

EBO's Patient Engagement AI Solution

1. Service Overview

Patient Engagement AI Solutions is a unified suite of automation tools designed to support NHS Trusts and ICBs in managing waiting list validation, appointment workflows and digital assessments including e-consent. The service uses conversational AI to streamline high-volume patient interactions, improve data quality and reduce administrative burden. It integrates directly with PAS, EPR and scheduling systems, enabling safe read/write actions and consistent, clinically governed engagement across pathways.

The solution is multilingual, literacy-adaptive and accessible across channels including SMS, WhatsApp, web and voice, ensuring inclusive engagement for all patient groups. By automating routine tasks and enabling earlier data capture, the service accelerates elective recovery, optimises outpatient operations and improves patient experience.

2. Key Features

- AI waiting list validation with structured responses and audit trails
- Automated appointment confirmations, reminders, rebooking and updates
- Digital assessments and e-consent using deterministic clinical workflows
- Real-time PAS/EPR integration for safe read/write actions
- Multilingual, literacy-adaptive conversational interface
- Behavioural-science nudges improving confirmations and uptake
- Automated triage routing patients to appropriate services
- Real-time analytics for demand, outcomes and inclusion
- Secure UK cloud hosting with ISO27001 compliance
- Configurable workflows aligned to elective and outpatient priorities

3. Benefits

- **AI waiting list validation with structured responses and audit trails**
- **Automated appointment confirmations, reminders, rebooking and updates**
- **Digital assessments and e-consent using deterministic clinical workflows**
- **Real-time PAS/EPR integration for safe read/write actions**
- **Multilingual, literacy-adaptive conversational interface**



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4. Technical Architecture

The service is cloud-hosted in UK sovereign Azure regions with ISO27001, Cyber Essentials Plus and NHS DSPT alignment. All data in transit is protected with TLS 1.2+ and encrypted at rest using AES-256. API-first design supports REST, HL7 and FHIR integrations, enabling safe read/write operations across neighbourhood systems.

Microservices architecture ensures resilience, autoscaling and high availability. Real-time monitoring and protective security tooling provide continuous threat detection and incident response.

5. Onboarding and Implementation

Onboarding includes configuration workshops, pathway design, integration setup, and role-based training. Neighbourhoods receive a dedicated Customer Success Manager and clinical safety oversight. Implementation typically requires minimal time from NHS IT teams due to the platform's integration-first design.

6. Pricing and Licensing

Annual subscription pricing includes access to core features, integrations, updates, analytics, and SLA-governed support. Optional modules include enhanced prevention outreach or extended workflow automation. One-off costs apply for setup and integrations.

7. Support and Service Levels

Support is included via email and ticketing, with response times aligned to severity. Critical issues receive a one-hour response. A public status dashboard and incident notifications are available. A named Customer Success Manager oversees quarterly reviews, optimisation and roadmap alignment.

8. Data Protection & Security



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The service adheres to UK GDPR, NHS DSPT, DCB0129 and ISO27001 controls. All data is stored in UK regions only. DPIA and DSA packs are provided, with data minimisation and purpose limitation applied throughout.

9. End-of-Contract Process

Data extraction is included in standard pricing. Buyers receive full datasets in CSV format. Integrations are decommissioned safely, and encrypted data destruction follows confirmation of successful migration. Optional extended support or bespoke data restructuring can be provided at additional cost.

10. Target Users

- Acute and community NHS Trusts
- Integrated Care Boards and Place Partnerships
- Scheduling, outpatient and elective recovery teams
- Specialty services requiring digital assessments and consent

11. Ideal Use Cases

- Waiting list validation
- Appointment automation and DNA reduction
- Digital pre-assessment and e-consent pathways
- Outpatient transformation and elective optimisation

12. Compliance & Standards

- WCAG 2.2 AA accessibility
- ISO27001 Information Security
- Cyber Essentials Plus
- UK GDPR & NHS DSPT
- DCB0129 Clinical Safety



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