

## Case 1 - Critical

Robert Davis 75 YRS

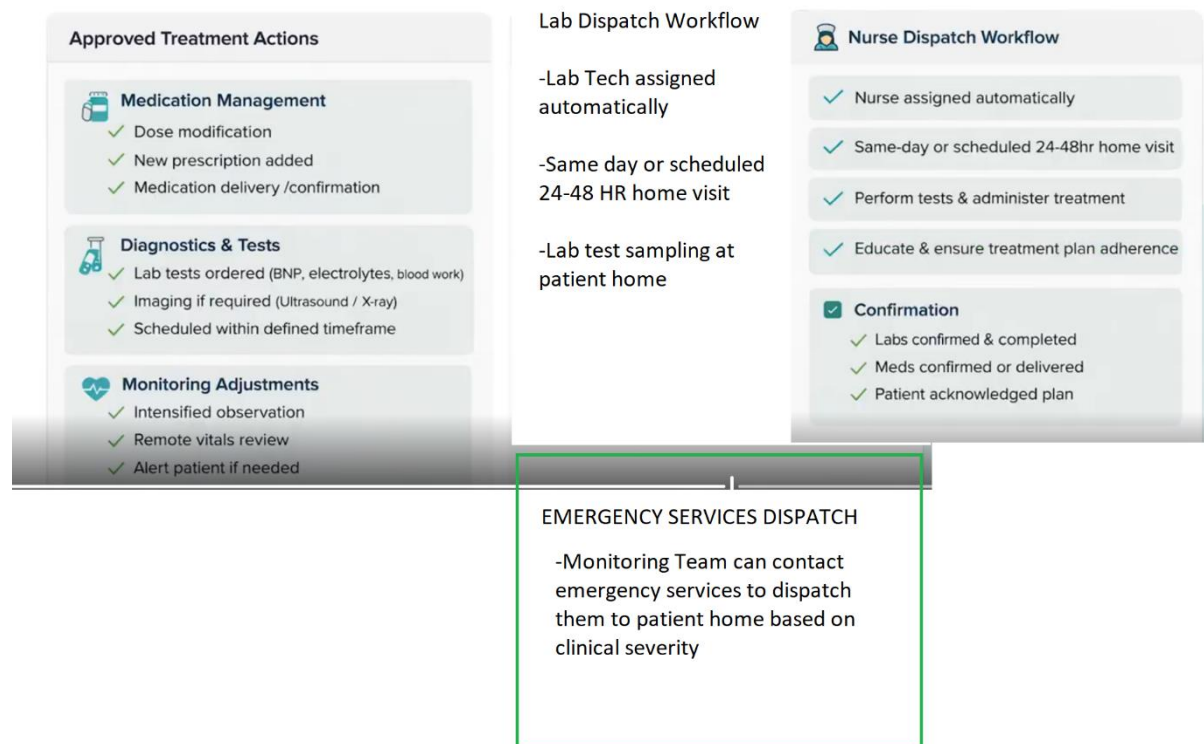
COPD, HTN, DM

AI calls, no response (patient disoriented)

AI escalates case to Nurse.

Nurse escalates case and EMERGENCY services dispatched

### Concierge Services - Treatment Execution



## Case 2

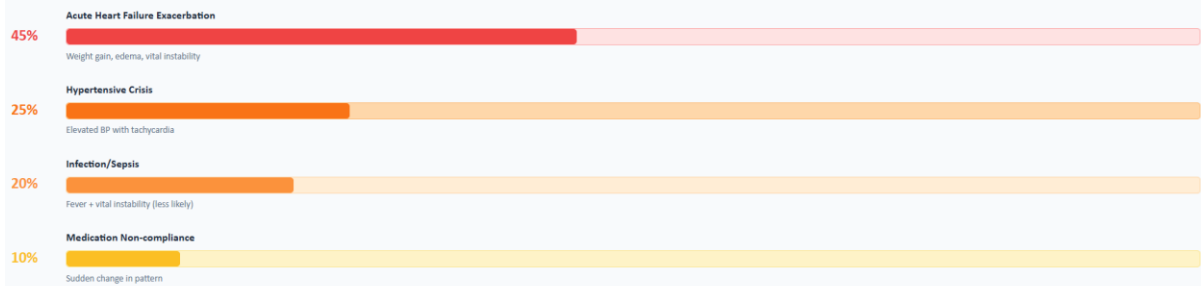
John Miller 68 yrs

Heart failure, HTN

AI performs initial analysis based on RPM data

## Initial Differential Diagnosis (AI Analysis)

Before patient Q&A - Based on vital trends & historical data:



AI escalates case to NURSE

Hybrid call initiated (PT + AI agent + Nurse)

AI giving questions inputs as well to nurse:

### Suggested Questions

Sick Visit Questions

Preventive Questions

How many pillows do you need to sleep comfortably?

Do you ever wake up at night feeling short of breath, needing to sit up or stand to catch your breath?

Are you taking your water pills (diuretics) as prescribed?

