

Mental Patient Pathway

Digitally supported integrated patient
care for mental health



Mental Patient Pathway - Challenge

Assessment of the status quo – and telemedical support across all treatment areas

The hospital as an economic participant!

- Needs
 - Affordable top-class medicine
 - Good reputation
 - Sustainable treatment success
 - Effective cooperation with other healthcare institutions
 - Financial stability
 - Targeted investments
- often neglected area
 - Fear of surgery
 - Unrecognized/untreated mental impairment
 - Mentally demanding hospital stay

The patient is the focus?

- Medical care ends where psychological care should begin. Unrecognized psychological distress often leads to treatment failure, with the following consequences:
 - Misdiagnoses
 - Poor discharge management
 - bad reputation.
- Reservations regarding psychotherapeutic work are currently not resolved by the hospital:
 - “No time” for therapy – recovery in the foreground
 - Lack of therapists
 - Glass barrier between hospital and therapist

Even under optimal conditions...

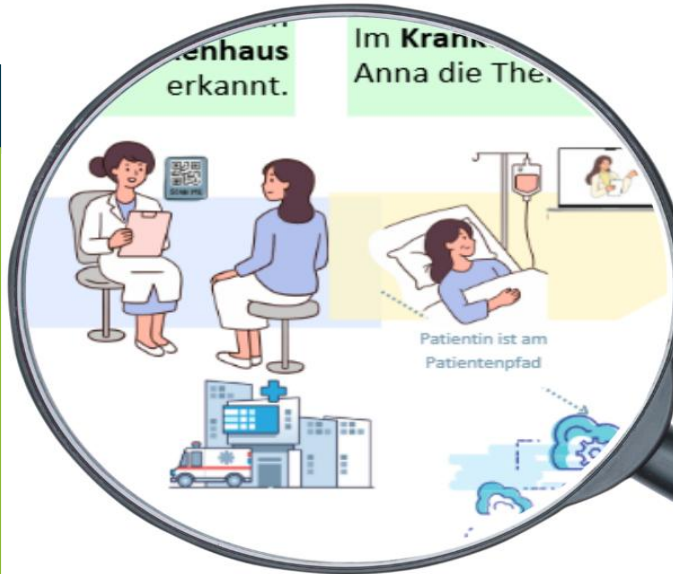
- ... practical challenges in hospital procedures, language/cultural barriers, a lack of interdisciplinary communication, data protection challenges, etc. hinder the interaction between hospital and psychotherapy.

Mental Patient Pathway - Solution

Competitive advantage through integrated psychotherapeutic treatment

Solution Objective

- Mental Patient Pathway
 - closes the gap between cutting-edge medicine and psychotherapy
 - through virtual psychotherapy
 - pre-evaluated by low-threshold anonymous questionnaire
- with the aim of real economic relief
 - smart investments
 - relief for staff
 - better quality indicators
- additional advantages
 - stable processes
 - Project corresponds to "national mental health strategy"
 - real patient orientation despite nursing shortage



The patient is the focus!

- mentally stable patients
- fewer complications & comorbidities
- shorter hospital stays
- lower rehospitalization rates

