

# Reduce Care Costs and Boost Patient Satisfaction 24/7 Nurse Advice Line

Pager's clinicians are available 24/7 to deliver a superior member experience. Guided by the principle "healthcare is not one size fits all", Pager clinicians take pride in delivering personalized, compassionate care. Committed to staying by the member's side before, during, and after the visit, like a 'doctor in their family'.



*"...Without this service I would be in the ER every other day for something that always turns out to be nothing. I am leaving this chat at least 15x happier and less stressed... I already tell everyone to use this service."*

- Patient



## 24/7 Staffing

Licensed clinical staff & support teams in all 50 States



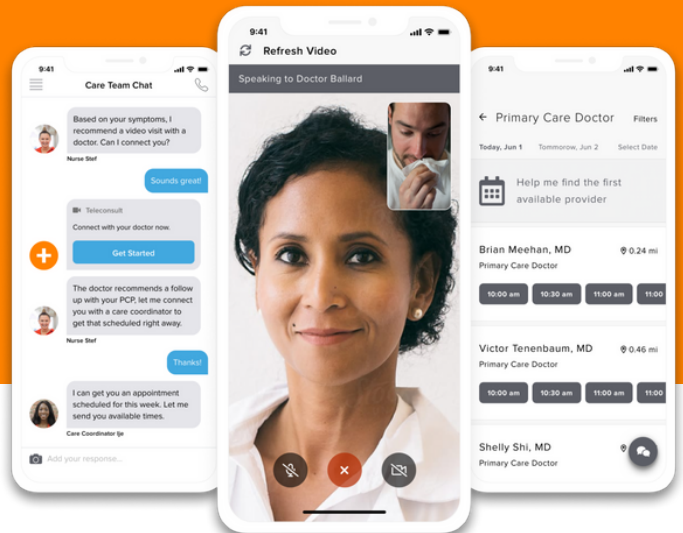
## Rapid Response

12-second average response time



## Multi-lingual Support

Fully staffed English and Spanish;  
100+ supported languages





### Full Spectrum Care

Pager's Nurse Advice Line team members not only triage issues but also assist with their resolution via assisted scheduling of in-person visits and follow-up.



### Customer & Clinical Experts

Our teams are trained for both clinical and customer service through four rigorous weeks of training and simulation.



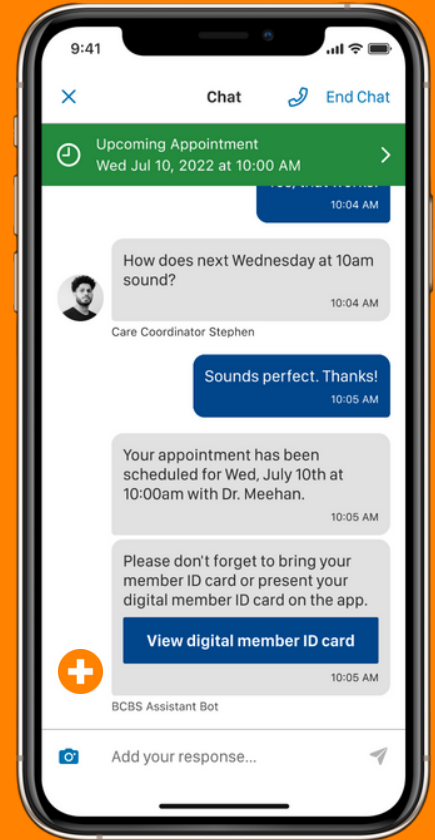
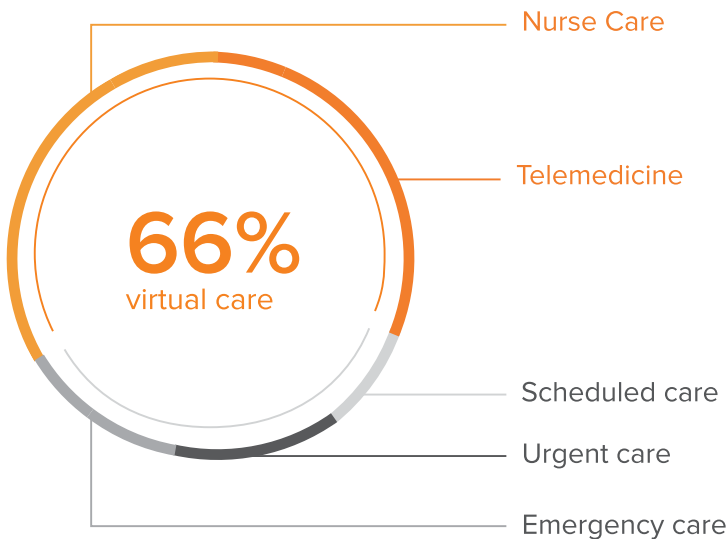
### People-First Concierge Model

We provide empathetic, contextual care that focuses on putting members and their concerns first.



### 88+ Net Promoter Score

Customer satisfaction is our North Star; our coordinators and nurses routinely receive excellent industry ratings.



## Pager Reduces Healthcare Costs

by driving patient traffic to appropriate high-performing low-cost care settings such as self-care, telemedicine, and office visits

### \$210 Savings Per Encounter

- + Improved cost control
- + 66% virtual care resolution

### 92% Navigation to High-Performing Providers

- + High performance network steerage
- + 90% appointment adherence