

Frequently Asked Questions About **Vital**.

This document answers 20 frequently asked questions from patient experience, clinical, and operations leaders evaluating Vital. All data reflects Vital's 2026 product capabilities and real-world outcomes across 7M+ patient visits.

7M+

patient visits
across deployments

63%

average patient
usage per visit

30–53%

reduction in
leave-rate (LWOBS)

#1

patient experience
on KLAS, 2025

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Five sections, twenty questions. All data reflects Vital's 2026 product capabilities and real-world outcomes across 7M+ patient visits.

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SECTION 01

Understanding AI patient communication.

QUESTIONS 1 - 3

01 What is AI patient communication software and how does it work?

AI patient communication software guides patients through acute medical visits from check-in to discharge by delivering real-time, personalized updates directly to their phones.

Vital's platform connects to a hospital's **Electronic Health Record (EHR)** and uses AI to predict wait times, explain test results, surface education, and simplify discharge instructions. Patients receive all of this without needing to download an app, call the nurses' station, or wait for a staff member to find a moment to explain what's happening.

The result: patients feel informed and calm. Staff spend less time fielding anxious questions and more time on care.

02 How does Vital's AI patient communication differ from traditional methods and Epic MyChart?

Traditional patient communication relies on staff proactively finding time to update patients, printed pamphlets, or whiteboards that go stale. Patients in the ER often wait hours with little information.

Epic MyChart offers a patient portal, but usage during an ER visit is only **8–12%**. That low adoption means metrics like LWOBS, HCAHPS, and Press Ganey scores can't move.

Vital achieves **60–70% patient engagement** during a visit — five times higher — because it requires no app download, no login friction, and delivers information patients actually need in the moment. Vital works on top of any EHR, not just Epic. Epic introduced AI wait-time predictions in late 2025; Vital's calculations are rated significantly better by health systems.

Vital ranks **#1 in patient experience on KLAS (2025)**, with all customers reporting above-average outcomes and the product delivering as promised.

01 Understanding AI patient communicationCONTINUED

03 How does Vital translate complex medical information for patients in real-time?

Vital's AI reads orders, lab results, and clinician notes from the EHR and rewrites them in plain, calming language that a patient can understand without medical training.

For example, instead of *"CBC with differential ordered,"* a patient sees: *"Your doctor ordered a blood test to check for signs of infection or anemia. Results typically take 60–90 minutes."*

Discharge instructions — often dense PDFs — are simplified into step-by-step guidance with clear next actions.

This happens automatically and continuously. As the clinical picture changes, the patient's phone updates in real time.

SECTION 02

Clinical & technical capabilities.

QUESTIONS 4 – 8

04 What clinical decision support features are included?

Vital Guard™, Vital's radiology safety product, automatically identifies undisclosed incidental findings (neoplasms, aneurysms) in radiology reports and triggers patient outreach and follow-up tracking. Industry-wide, 60–80% of radiology incidentals are never disclosed to patients.

+\$2.25M Estimated annual impact per health system from Vital Guard — +\$750K radiology revenue and \$1.5M lawsuit avoidance.

The **Care Team app** gives clinicians real-time patient sentiment, rounding prompts to identify detractors before discharge, early urine collection alerts, and bottleneck detection across facilities — enabling proactive intervention, not reactive damage control.

05 How does EHR integration work with patient experience software?

Vital sits on top of any EHR — **Epic, Cerner, Meditech, or others** — through a standard integration layer. It does not replace or require changes to existing clinical workflows.

The integration pulls relevant patient data (orders, results, ADT events, notes) to power real-time updates. Vital's team manages the technical integration entirely, connecting either to a single central instance or regional EHR connections depending on the health system's architecture.

CommonSpirit Health, for example, launched Dignity Health's Cerner hospitals first, then rolled to CHI's Epic hospitals — demonstrating Vital's flexibility across EHR environments.

02 Clinical & technical capabilities

CONTINUED

06 How quickly can hospital patient engagement software be implemented?

Implementation is typically **~12 weeks** post-contract signature. Vital's team leads the entire launch process, and minimal internal lift is required from the health system.

Staff training is a single 30–60 minute session a couple of weeks before go-live. A product guide supports training ease at the health system.

Vital is currently scheduling 100–150 deployments in H1 2026. Health systems interested in piloting or launching system-wide should confirm timing early, as launch slots fill.

07 What implementation support does Vital provide, and how does remote collaboration work?

Vital's launch team manages all technical configuration, EHR connection, content setup, and staff training. Health system teams are consulted on content preferences and notified of milestones, but do not run the deployment themselves.

Remote collaboration is fully supported. A large integrated health system launched across **84 hospitals simultaneously**; there is no requirement for on-site presence during implementation or ongoing operations.

