, and questionnaires
* Text and email engagement with the patient monthly and as needed based on protocol
* Automated escalation and notification based on established risk stratification protocols
* Access to Engagement Dashboard
* Dedicated account support
* Cost ranges from $3 - $5 PMPM based on volume

**Tier 2**

This is a hybrid model that allows the client to pay for human labor as needed on only those patients that require human verification or support based on risk stratification score. Features include:

* All features in Tier 1
* Access to customizable surveys and assessments in addition to standardized tools
* As needed external labor for Medium and High-risk patient triage and provider scheduling during normal business hours
* Cost is $3 - $5 PMPM based on volume plus $20 per external labor mediated escalation

**Tier 3**

This is the most robust option within this model and includes all features of Tier 1 and Tier 2 plus:

* External labor for Medium and High-risk patient triage and provider scheduling 24/7
* Cost is $3 - $5 PMPM based on volume plus $25 per external labor mediated escalation