How much weight have you gained since you last weighed yourself at home?

How many blocks can you walk before you feel short of breath?

### Remote Monitoring Team Call - Day 3

Personal AI Agent: Good morning, this is your personal Monitoring agent calling from the Remote Monitoring Team at CHI. Am I speaking with Mr. Johnson?

Patient: Yes, this is he.

Personal AI Agent: Hi Mr. Johnson! How are you doing today? I'm reaching out because we've been monitoring your vitals remotely over the past few days, and we noticed some changes that we wanted to discuss with you.

Patient: Oh, sure. Is everything okay?

Personal AI Agent: Well, that's what I want to check in with you about. I've been reviewing your numbers, and I see that your heart rate has been gradually increasing - it started at 95 on Monday, went up to 99 yesterday, and this morning it's at 102. Your blood pressure has also been trending upward from 140 over 88 to 148 over 92 today. And I noticed your weight has gone up about two and a half pounds over the past three days - from 178 to 180 and a half pounds.

Patient: Hmm, I didn't realize it had gone up that much.

Personal AI Agent: That's exactly why we monitor these things! So let me ask you - have you been experiencing any shortness of breath lately?

Patient: A little bit, yeah. Mostly when I'm walking around or doing things - you know, on exertion. But not when I'm just sitting.

Personal AI Agent: Okay, that's helpful to know. And what about your legs - have you noticed any increased swelling, particularly in your ankles or feet?

Patient: Actually, yes! My ankles have been looking puffier the last couple of days. I thought maybe I was just on my feet too much.

Personal AI Agent: I see. That weight gain combined with the ankle swelling could indicate some fluid retention, which is why I'm calling. Have you had any recent infections or been running a fever?

Patient: No, no fever. I've been feeling okay overall, really.

Personal AI Agent: Good, that's reassuring. Now, this is important - have you been taking all your medications as prescribed?

Patient: Yes, absolutely. I take them every day, just like I'm supposed to.

Personal AI Agent: Excellent, I'm glad to hear that. Any chest pain or pressure at all?

Patient: No, no chest pain. Nothing like that.

Personal AI Agent: Okay, good. Let me ask you about your diet - have there been any recent changes? Maybe eaten out more than usual, or had any particularly salty foods?

Patient: Oh! Well, actually... yeah. I went to a family gathering over the weekend and had some pretty salty food - you know, chips, deli meats, that sort of thing. Could that be it?

Personal AI Agent: That could definitely be contributing to the fluid retention and weight gain. Salt can cause your body to hold onto extra water. One more question - how has your sleep been? Any trouble breathing when you're lying flat?

Patient: I've actually been sleeping propped up on a couple of pillows the last few nights. I just feel more comfortable that way.

Personal AI Agent: Mr. Johnson, I appreciate you being so thorough with your answers. Based on what you're telling me and what I'm seeing in your vital signs, it looks like you might be experiencing some early fluid overload. The increased swelling, weight gain, mild shortness of breath with activity, needing to sleep propped up, and your rising blood pressure and heart rate are all pointing in that direction - especially after that salty food.

Patient: Oh... is this serious?

Nurse: I want you to take it seriously, but try not to worry too much. We caught this early, which is the whole point of the remote monitoring. Here's what I'd like you to do: First, really watch your salt

intake over the next few days - no processed foods, no adding salt to meals. Second, I'm going to send a message to Dr. Patel about possibly adjusting your diuretic medication temporarily. And third, I need you to continue weighing yourself every morning and monitoring your symptoms. If your weight goes up another two pounds, your shortness of breath gets worse, or you develop any chest pain, I want you to call us immediately or go to the ER.

Patient: Okay, I can do that. Should I be worried?

Personal AI Agent: You're doing the right things - taking your medications and staying connected with us. We're going to keep a close eye on you. I'll be checking your vitals again tomorrow morning, and Dr. Patel will likely call you later today about your medications. Does that sound good?

Patient: Yes, thank you for calling. I'm glad you're keeping track of all this.

Nurse: That's exactly what we're here for, Mr. Johnson. You take care, watch that salt, and we'll talk soon.