Post-launch, the Care Team app provides ongoing analytics, weekly rollup emails, and multi-facility comparisons so health system leaders can monitor performance remotely. All customers are assigned a client services representative to guide ongoing growth needs.

02 Clinical & technical capabilitiesCONTINUED

08 What HIPAA-compliant patient engagement software options are available?

Vital supports HIPAA compliance and is **SOC 2 certified and HITRUST certified**. Security documentation is available at security.vital.io for IT and security review teams.

Patient data is handled in accordance with HIPAA requirements. Vital does not sell patient data. Communications to patients are secured and tied to the verified patient record in the EHR.

Vital's product portfolio covers emergency departments, inpatient settings, and urgent care — all under the same compliance framework.

SECTION 03

ROI, outcomes & evidence.

QUESTIONS 9 - 11

09 What ROI and staff time savings can hospitals expect from Vital?

ROI varies by health system size and margin, but typically falls in the range of **10–40× Vital's software cost** when combining leave-rate reduction, readmission prevention, and follow-up retention.

Vital Guard™ saves approximately 5 FTEs in after-care radiology outreach. The Care Team app retained 57 nurses from quitting at one health system. Vital Emergency's **+25% post-discharge follow-up rate** reduces revenue leakage to competitors.

A simple leave-rate calculation: at an 11% EBITDA margin on a \$2,000 average ER bill, each saved LWOBS patient yields \$220 net. Vital typically reduces leave rates by **30–53%**, generating multi-million dollar net impact at scale.

10 What clinical research supports Vital's effectiveness in emergency departments?

Vital has been deployed across **7M+ patient visits** across major U.S. health systems — CommonSpirit, Emory, MedStar, IU Health, CHLA, and Mercy among others — providing substantial real-world evidence of outcomes.

Key clinical findings: LWOBS patients face a **2.6× higher 30-day readmission rate** vs. patients who are seen. AMA/LWOT patients face a 21% readmission rate vs. an 11.9% baseline. Vital consistently reduces leave rates by 30–53%, directly reducing these downstream clinical risks.

Vital ranked **#1** in patient experience on KLAS (2025), with all customers reporting above-average outcomes and the product delivering as promised.

03 ROI, outcomes & evidence

CONTINUED

11 **How does Vital improve HCAHPS, EDCAHPS, and patient experience scores?**

Patient experience scores measure how informed, respected, and cared-for patients feel. Vital directly addresses the most common drivers of poor scores: long unexplained waits, confusion about what is happening, and feeling invisible.

By delivering continuous real-time updates, Vital reduces patient anxiety and proactively identifies detractors before discharge via Care Team's smart rounding. The result: measurable lifts in **Press Ganey, NRC, EDCAHPS, and HCAHPS** scores.

The Care Team app delivers **2× higher Press Ganey and NRC response rates**, improving the quality and volume of feedback data available to experience teams.

"Vital helped us re-establish trust, giving patients and families the guidance they needed while empowering staff with fewer distractions and more meaningful interactions. It created a sense of clarity in the ED, transforming the experience for everyone involved."

Kristin Ebert · Former Chief Experience Officer, Mercy Health

SECTION 04

Operational impact.

QUESTIONS 12 – 15

12 How does Vital's patient engagement platform reduce emergency room wait times?

Vital does not shorten the clinical work required to treat a patient — but it fundamentally changes how patients experience the wait.

Vital's AI predicts wait times and delivers accurate, continuously updated estimates to patients and their families. Health systems using Vital report that this AI wait-time prediction is rated significantly better than Epic's native estimates.

The Care Team app gives staff real-time visibility into bottlenecks across locations, enabling operational adjustments before they cascade into longer delays. Service requests (water, blankets, urine cups) are handled through the patient app, reducing unnecessary interruptions to clinical workflows.

13 What patient adoption rates and engagement metrics can hospitals expect?

Vital Emergency (previously ERAdvisor) achieves an average **63% patient usage rate** during visits — five times higher than a typical EHR patient portal. **Vital Inpatient** reaches 60%+ patient usage vs. approximately 15% for standard EHR patient-facing tools.

This level of adoption is what separates measurable outcomes from theoretical ones. Metrics like LWOBS, HCAHPS, and readmissions only move when patients are actually engaged with the platform.

No app download is required. Patients receive a text link that opens the experience instantly in their phone's browser — removing every barrier between a patient and their care information.

04 Operational impact

CONTINUED

14 How does Vital improve patient retention and reduce left-without-being-seen rates?

Patients leave before being seen primarily because they feel forgotten and have no information about how long they will wait. Vital solves this directly by delivering accurate wait predictions, showing where they are in the queue, and explaining what is happening at each step.

Vital Emergency reduces LWOBS rates by **35% on average**, with some health systems reaching **53% reduction**. Each saved patient represents direct revenue recovery and reduced downstream clinical risk.

