Event Landing Page

Olive is gearing up for ViVE 2022 — healthcare's newest information technology event.

March 6-9 | Miami Beach, FL | Booth #1250

Meet Olive at ViVE   Register for ViVE

Where to find us:

01

All-in-one healthcare.

Olive is the only automation AI purpose-built to solve healthcare's toughest challenges and provide industry-wide intelligence.

02

Enterprise automation.

Olive's solutions drive outcomes with greater efficiency, intelligence and connectivity.

03

Closing the payer-provider gap.

Olive improves efficiencies, reduces costs and enhances the patient experience on both sides of the fax machine.

March 7 | 6:30-10:30 p.m. ET

Feel the After Burn.

Watch "the Great Burnout" (the theme of Olive's latest quarterly publication) and our plans to make healthcare more human come to life in a fully immersive visual experience. Enjoy drinks, appetizers, entertainment and the opportunity to regroup and relax with your peers after a full day of conference activities.

Space is limited.

Register Now

The Temple House | March 7

AFTER BURN

a ViVE after party hosted by Olive

Monday, March 7 | 12:30-12:40   Tuesday, March 8 | 12:45-12:55   Tuesday, March 8 | 3:00-3:50

Tech Talk — Olive & NTT DATA: A Partnership of Digital Transformation

Olive & NTT DATA have a vision for the transformation of healthcare — and it starts with automation. Learn how the companies are partnering to achieve this vision by building unique, universal products and custom solutions on the Olive platform.

Tech Talk — Reimagining Healthcare: The Impact of Enhanced Interoperability and Informative Knowledge Networks through Platforms

Learn how Olive's is focused on enhancing interoperability to bring providers, payers and patients together on a single platform while providing valuable intelligence and insights across the care continuum.

Panel Discussion — Tech-first or Bust: A Move to Modernized Operations

Dr. YiDing Yu, Olive's own Chief Medical Officer, will join a panel of industry leaders to discuss how health organizations can address real-life barriers to productivity, remove manual outdated processes and ease employee burnout with automation.

Go1

Next stop: ViVE 2022.

Tour Go1, Olive's AI command center, to see how she realizes value and tracks her perpetual impact for customers. Just look for the giant purple bus right outside of the Miami Beach Convention Center!

Follow Go1

Request a meeting with Olive.

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Event Invite

a ViVE after party hosted by **Ølive**
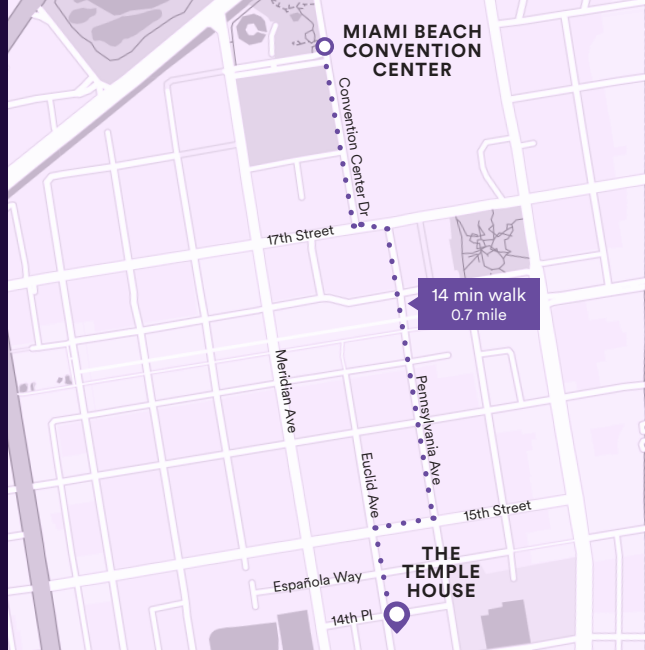
AFTER BURN

MONDAY
Mar 7

| **THE TEMPLE HOUSE**

6:30 p.m. - 10:30 p.m.

Join us for a one-of-a-kind after party.

Watch "The Great Burnout" and Olive's plans to make healthcare more human come to life in a fully immersive visual experience (thanks to the Temple House's 360° projection mapping technology).

After Burn guests will enjoy drinks, appetizers and unforgettable entertainment.

Ready to heat up your ViVE experience? We'll see you there on March 7.

MIAMI BEACH CONVENTION CENTER

Convention Center Dr

17th Street

14 min walk
0.7 mile

Meridian Ave

Pennsylvania Ave

Euclid Ave

15th Street

THE TEMPLE HOUSE

Española Way

14th Pl

THE TEMPLE HOUSE 1415 Euclid Ave, Miami Beach

→ **Scan to register.**

You must be registered to check in at the door.

Coaster Designs

a

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b

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$1 trillion

is wasted on healthcare
administration costs each year.

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c

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80%
of heathcare
data goes unused

because it's locked away
in various EHR systems.

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**Sparking healthcare
innovation with
AI and automation.**

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Healthcare workers
are running on fumes.

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Event Photos - Projection Mapping

Olive Quarterly Articles

Automation and the future of work: fact vs. fiction.

