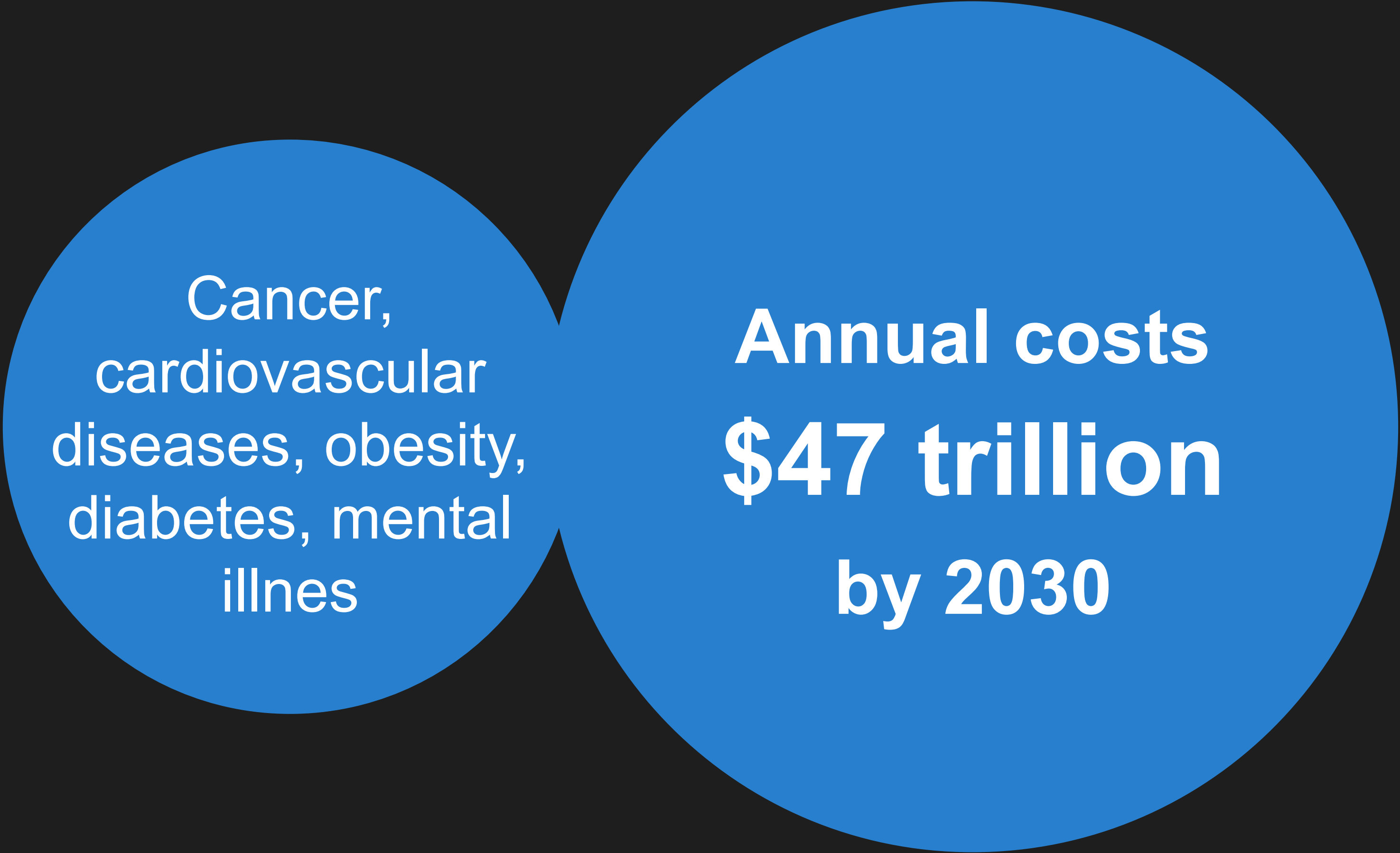


# Healthcare Communication [ kuh-myoo-ni-key-shuh n ]

**E N I A X**

Milan Didara CEO/CTO  
milan@eniacx.cl



