



Manuel Cartes CEO Agucare



**INCREASE
CONVERSION RATE
AND FOLLOW-UP**



New technologies bring new opportunities



In a Digital Society...

What are the new opportunities for doctors?



Challenge

How can we improve doctor's productivity ?

But first as a doctor, do I know....

My patient's journey for each surgery?

Do I know my conversion rate?

Where is my patient leak?



Usually we know little about this topic; if we are blind we cannot make good decisions to improve

WE NEED TO DO A BETTER FOLLOW-UP TO OUR PATIENT JOURNEY

Focus-What do we want to solve?

A large, dark blue arrow pointing from the left towards the list of causes.

Causes

Lack of follow-up in
the patient journey

- 1. Lack of digital tools**
- 2. Manual and non-standardized processes**
- 3. Inefficient communication**
- 4. Lack of metrics and data analysis**

So here comes a solution...

Agucare is a Patient Relationship Management (PRM) platform designed to guide patients throughout their entire surgical journey: from the initial consultation, through exams and estimates, to surgery and postoperative follow-up. The platform integrates physicians, assistants and patients to detect leaks and optimize conversion to surgery.



What parts does Agucare coordinate?



Budget



Exam orders



Scheduling



Consents



Recipes



Telemedicine



Preoperative
follow-up



Postoperative
follow-up



Chat



Analytics &
reports



Entry &
tracking
forms



Derivations

DOCTORS

PATIENT

ASSISTANT

EXECUTIVE

Manage your patients with one click

1 Patient journey definition

2 Task validation

3 Effective communication



4 Notifications

5 Task automation

6 Dashboard

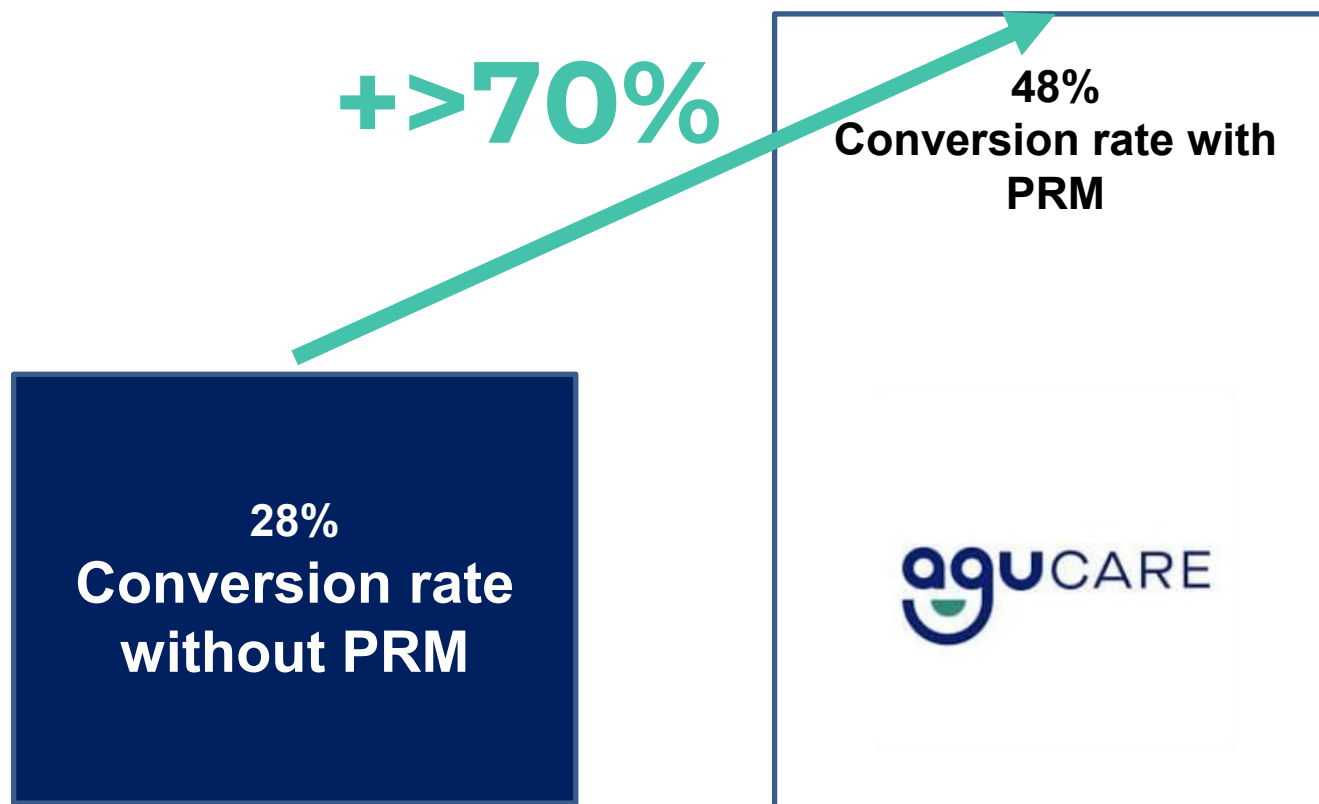
First Experiment

Chile

1 bariatric doctor + 1 exclusive assistant

KPI conversion rate