To many, the idea of automation carries a certain sense of fear or hesitation. But the popular notion that it will inevitably cause harm to — or even become the downfall of — humanity is simply false.

When we dig into the data, it's clear that automation is not only helpful, but crucial in eliminating the burdens of healthcare. With the right systems in place, human workers can finally get back to what they were meant to do all along: care for other humans.

In fact, independent providers, health systems and payers that choose not to utilize automation are forgoing a huge opportunity to operate more efficiently and improve quality of care — and if they wait too long, they will get left behind.

Using data from the **2021 Internet of Healthcare Report**, produced by independent research firm Wakefield

Research on behalf of Olive, let's debunk five common misconceptions about automation and explore what it will look like in the coming years.

MYTH 1: **An end to the COVID-19 pandemic will alleviate healthcare employee burnout**.

The stress caused by COVID-19 has exacerbated the healthcare burnout problem, but exhaustion among healthcare workers was an issue long before the onset of the pandemic. 92% of clinicians believe *administrative work* is a major contributor to employee

burnout. Even as the burdens of the pandemic dissipate, employees will still be left with the frustrations of clunky, disconnected EHR systems and time-consuming admin tasks.

MYTH 2: **AI will reduce the time patients are able to spend with their physicians.**

While 41% of consumers think AI will reduce interaction with their doctors, clinicians feel the opposite — 56% believe AI will increase the time they have with their patients. The reason for this is simple: 36% of clinicians spend at least half of their day on administrative tasks. When these clinicians can offload EHR tasks and desk work to an AI co-worker, they free up more time (in some cases, half of their working hours) to spend in exam rooms connecting with their patients.

MYTH 3: **Most providers haven't implemented any AI technology yet.**

AI is prevalent in nearly all provider offices across the country: 98% of healthcare executives have already implemented some form of AI technology in their organizations. But simply implementing AI is not enough to reap its benefits. Leaders must correctly prepare and train staff on this new technology, enforce strategy to scale its use and have access to the right partners to ensure the AI is consistently delivering value. If the organization does not take these steps, they will not see a return on their investment. It's why 85% of executives say they have previously invested in data automation technology that did not deliver results.

MYTH 4: **Automation and AI will take away healthcare jobs.**

Perhaps the most voiced concern about the future of work is that AI and automation will replace human workers. The truth is the power of the human brain can never be replaced. When deployed successfully, technology empowers humans and increases the number of human jobs.

93% of clinicians

think AI will be good for their careers.

78% of administrators

Automation is about removing human intervention where it should not exist. When AI carries out mundane, repetitive tasks, humans are allowed the time and opportunity to solve complex problems, harness creativity and advance healthcare further. Economically speaking, when humans do more meaningful work, they create more value and ROI for their employers. When employers generate more value, they invest in more human capacity. The result? More automation equals more human jobs.

MYTH 5: **To improve clinical outcomes, we first need better clinical technology.**

Compared to other industries, healthcare has a reputation for lacking innovation. But when it comes to clinical technology,

99% of executives

think AI will allow employees to focus on more meaningful work.

healthcare isn't lacking at all. Every day, new technology is invented that corrects or cures previously fatal injuries and diseases, saving countless lives. The problem healthcare faces lies in operationalization — or the back office.

91% of clinicians think improving administrative processes is the most urgent need to improve the quality of care for patients. By automating error-prone administrative tasks and connecting siloed information with AI, clinicians will be in a better position to deliver timely, accurate care. For example, AI connectivity allows for immediate access to full patient histories and better health insights, leading to reduced risk of misdiagnosis and increased patient involvement in treatment decisions.

Fixing prior authorization on both sides of the fax machine.

A Q&A with **Dr. YiDing Yu**,
Chief Medical Officer at Olive.

Dr. YiDing Yu (she/her) has never been afraid to follow her curiosity and calling to help others. A self-described serial entrepreneur — and Cartier's 2018 Woman Entrepreneur of the Year — she started her first company while she was still in high school, running an online retail business in her spare time.

After earning an undergrad degree in economics from Harvard, she enrolled in medical school and is now a board-certified internal medicine physician. During her residency, YiDing started Twiage, a healthcare technology company that made communication between ambulances and emergency rooms easier.

Now a practicing physician and chief medical officer at Olive, YiDing channels her expertise into solving a problem that plagues physicians, payers and patients: prior authorization.

We caught up with her to learn about what drives her to tackle one of the biggest problems in healthcare.

As a physician, entrepreneur and philanthropist, your background in healthcare is rather unique. How did you get started?

I knew I wanted to be a doctor since kindergarten. I was always a math and science person, and I eventually got into designing websites, which introduced me to the business world. I wanted to somehow combine my business experience with a medical career, so I went to Harvard and majored in both economics and pre-medicine. In college, I started to think about everything in terms of systems within markets. One day, it clicked for me that I didn't want to only provide care for patients — I wanted to fundamentally improve the entire healthcare system for everyone involved.

You ended up at Olive after creating your own venture-backed tech company in college, sharing your talents at various health systems and organizations, and even being named woman entrepreneur of the year by the Cartier Women's Initiative Awards 2018 Laureate for North America. Tell me about your role here.