powered by

Klenico

<https://www.klenico.com/en>

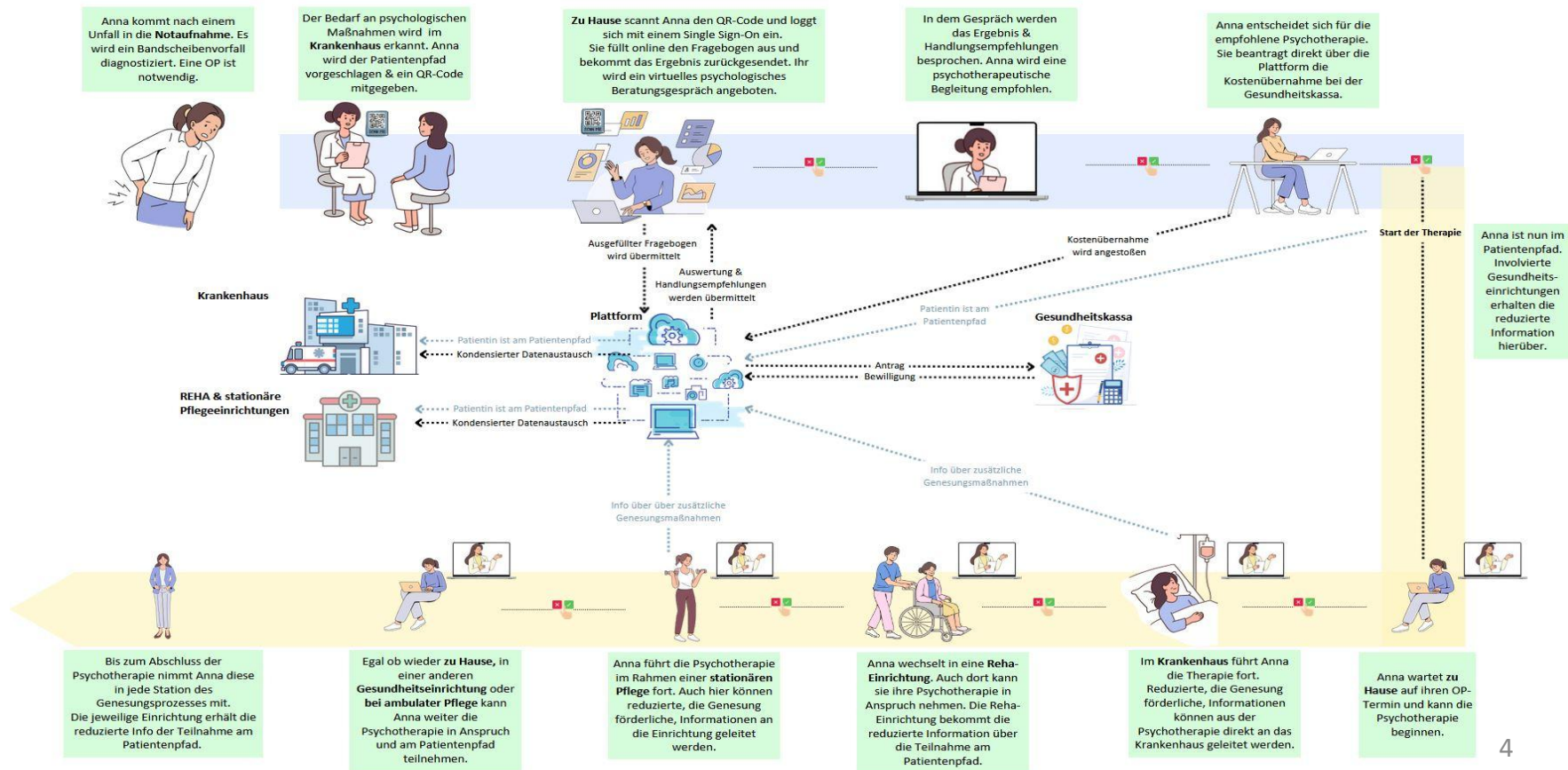


Instahelp

<https://instahelp.me/en/>

Mental Patient Pathway

an innovative, patient-oriented process with guaranteed success.



Mental Patient Pathway

Help more patients faster & more effectively – your path to sustainable treatment success!

Integration & Processing

- Simply set up process!
- Involvement of existing, experienced service providers in the field of psychosocial analysis and psychotherapy!
- Made possible by a central, data protection-optimized technical platform for the exchange between patient, therapist, and hospital!

User Scenario and Steps

- Users/Patients arrive at the clinic's/insurance company's branded landing page. They can log in directly to Klenico via single sign-on.
- Users/Patients complete the mental health test and the evaluation interview at Klenico.
- They are then redirected to Instahelp via a direct link and automatically logged in via single sign-on.
- The Klenico evaluation is forwarded directly to Instahelp via API and assigned directly to the correct psychologist/psychotherapist via the account.
- Users/Patients can start the consultation immediately and do not have to perform any manual steps.

