

THE PROBLEM | Conversations with doctors are full of meaningful moments. But for most people, the details of these conversations fall through the cracks, with people forgetting up to 80% of what was discussed. Recognizing that the most important part of one's health journey happens between visits, how can anyone follow through? Further, when patients struggle, so do their doctors and nurses. Clinicians want the best for their patients, and they also know that care doesn't just happen in the clinic. But when they put in all that effort at a visit, why does the patient only get to hear their advice just once?

THE INTERVENTION | Abridge is a second pair of ears that helps people better understand and follow through with their care. From routine appointments to specialist visits happening through in-person or virtual first care (V1C), Abridge makes it easy to securely record a conversation. When the appointment is over, Abridge's bleeding-edge machine learning creates an interactive transcript of the medical parts of the conversation that flag key follow-ups and provide definitions for medical jargon. For V1C visits, clinicians and other health care professionals can record a summary of patient instructions that are also automatically sent to patients after the visit. And through that seamless experience, clinicians can also get a head start on their documentation.

Components:



Synchronous and/or asynchronous virtual interactions between a clinical team and individual



Personalized digital content supporting individual education and self-management in their health journey



Technical support to accommodate literacy, language, access, and technological barriers to adoption



Caregiver support (e.g. app with resources)

THE RESULTS | Abridge already helps tens of thousands of people stay connected to their care. In the last year, Abridge has defined 2.4M medical terms and flagged 164,000 follow-ups and takeaways for people. People who use Abridge say they're now able to understand all of the details of their care. They can listen actively when they're at an appointment without the pressure of taking notes in real-time, have a better understanding of what was discussed, and have more clarity on what to do next after every medical conversation. Patients also report increased confidence in the care plan and trust in the relationship they have with their clinician. Abridge also helps keep family and a person's support team informed without requiring a loved one to attend every visit. And care coordination is easier as people have a better understanding of their care empowering them to advocate for themselves, and can share prior doctor's advice with other clinicians.

“With Abridge, you have the doctor's summary and what you talked about, right there for you all the time. A lot of times you can't always remember what the doctor said. With the summary in Abridge, it brings back everything.”

THE BENEFITS | Interconnectedness

Through Abridge's V1C approach, clinicians make sure to summarize key next steps so their patients can revisit their advice, improving the likelihood it gets followed which enhances quality of their care. Ultimately, Abridge helps people connect the dots, whether it's keeping their family on the same page, or sharing crucial details from one specialist to another.

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