Experiment 1 results- Conversion rate increased over 70%



(*) Real experience, Bariatric surgeon, Private Clinic, Santiago, Chile

Experiment 2

Chile

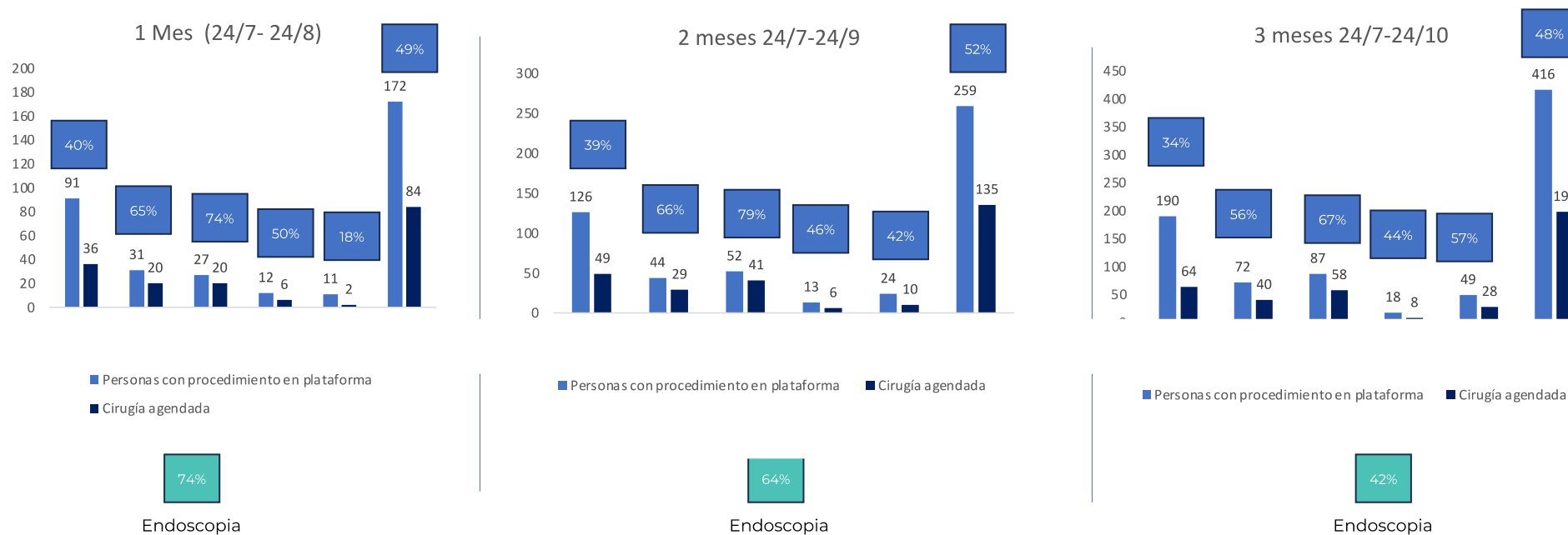
5 bariatric doctors (each one with dedicated assistant)

KPI conversion rate & derivation scheduling

Experiment 2 Results

Conversion rate portfolio rose to 48%

Surgeon conversion rate 15-25%



Experiment 2 Results

Derivation conversion rate goal (>80%)

1 mes (24/7-24/8)

% conversión						
Nutricionista	79%	67%	100%		100%	82%
Nutriologo	100%				100%	100%
Psicologo	89%	100%	100%		100%	93%
Kinesiologo	95%					95%
Cardiologo	100%					100%
Total	87%	80%	100%		100%	

83/93
89%

2 meses (24/7-24/9)

% conversión						
Nutricionista	71%	73%	100%		78%	78%
Nutriologo	100%				100%	100%
Psicologo	100%	100%	100%		100%	100%
Kinesiologo	100%					100%
Cardiologo	100%				100%	100%
	89%	82%	100%		93%	

151/166
91%

3 meses (24/7-24/10)

% conversión						
Nutricionista	82%	88%	89%	100%	88%	85%
Nutriólogo	100%				92%	89%
Psicólogo	81%	89%	86%	100%	81%	84%
Kinesiólogo	72%	67%			80%	72%
Cardiólogo	75%	0%			100%	90%
	79%	87%	88%	91%	88%	

379/460
82%

■ %conversión >80%

■ %conversión 80%> x >70%

■ %conversión x <70%

Results over a year

+20%

Conversion rate increased
by doctor

+60%

derivation
Scheduling rate

+3000

patients

PRM Benefits

1. Traceability

Where my patients are?

2. Mapping of bottlenecks

Identify and act
“Close the gaps”

3. Impact

More surgeries per doctor

Agucare not only improves the patient experience, but also transforms clinical efficiency and boosts the economic growth of healthcare institutions.

Next Steps

AI

Integrations with
legacy systems

New specialties

Complimentary
services



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