Infermedica

Add your symptoms

Runny nose ⊗ Headache ⊗

FOR PAYERS

AI-powered member engagement & navigation

Infermedica's Medical Guidance Platform lets you navigate your members to the most appropriate care at every stage of their healthcare journey. Our goal - to support your healthcare decision-making process, from first symptoms to final outcome.

✓ Maximize cost efficiency. Direct members to the most economical, high-value, in-network options.

✓ Enhance provider productivity. Analyze patient data with automated tools, reducing administrative tasks.

✓ Improve member satisfaction, retention, and outcomes by directing them to the right care at the right time.

10+
years of R&D

24+
languages

18M+
health checkups

90%
user approval rating

50%
reduction in ED visits
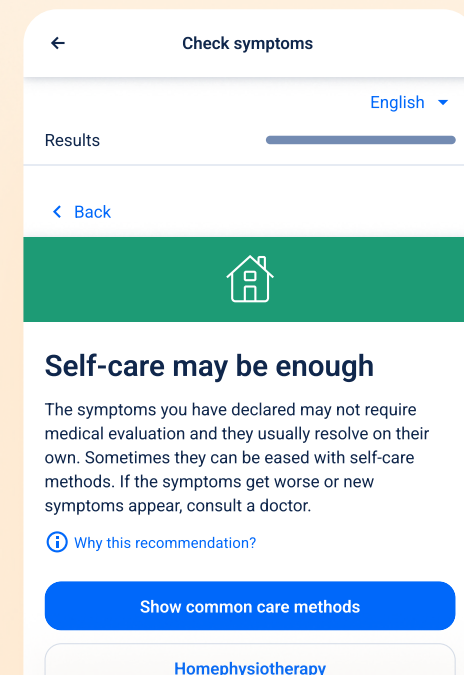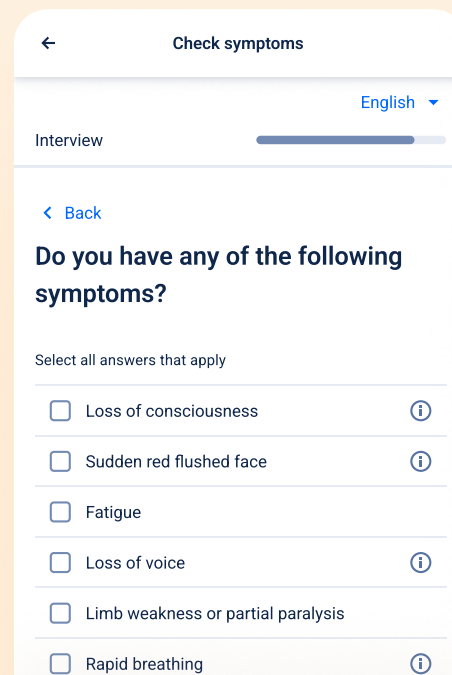
67%
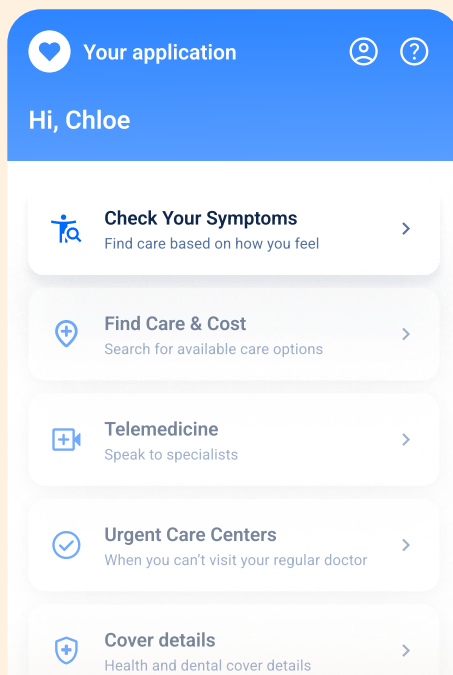of members follow Infermedica

110k+
hrs. of physician review

Navigate members toward effective, affordable care

On-demand symptom assessment, available at the touchpoints your members know best.

Interactive, physician-validated medical interview, providing on the go health support 24/7

Results available in minutes, including links to in-network care providers and self-care educational materials.

Flow based on Infermedica Triage

A symptom assessment and member navigation module that collects symptoms, analyzes the medical evidence, and then calculates the most probable conditions based on that evidence. Great at helping members, particularly those early on in their healthcare journey, find the right care at the right time. Also supports medical professionals, like nurses, in making more informed decisions.

Reliabile & flexibile

✓

Powered by an Intelligent Core, Infermedica's platform leverages the extensive Medical Knowledge Base with evidence-based guidelines, to ensure accuracy, safety and efficacy.
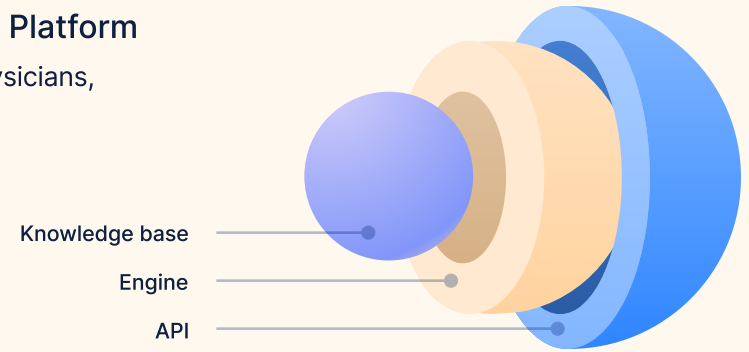
✓

Designed with human-centered approach, the platform offers omni-channel engagement opportunities via mobile app, website, patient portal, call center, or onsite kiosks.

✓

Modular and configurable elements, with out-of-the-box packages and custom integrations are available through our powerful API.

Medical Guidance Platform

Platform built with physicians, powered with AI

Knowledge base

Engine

API

Members engagement

Nurse Advice Line support

Users satisfaction

Self-service tools

★ GDPR ★ Compliant with the General Data Protection Regulation

HIPAA COMPLIANT Compliant with standards for patient data protection

DEKRA certified Processes and Development Procedures certified with ISO 27001:2017

TÜV NORD Quality Management System certified with PN-EN ISO 13485:2016

Why Infermedica?

Tried and tested

Over 10 years, 18 million health check-ups and over 100 healthcare clients from 35 countries with an NPS score of 85.

Obsessed with accuracy

Our accuracy and safety scores are among the highest in the industry. They are continuously improved with our proprietary data-driven physician Feedback Loop, that optimizes safety, efficacy, and usability.

Ultimate flexibility

Infermedica's platform allows organizations to build solutions that support users at each stage of their patient journey, 24/7, whenever they need.

"Our goal is to combine the latest clinical evidence with the most advanced machine learning to help patients, providers, and organizations make the best decisions with confidence."

Irving Loh, MD
Chief Medical Officer, Infermedica

See how your organization can leverage AI-driven tools for patients and medical staff to increase efficiency while improving the quality of patient care and outcomes.

Get in touch with us at infermedica.com/industries/insurance →