

# Introducing Evi



Your LBS Healthcare  
Companion

Team Evida:  
**Dhruv Gupta, Eleni Alexakis, Abhishek Kumar**



# Navigating the UK healthcare system is HARD particularly for International Students

## Why is it Hard?

Complex



Luca Cohen

*"The NHS isn't one thing, it is so complicated. And it doesn't provide everything, figuring out the system was so difficult."*

UK System is Unique



Eleni Alexakis

*"Coming from the US where I was used to private healthcare, it was difficult to know how to use the NHS"*

Time / only need it when you need it



Jahanavi Mishra

*"I didn't have time to get my head round the UK system, and then when I fell ill I didn't know what to do"*

**90% of LBS students are international and there are >700k international students in the UK. Let's help them**



# Health is the foundation for everyone

## Why does faster and easier access to healthcare matter?



Health issues can  
Escalate quickly >>  
Better outcomes



Can be contagious >>  
Healthier community



Mental health  
vulnerability >>  
Better wellness



Direct academic impact  
>> Better grades



Improved navigation  
>> Better use of NHS  
resources



Builds confidence in UK  
system generally >>  
Happier students ☺

Better Health Outcome >> Better Academic Outcome >> Better Life Outcome  
Happier Students ☺

Currently students are reliant on LBS portal or ChatGPT and we can bring the best of both together

## What do students currently use?



### LBS *Onboarding session, Portal, Wellness Centre*



- Personalised for LBS students
- Accurate (no hallucination)
- Trusted source

- Difficult to navigate / access
- Incomplete / generic information on portal



### Chat GPT / Google

- Personalised for LBS students
- Accurate (no hallucination)
- Trusted source

- Risk of hallucination
- Long term memory not tailored for healthcare
- Low actionable through portal

We can bring the curated, trusted and personalised approach that LBS offers with the comprehensiveness and ease of access that ChatGPT has

# We built an AI agent that delivers personalised guidance for onboarding and using the NHS

## What does Evi do?

Onboarding

Registering

Accessing Healthcare

Taxonomy

Triage

Direction

Find your nearest GP and know how to register with the practice of your choice

Ask questions on UK specific terms and know where to find important information such as your NHS number

Understand your symptoms and find out where to go for treatment

Guidance on which service to use (e.g. GP vs. A&E) and where to go given your personal situation (e.g. location)



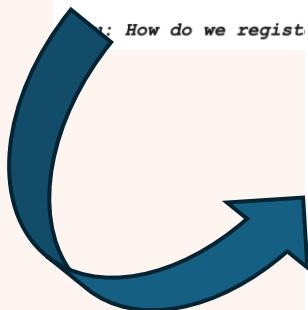
# Our demo built today covers essential functionality from onboarding to accessing healthcare

## Demo Functionality

### 1. Answer basic questions on NHS

### 2. Find your nearest GP / A&E practice

### 3. Triage symptoms and recommend services



Hi there, welcome to London and to the LBS Community! My name is Evi - Your LBS Healthcare Companion.

Now that you've made it to London, I'm sure you have a lot of questions about navigating the NHS and LBS wellbeing services.

Feel free to start with one of the examples below to get you oriented.

- Better understand when and how to use all the services provided by the NHS (GP, NHS 111, A&E, and more!)
- Locate mental health or wellbeing support
- Get more information about preventative-care guidance

Or, type "onboarding" at any time, and I will ask a few brief questions to get to know you better.

You can continue asking: **Assistant:** To register with a GP (General Practitioner) in the UK, you can follow these steps:

**Q: How do we register?**

1. **Find a GP Practice\*\*:** Use the NHS website to search for local GP practices that are accepting new patients.
2. **Check Eligibility\*\*:** Ensure you are eligible to register with the practice, generally, you need to live within their catchment area.
3. **Complete a Registration Form\*\*:** Obtain a registration form from the GP practice or download it from their website. You'll typically need to provide personal information, such as your name, address, and NHS number (if you have one).
4. **Provide Identification\*\*:** Bring identification (like a passport or driver's license) and proof of address (like a utility bill) to the practice.
5. **Submit Your Application\*\*:** Hand in your completed form and identification to the practice.
6. **Wait for Confirmation\*\*:** The practice will process your registration, which may take a few days.