I'm trained as a physician and I still practice as a physician, but at my day job here at Olive, I serve as chief medical officer. I have the most amazing job where I get to be a doctor and apply all my training in clinical medicine and patient care toward fulfilling Olive's goal of creating the Internet of Healthcare and bettering the system for my fellow doctors and patients we serve. For the last several years, I've been dedicated to solving the prior authorization problem — how can we

preserve the integrity of prior auth while removing the burden from physicians and patients?

You mentioned the prior authorization problem. Can you elaborate on that?

Prior authorization is clinically complex. It's not something where you can just send a few data points about a patient to an insurance company and be on your way. It's clinical documentation that needs to meet medical necessity guidelines, which are different for each insurance company. And then those documents need to be reviewed by a nurse or clinician on the other side. And because there are so many

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→ "No one in healthcare sits there and says, 'Oh I love the fax machine. This is my favorite way of transmitting clinical documents.' **It's just that there's never been a better solution. Until now.**"

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complex steps, it's become a very manual, tedious process. No one in healthcare sits there and says, "Oh I love the fax machine. This is my favorite way of transmitting clinical documents." It's just that there's never been a better solution. Until now.

"AT OLIVE, WE WANT TO BE TRULY DISRUPTIVE, AND WE THOUGHT, 'WHAT IF WE REDESIGNED THE WHOLE THING?'"

It seems like the prior authorization problem is not just a burden for providers and payers. How do these issues affect patients?

Ultimately, we're all focused on the patient. And unfortunately, prior authorization can create very real, and sometimes devastating, negative outcomes for them. Let's say I'm your physician and you have been suffering from knee pain for several years. I tell you we need to do an MRI to find out what's wrong, or I really think you should try this certain drug to alleviate the pain or I believe it's time for surgery. Nationally, the guidelines for prior authorization response time is 14 days. That means you

have to wait — in pain — for a diagnosis or the care you need for two or three weeks. And then if I, the physician, make any kind of mistake in my documentation or miss a piece of information, you will likely be denied. Then we have to appeal, and it could be months later before you receive any kind of care. Imagine this scenario, but instead of knee pain, it's a disease that could take your life. Patients deserve so much better.

How is Olive fixing the prior authorization problem? And how is the solution different from others on the market?

There are several companies who have brought AI to prior authorizatione, but those companies only automate on just the provider or just the payer side. Those are really just siloed solutions that don't offer any connectivity and only solve half the problem. At Olive, we want to be truly disruptive, and we thought, "What if we redesigned the whole thing?" Our solution fixes prior auth on both sides of the fax machine, meaning we automate the entire prior auth

process from start to finish — from initiation to approval and follow up. We maintain the largest number of connections to health plans across the country, which keeps our data accurate and always up to date.

What makes you so passionate about all of this? Fixing healthcare and taking the frustration out of prior authorization?

We've all had experiences in doctor's offices or hospitals that fell short. Long wait times, misdiagnoses, mountains of paperwork. Physicians use clinical technology that is so advanced and incredible, so why don't we have that same kind of advancement on the administrative side? With the right tools and strategies, we have the power to build a healthcare system that truly serves our communities. I'm surrounded by the most talented, forward-thinking minds at Olive. And together, I really believe we can do something revolutionary.

Healthcare's first true platform *is here.*

Rotera

A team of advisors and engineers available to help healthcare organizations build customized automation solutions

Dignity Health Global Education (DHGE)

Customized education opportunities to help healthcare workers sharpen their skills

Clear Child Psychology

Immediate feedback and treatment access for children impacted by mental health challenges

Advocatia

Financial resources and care programs for underserved patients

ClosedLoop.ai

Patient-specific predictions used to identify and mitigate risk

Etta

Identification of dangerous lesions and rashes at the point of care

Welcome Home Health

Care resources based on post-hospital requirements to avoid readmission

Circulo

Data and resources to simplify complicated Medicaid processes

Telespine

Comprehensive care information and guidance for patients suffering from back pain

ASUS

Medical coding predictions and recommendations

→ Anyone who has value to deliver can build on the Olive platform, offering their healthcare technology or solution to thousands of healthcare workers in the form of a Loop. Using the Loop Development Kit, developers can leverage Olive technology to enhance their solutions while ensuring they're easily accessible and secure.

Large healthcare companies, tech startups and individual developers have joined Olive to create an ecosystem of cybernetic support. See how these innovators are coming together to build healthcare's first true platform and supercharge human ROI everywhere.

There's power in platforms.

We know Olive's mission of unleashing a trillion dollars by connecting healthcare is bold, and it will take unprecedented collaboration to achieve success. That's why Loops operate on an industrywide platform that gives developers equal access to Olive's technology, data and consumer reach. Together, we're changing the way humans work — one challenge, one solution and one Loop at a time.

Hack for Health: changing lives with every line of code.

The first-ever Hack for Health virtual hackathon — a competition for developers to build and submit Loops — took place from November to December 2021. Winners and more information about the impact our hackers are having on healthcare coming soon!