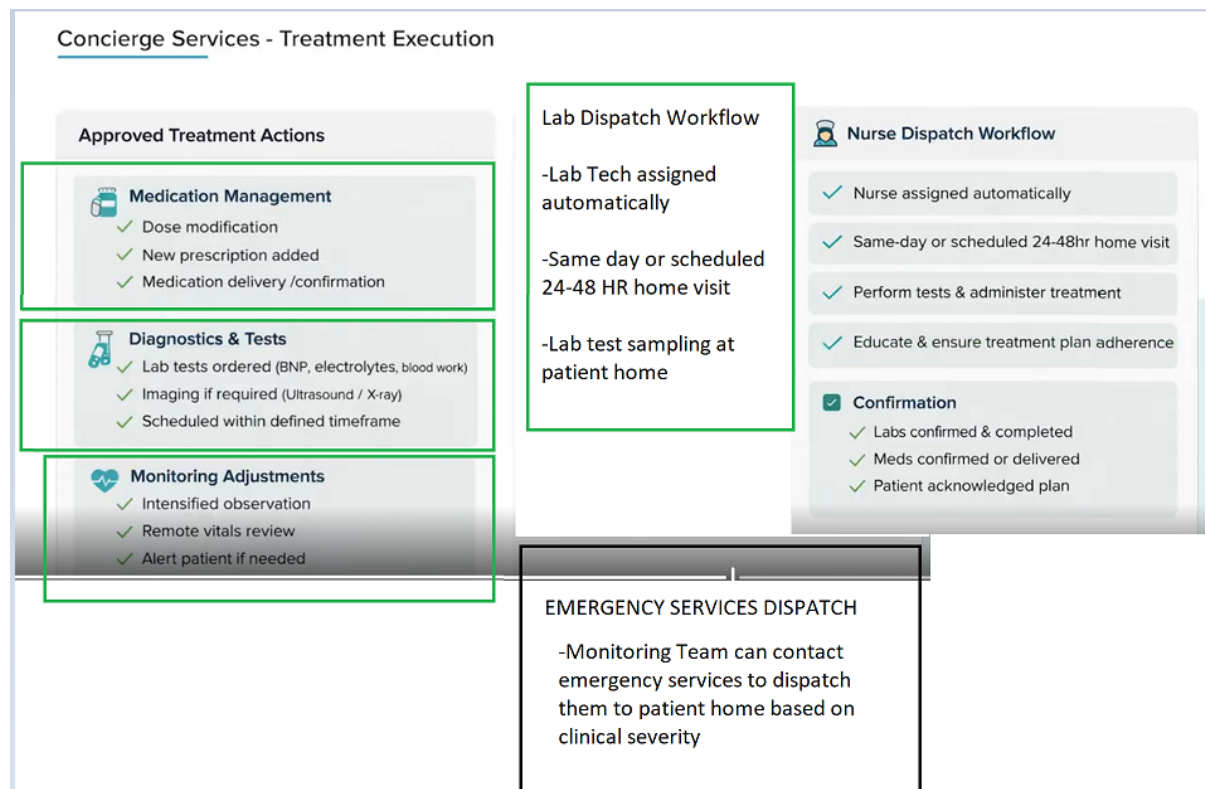
Patient: Will do. Thank you, Sarah.

Nurse: You're welcome. Take care now.

NURSE forwards AI generated Treatment Plan, Investigative flow chart to DOCTOR

DOCTOR orders intensified monitoring, inceases medications, and orders new labs.

CONCIERGE services activate and send patient new medications, lab tech to collect samples, and marks patient as "to be closely monitored" to monitoring team.



### Case 3

Emily Johnson 32 years

No medical conditions

---

Patient starts symptom checker

-----'

System: Welcome to the Virtual Health Symptom Checker. I'll ask you some questions about what you're experiencing to help determine if you need immediate medical attention. Let's get started. What brings you here today?

Patient: I've been feeling really sick. I have a fever and my head is killing me.

System: I'm sorry you're not feeling well. Let me gather some more information to help you. When did your symptoms start?

Patient: The headache started yesterday morning, but the fever came on last night.

System: Thank you. On a scale of 1 to 10, with 10 being the worst headache you've ever had, how would you rate your current headache?

Patient: I'd say it's about an 8. It's really bad, especially behind my eyes and at the base of my skull.

System: That sounds very uncomfortable. Have you noticed any stiffness in your neck or difficulty moving your head?

Patient: Yes, actually. My neck feels really stiff.

System: Can you try to tuck your chin in and touch your chest with it.

Patient: No, it hurts to look down or touch my chin to my chest.

System: I need to ask you some additional questions right away. Have you experienced any of the following: Confusion or difficulty thinking clearly? Sensitivity to light? Nausea or vomiting? A rash anywhere on your body?

Patient: Yes to the light sensitivity - bright lights really bother me. And I threw up once this morning. No rash that I can see, and I'm thinking clearly, just feel awful.

System: What is your current temperature if you've taken it?

Patient: I checked about an hour ago and it was 102.3°F.

System: Have you recently been around anyone who was sick, or have you traveled anywhere in the past few weeks?

Patient: No travel. My coworker had the flu last week, but I don't know if that's related.

System: Do you have any of these additional symptoms: Seizures. Difficulty staying awake or extreme drowsiness. Severe weakness in your arms or legs Difficulty speaking or slurred speech

Patient: No seizures or weakness. I'm tired, but I haven't been sleeping well because of the headache. My speech is fine.

System: Have you taken any medication for your symptoms?

Patient: I took some ibuprofen about 3 hours ago, but it barely touched the headache or fever.

System: One more important question - do you have any chronic medical conditions, or are you immunocompromised in any way?

Patient: No, I'm generally healthy. No major medical conditions.

System: Thank you for your cooperation.

---

-AI alerts monitoring nurse with high EWS

-Nurse calls patient and advises visit to ER.