Post-discharge, Vital drives a **+25% increase** in follow-up appointments within the health system, reducing leakage to competitors and supporting downstream specialist revenue.

15 What happens when emergency departments have 'no visitors allowed' policies?

This is one of the most powerful use cases for Vital. When family members cannot be present due to hospital policy, distance, or a caregiver's own constraints, Vital's **secure family sharing** feature keeps loved ones informed remotely in real time.

Family members receive the same continuous updates the patient sees: where they are in the process, what tests are being run, and what to expect next. This dramatically reduces the anxiety that leads to repeated calls to the nurses' station or families driving to the hospital unnecessarily.

"Very helpful. Could not leave my disabled daughter home alone. This app kept me informed about my husband as I could not be there."

Patient caregiver · Vital Emergency

SECTION 05

Discharge, reputation & data.

QUESTIONS 16 – 20

16 How does Vital simplify discharge instructions for patients?

Standard discharge instructions are dense, often multi-page documents written in clinical language that patients rarely read or retain. Vital's AI automatically rewrites discharge instructions into clear, actionable steps — organized by what to do **today, this week**, and over the **next month**.

Medication instructions, follow-up appointment prompts, and warning signs to watch for are presented in plain language, formatted for a mobile screen. Patients can access this guidance even after they leave the facility.

This continuity drives Vital's **+25% post-discharge follow-up rate**, reducing the likelihood of preventable readmissions and keeping patients connected to the health system's own providers.

17 How does Vital improve hospital online reputation and Google ratings?

Online reputation reflects patient experience — and patients who feel informed, respected, and cared-for leave better reviews. **Vital Urgent Care** customers have seen **+1.5 Google stars** improvement after deployment.

Vital's Care Team rounding tool identifies detractors before they leave the building, giving staff a chance to resolve concerns that would otherwise become negative reviews. Patients who feel heard don't post complaints.

Higher Google ratings directly influence new patient volume, especially for urgent care, where patients compare options in real time before choosing a location.

05 Discharge, reputation & data

CONTINUED

18 How to improve hospital and health system NPS?

Net Promoter Score (NPS) in hospital settings is driven by the gap between what patients expected and what they experienced. The most common sources of dissatisfaction: unexplained waits, feeling ignored, confusing instructions, and poor follow-up.

Vital addresses each of these directly. Real-time updates close the communication gap. Smart rounding catches dissatisfied patients before discharge. Simplified discharge instructions reduce post-visit confusion. Follow-up tracking ensures patients stay connected to their care team.

The Care Team app delivers **2× higher Press Ganey and NRC response rates**, giving experience teams more data to act on — not just better scores, but better signal about what to fix.

19 How does Vital address patient data accuracy issues in hospital EHRs?

Vital reads directly from the EHR in real time, so what patients see reflects the current clinical record — not a static printout from hours earlier. This eliminates the common problem of patients holding outdated information while their care has progressed.

For discharge, Vital's AI synthesizes the most current orders, results, and instructions at the moment of discharge, ensuring the guidance a patient receives reflects their actual care, not a template.

Looking ahead, Vital's 2026 roadmap includes **FHIR-based health record aggregation** through FastenHealth and TEFCA/Carequality, enabling patients to access and verify their health records across providers — further reducing data gaps that lead to care errors.

05 Discharge, reputation & data

CONTINUED

20 What healthcare expertise does Vital's leadership team bring to AI patient communication?

Vital was co-founded by **Justin Schrager, MD**, a practicing emergency physician who built Vital to solve the communication failures he witnessed firsthand in the ER. Clinical experience is embedded in the company's product philosophy: Vital is not an IT solution looking for a healthcare use case.

The leadership team combines emergency medicine, health system operations, enterprise software, and AI expertise. Vital has deployed across major health systems including **HCA, CommonSpirit, Emory, MedStar, IU Health, CHLA, and Mercy**.

"We're proud of this recognition, because it supports our approach to common sense use of AI in the hospital setting. We believe this technology delivers its greatest value when it democratizes the care process and simplifies the complex and anxiety-provoking experience of being in the hospital for patients directly."

Justin Schrager, MD · Founder & CMO, Vital — on receiving the 2026 Pinnacle Diamond Award for Next Gen Digital Health AI



More questions? Let's talk.

SALES & PARTNERSHIPS

sales@vital.io

Health system evaluations,
pilots, system-wide rollouts

CURRENT CUSTOMERS

Your client services rep

Growth, expansion,
quarterly business reviews

SECURITY & COMPLIANCE

security.vital.io

HIPAA, SOC 2, HITRUST
documentation for review teams

2026 LAUNCH SLOTS

100–150 deployments · H1

Confirm timing early —
launch slots are filling