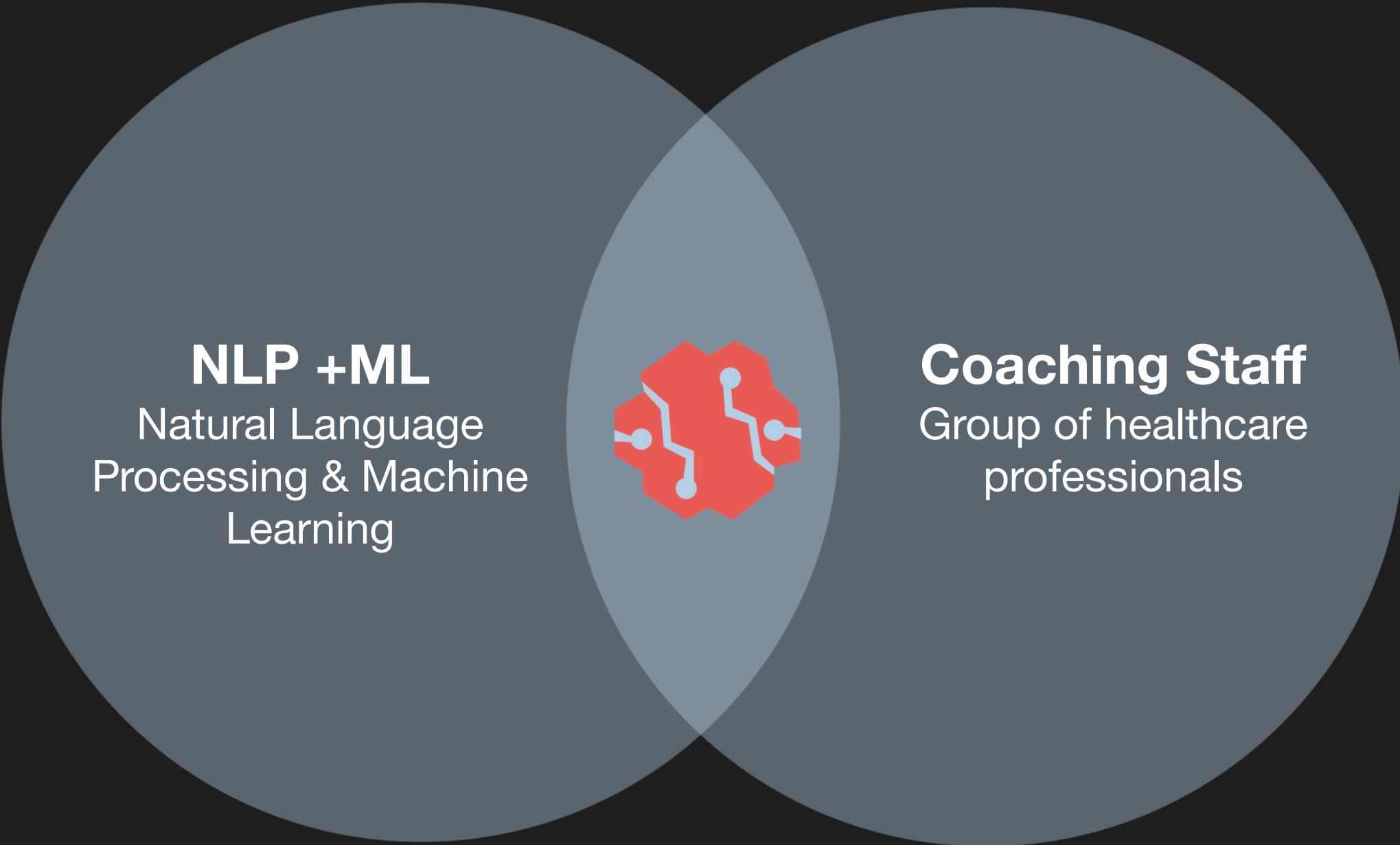


Cancer,  
cardiovascular  
diseases, obesity,  
diabetes, mental  
illness

**Annual costs**  
**\$47 trillion**  
**by 2030**

Reach out!