It's a good idea to check if the practice requires an online registration or if you need to visit in person.

**\*\*Useful links\*\***

-- NHS: Registering with a GP:

<https://www.nhs.uk/using-the-nhs/nhs-services/gps/registering-with>

**You: I am experiencing a sprained leg**

**Assistant:** I'm sorry to hear about your sprained leg. I'll need to gather a bit more information to help you.

1. How did the injury occur?
2. Are you experiencing severe pain, swelling, or difficulty moving the leg?
3. Do you have any other symptoms, such as numbness or tingling?

Once I have this information, I can provide you with the best next steps.

**You: We tripped during sport, with minor swelling, and no numbness**

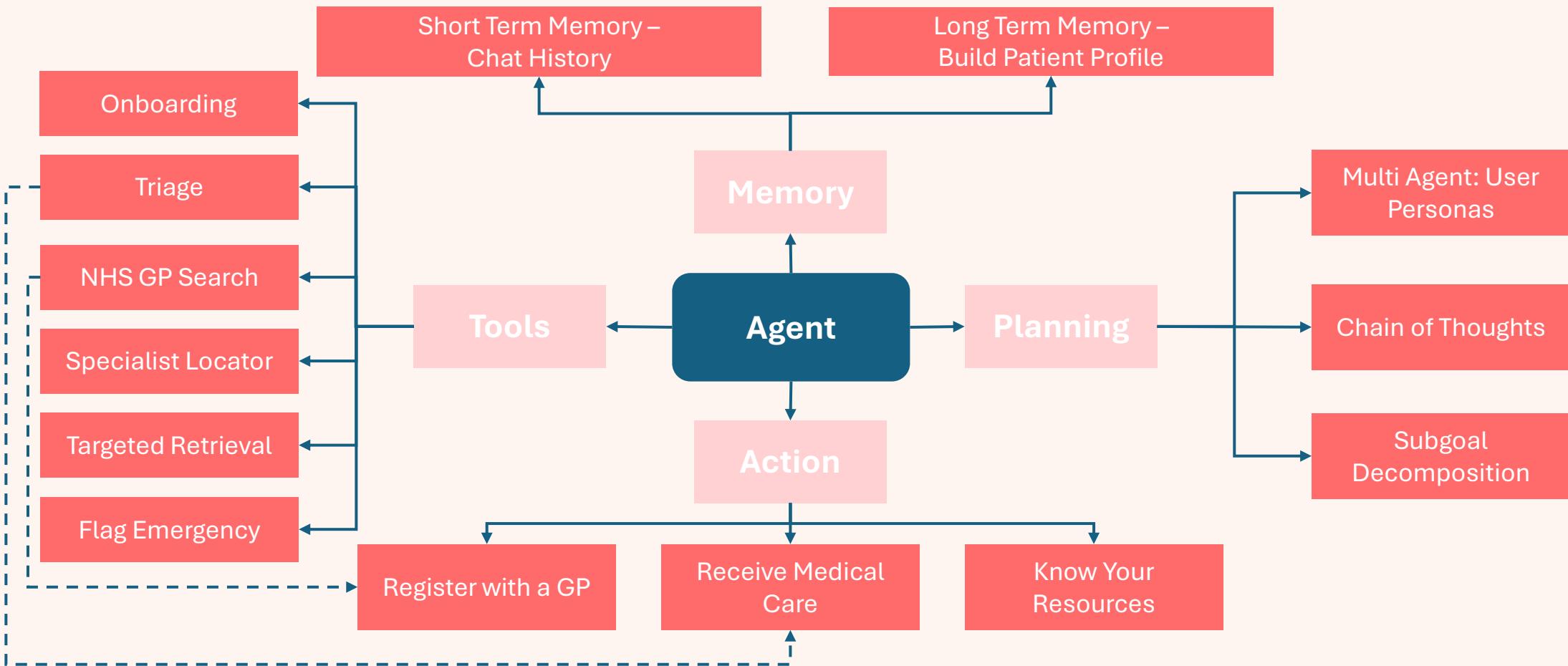
**Assistant:** Based on your description of a sprained leg with minor swelling, it is important to seek appropriate medical care. Here are some nearby A&E options:

1. **Accident and Emergency Department at York Hospital\*\***
  - **Address\*\*:** Wiggin Road, York, North Yorkshire, YO31 8HE
  - **Phone\*\*:** 01904 631313
2. **Accident and Emergency Department at Calderdale Royal Hospital\*\***
  - **Address\*\*:** Salterhebble, Halifax, HX3 0PW
  - **Phone\*\*:** 01422 357171
3. **Accident and Emergency Department at Huddersfield Royal Infirmary\*\***
  - **Address\*\*:** Acre Street, Lindley, Huddersfield, HD3 3EA
  - **Phone\*\*:** 01484 342000

If you feel that your symptoms worsen, or if you're in significant pain or unable to walk, please visit the nearest A&E.



# Our working AI Agent prototype incorporates appropriate tools, memory and planning to deliver practical actions



# Strong team bringing together technical and commercial expertise

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**Dhruv Gupta**  
Chief AI Officer



After studying mathematics at Imperial, Dhruv started his career at UBS Investment Bank in Technology Coverage. Having advised across various transactions in digital infrastructure and AI-enabled platforms, he is now pursuing an MPhil in Machine Learning at Cambridge, alongside acting AI & Data Product Manager at Evida.



**Eleni Alexakis, MBA27**  
Commercial Officer



Eleni started her professional career as a Mechanical Engineer working in Aerospace before pivoting into Surgical Robotics. Currently she is pursuing her MBA at LBS and is Founders Associate at Evida – a startup founded by Abhishek Kumar.



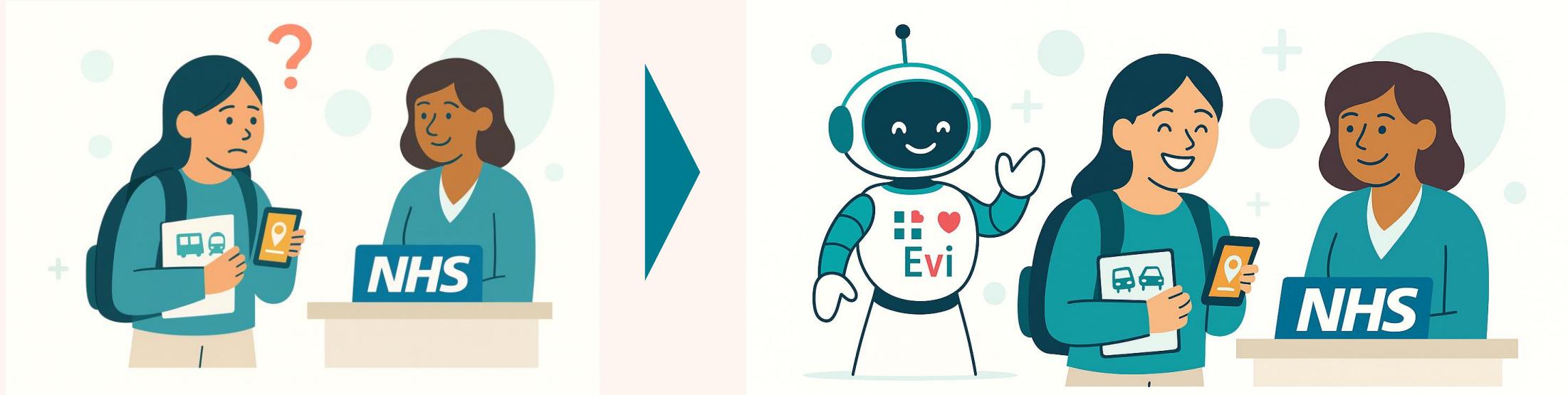
**Abhishek Kumar, MBA25**  
Commercial Officer



Abhishek brings a wealth of commercial healthcare experience to the team, having been a healthcare and technology investor at Montagu Private Equity and Founder of Evida, a startup focused on proactive healthcare launching shortly in the UK market shortly. His passion for healthcare stems from growing up in a family of doctors.

# Navigating Healthcare Should be Easy

## Let's make it happen.



**Helping international students  
navigate the UK healthcare system**



**Evida**