

A woman with brown hair, wearing a blue sleeveless dress, is positioned in the lower-left corner. She is gesturing with her right hand, palm facing forward, as if presenting or explaining something. The background features large, abstract, hand-drawn circles in a dark blue-grey color.

# ROBOTICA.

Inclusion is belonging

Pitch Brief  
Health Services

August 2021

# The EDI challenge



**1 million**

Don't understand  
English



**1 in 6**

Have hearing  
loss



**150 000**

BSL  
Households

# Cassie for Health Services



When your first responsibility is the care of patients, acting efficiently to help patients and those who accompany them is essential. Digital assistants like Cassie offer a means of signposting and support for visitors without distracting or occupying busy healthcare professionals with frequently asked questions, ensuring that those members of staff are more available when they are directly needed.

Cassie seamlessly and precisely connects people to the information they need and shares those conversations back to you as actionable insights, supporting your desire to maximise your service proposition.

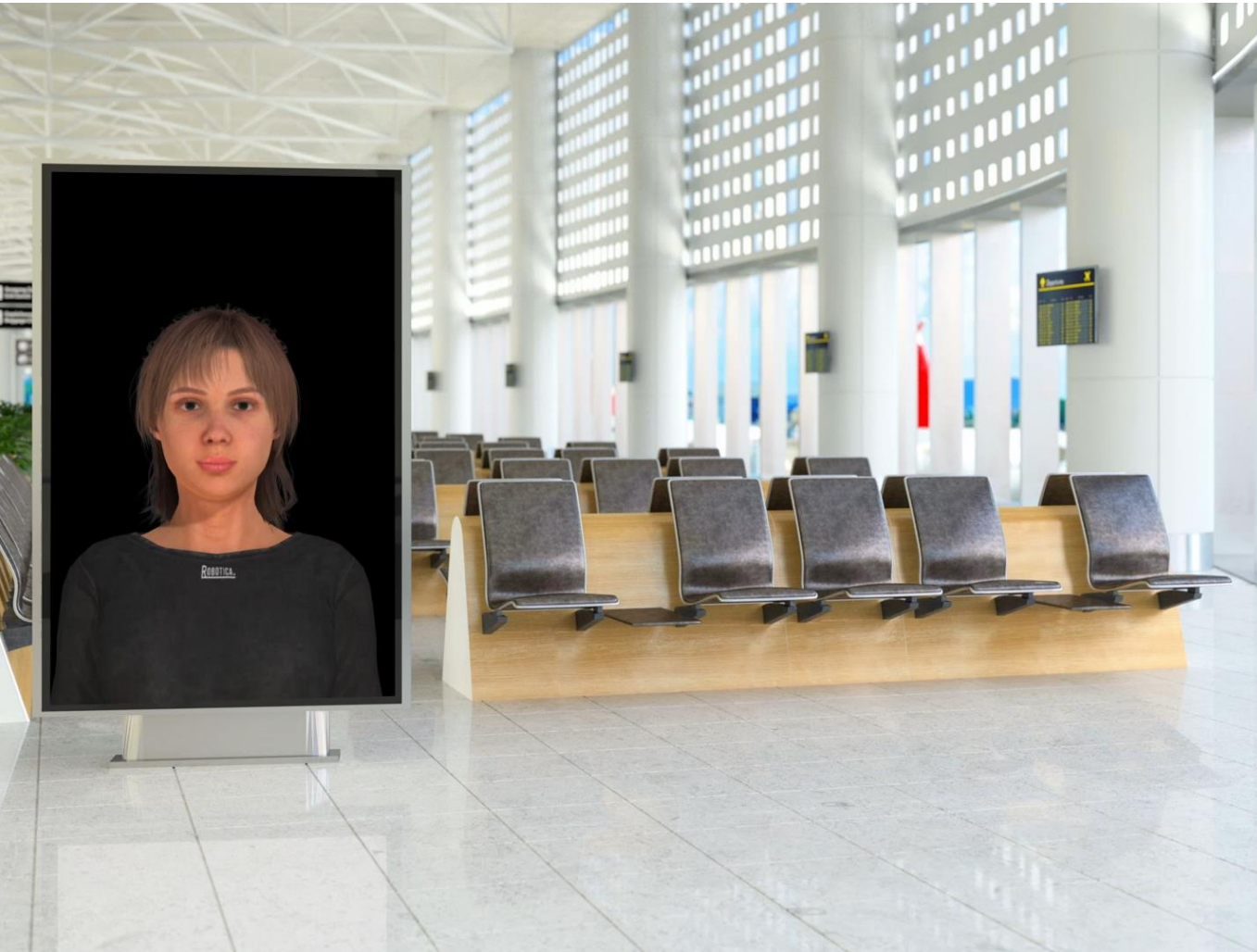
# Welcome visitors in every language

All visitors to your facilities need to feel welcomed and reassured that they will be cared for. Greeting them in their own language makes a strong first impression.

Cassie can understand and translate between 20 spoken languages and your information and content can even be offered in sign languages, including British Sign Language, American Sign Language, Langue des Signes Française, and Cued Speech. With this, those people who need to visit your establishment can feel included and even more welcome, and patient flow is improved.



# Know your visitors



How well do you know the visitors to your facilities? Do they understand your services?

*"Last week, 16 visitors asked about diabetes, in Korean."*

Insights like this are actionable intelligence – hard facts which can tell you about your current visitors and those who accompany them to your healthcare service.

Every conversation with Cassie helps her to comprehend individual visitors and visitor patterns, to construct an accurate picture of the health service environment. Cassie learns the world around her, draws meaning from the interactions and creates detailed reports describing what visitors really want to know.