聽





E N I A X





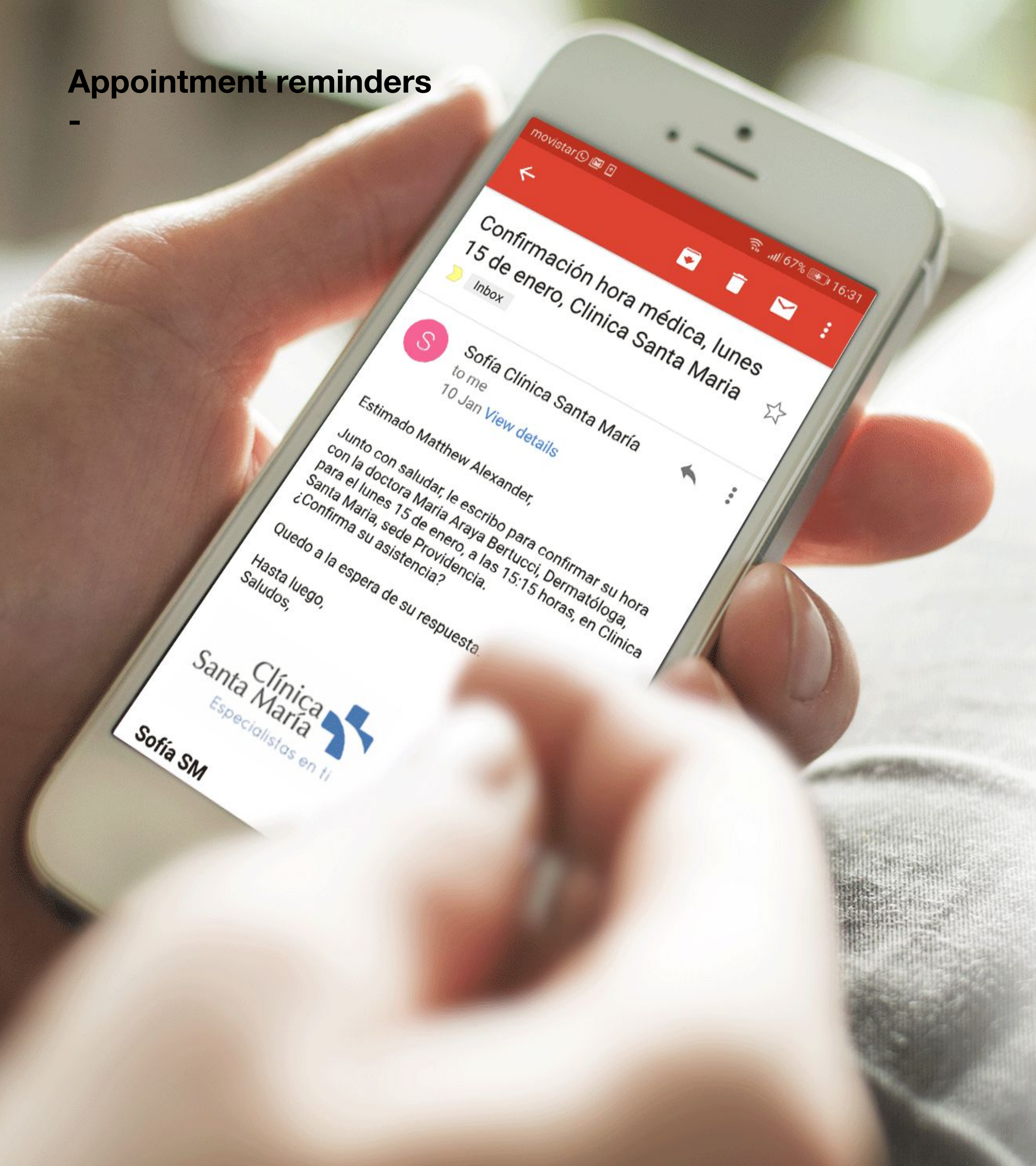
2	chat	El pac ya se atendió con un doctor
3	chat	El paciente sabe que especialidad quiere y quiere una cita
4	mail	Le mandamos un mail para confirmar sus datos
cambio!		
5	chat	El paciente quiere re agendar una cita
6	whatsapp	El paciente quiere cancelar su hora
7	chat	Improvisar una conversación normal con un paciente
8	chat	Improvisar una conversación insólita con un paciente





Appointment reminders

E N I A X



Up to  
**-50%**

*No Show*

Up to  
**+12%**

*Occupation*



Where should I pay?

Which floor is the doctor attending?

Is there a parking space?

Is there any extra preparation for the exam?

Can you move my appointment for tuesday?

**Raised up to  
90%**

***Customer  
satisfaction***



# No confirmo VS No, confirmo and other stories







“Black box”  
that makes  
mistakes and  
cause  
troubles.

