# Vital Emergency

## Happier patients, no matter the wait

**vital**

Automatically update, educate, and engage patients as they move through the Emergency Department
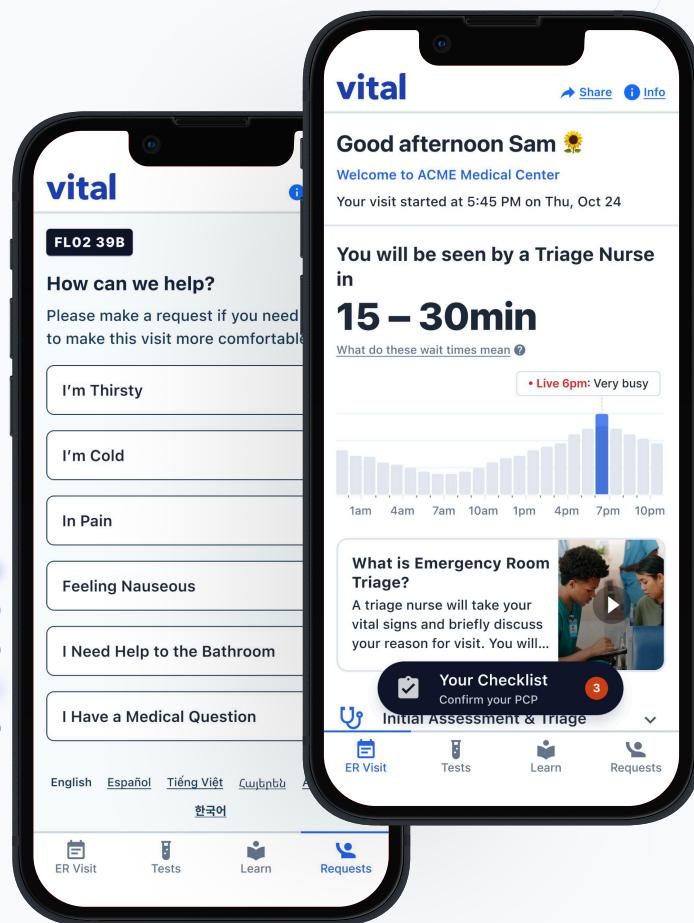
## ABOUT VITAL EMERGENCY

Vital Emergency uses advanced AI to make complex health record data consumable – **through an intuitive digital solution that gives patients a play-by-play of their hospital visit.** Vital Emergency makes it easy for patients to request service and comfort items, book follow-up care, and much more.

## PATIENT FEATURES

✓ No sign up or download required

✓ View personalized wait times

✓ Provide real-time feedback about care

✓ View AI-powered video education

✓ Receive labs and test results

✓ Request service and comfort items

✓ Share visit timeline with family

## CLIENT OUTCOMES

✓ **18x ROI** from higher retention post-discharge

✓ **27%** increase in nurse job satisfaction

✓ **50%** increase in Google star ratings

✓ **25%** of patients follow links to patient portal

✓ **88%** higher NPS scores with service recovery

> "
> *The website with information about wait times and test results was amazing!!!! It was nice to be able to share it with family to help keep them informed. It was the primary way that I was updated on my treatment throughout the day. Knowing what to expect from the website meant that I didn't need to bother the nurses for updates."*

## 97%
### Vital Emergency
Satisfaction Rating

## +41%
### Incremental Post ED
Follow-up Appointments

## 63%
### Average Patient
Usage Rate