

# HealthTap Platform Updates Improve Patient Care Experience Through Augmented Intelligence

*Company achieves milestone of 7 billion medical answers, providing enhanced intelligence to facilitate patient-doctor interactions*

**PALO ALTO, Calif. - August 21, 2018** - HealthTap, a leader in digital health, celebrates serving more than 7 billion answers to a wide range of health queries, nearly one for each human on earth. This announcement comes as the company releases an extensive update to its technology platform combining the best of machine learning with doctor's wisdom and compassion to deliver ground-breaking augmented intelligence technology designed to improve the patient care experience.

HealthTap's augmented intelligence presence, known as Dr. AI, uses an app to engage patients to learn more about their symptoms and directs them to the most useful next step of care to resolve their problem. Next steps can be anything from text-based answers culled from previous answers to a doctor-authored care guide with reminders to an online video-conference consult with a specialized doctor. Unlike traditional telemedicine providers or AI technologies, augmented intelligence is not intended to replace a doctor's expertise or presence, but rather assist patients and doctors to achieve better health outcomes faster and with less effort.

"It's amazing to consider that what might once have required 7 billion doctor visits can now be achieved digitally thanks to the power of augmented intelligence," said Geoff Rutledge, chief medical officer at HealthTap. "We're drawing on the shared expertise of 140,000 doctors to deliver meaningful insights, but we also understand how important it is to connect directly with a doctor when the time is right. By rewiring the healthcare experience to be as useful and convenient as your favorite consumer apps, everybody wins."

Physicians bring more than 2.5 million years of clinical expertise to train HealthTap's platform on over 800 topics from burns to heart attacks, generating one of the largest repositories of healthcare information ever created. Already learning from widespread deployment with hundreds of millions of patients, the updated augmented intelligence technology includes several improvements to the platform.

- **Greater accuracy.** Many patients mistake conclusions from traditional "symptom checkers" as doctor-approved diagnoses. HealthTap's updated platform clearly maps information to the doctors who contributed it and connects users to a physician at the users' discretion.
- **Interactions feel more human.** Digital conversations feel natural which helps to quickly build trust and rapport while increasing usage.

- **Consumer-friendly interface.** Users easily review their symptoms and chat with doctors via interfaces as simple to use as Facebook, improving the flow of information.

### **About HealthTap**

HealthTap is rewiring healthcare. By consumerizing access to health, HealthTap saves time and money while dramatically improving the care experience for both doctors and patients. The company's doctor-trained, augmented intelligence system guides consumers through the most efficient level of care while maintaining the most important part of medicine: compassion.

HealthTap licenses apps to employers, insurance companies, and health systems, and also provides a free app for anyone, anywhere. Hundreds of millions of users and more than 140,000 doctors in over 170 countries trust HealthTap to deliver care.

To learn more, visit [www.healthtap.com](http://www.healthtap.com). HealthTap offers its free app on the [Apple App Store](#) and [Google Play](#).

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