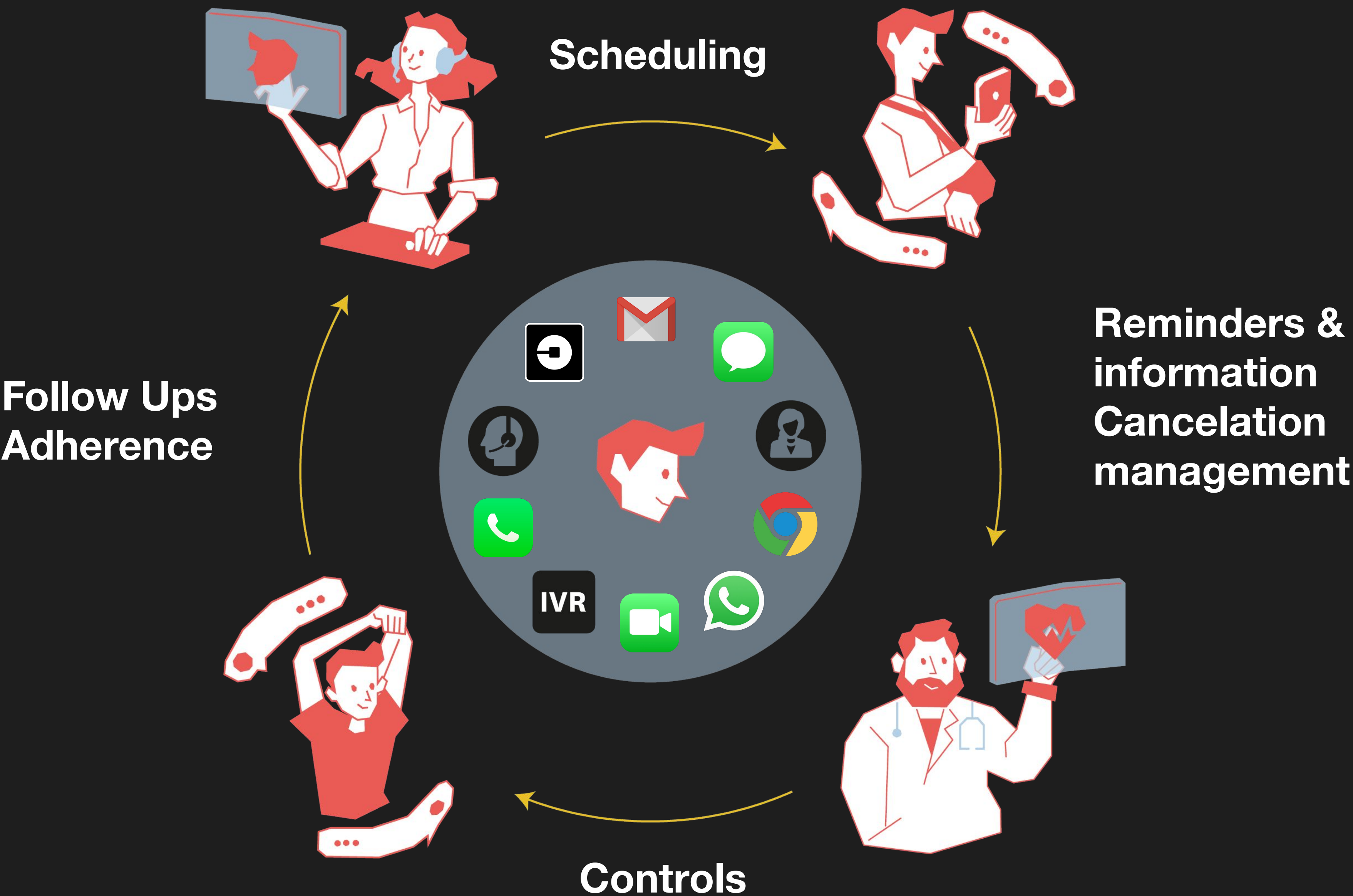
E N I A X





Patient Journey and  
Follow Ups

E N I A X





# The Population Pyramid

E N I A X

## 5. Severe behavioral

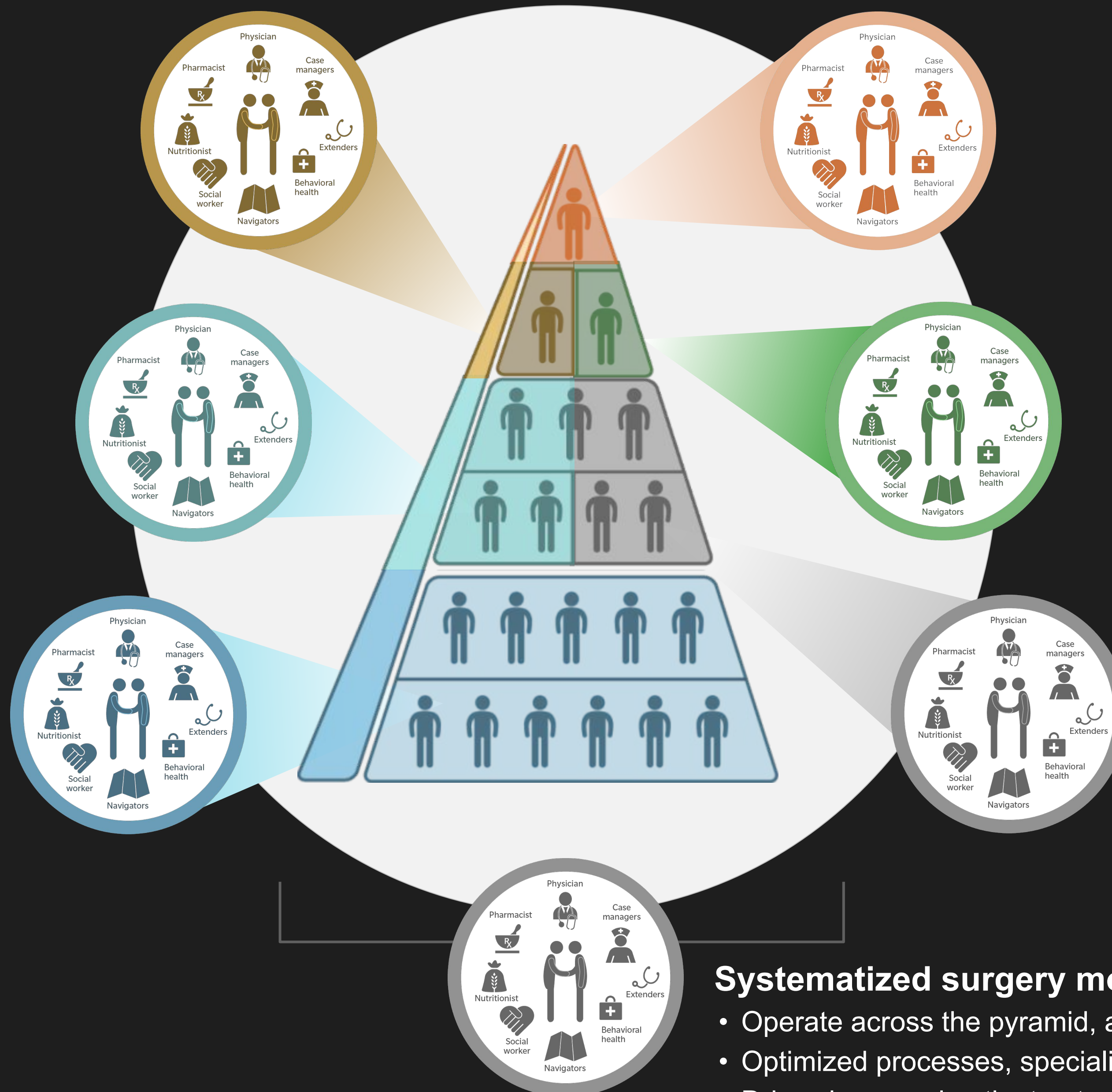
- Dedicated psychiatric NPs/MDs
- Bio-monitoring of Rx adherence
- Dedicated social worker and PCP

## 3. Chronic

- Case worker embedded in care team
- Dedicated coach focused on nutritional and mental health needs

## 1. Generally healthy

- Affordable acute care options
- Rewards and incentives
- Social/Mobile health tracking tools



## 6. End of life

- Palliative care experts
- Support for caregivers
- Hospice centers
- Legal/Financial advisors for family

Potential  
Care  
Model  
Components

## 4. Poly-chronic/complex

- Dedicated “Extensivists”
- Remote monitoring
- Specialty clinics
- Integrated behavioral health

## 2. Early chronic/at-risk

- Dedicated health coach focused on fitness, nutrition
- Attention to behavioral health
- Rewards for meeting health goals

## Systematized surgery models

- Operate across the pyramid, addressing different needs
- Optimized processes, specialized clinicians and procurement synergies
- Drives improved patient outcomes at a low cost



# Clientes

**3** years of training  
**4** countries  
**+3.2 million**  
monthly attended  
patients





## Founders



**Milan Didara**  
CEO/CTO



**Pablo Izquierdo**  
President of the  
board



**Team: +20 people**



Patricia,

Créame que me ha sorprendido la preocupación que hay con sus pacientes, es así, estoy totalmente sorprendido, es muy grato para uno como paciente sentir que hay alguien que se preocupa por nuestro bienestar.

Eternamente agradecido.

Hombre, 72 años  
Paciente Clínica Dávila



E N I A X

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