Previous Mental & corresponding Conditions (e.g. loneliness)

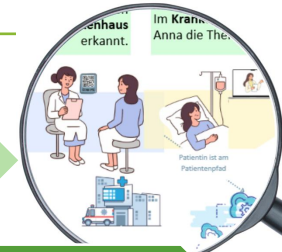
Upcoming or ongoing hospital stay

Patient in a mentally stressed state

Patients fill out a low-threshold and anonymous questionnaire and receive non-binding offers of action

Patient starts psychotherapy immediately

Patient takes psychotherapy into all stages of the recovery process



We'd be happy to support you
in the implementation of your
Patient Pathway



Prior to the Mental Patient Pathway – Loneliness

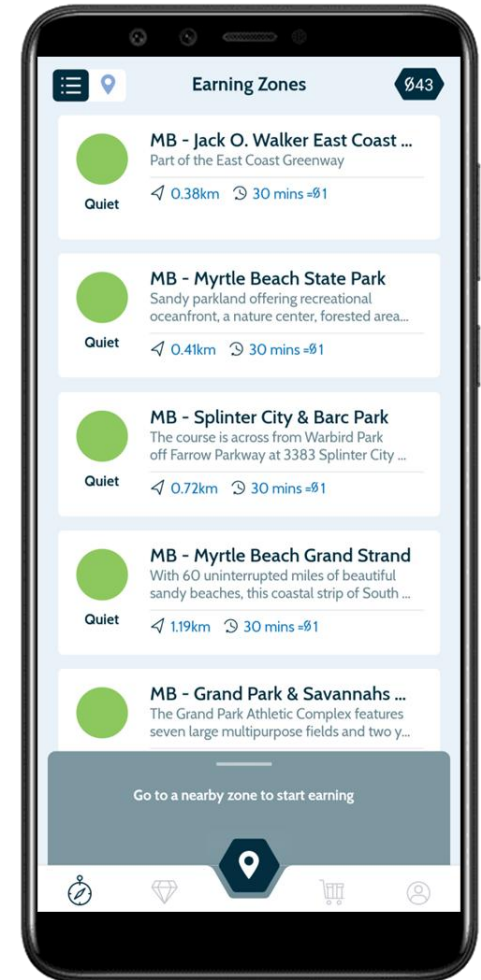
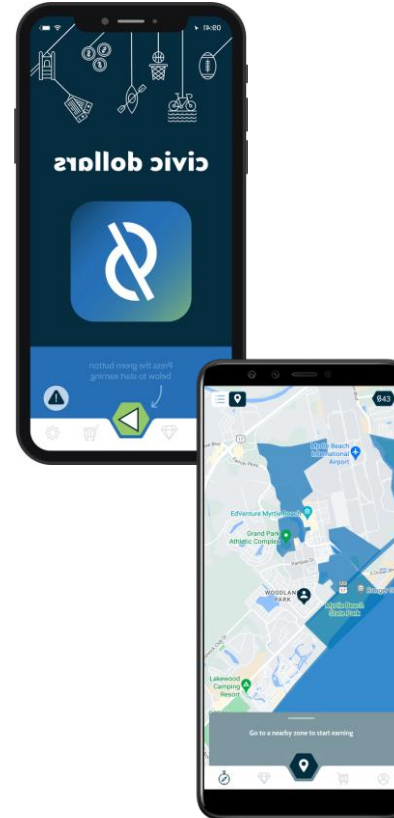
Avoiding previous Mental & corresponding conditions – sample approach

Loneliness

- Loneliness is associated with a variety of comorbidities, both psychological and physical.
- Chronic loneliness is considered as detrimental to health as obesity, smoking, or physical inactivity.

Addressing the issue with civic dollars

- Geo-fences are created around specific 'Earn Zones' (parks, green areas, etc.) that are activated so that users can earn Civic Dollars simply by being in these zones.
- One Civic Dollar is rewarded to users for each 30 minutes spent in these zones, regardless of their level of activity.
- Even if users don't partake in formal exercise, the promise of a reward incentivizes users to engage in incidental activity by walking to Earn Zones, as well as exposing them to fresh air and nature.
- When a user opens the app, they will get a Map view of the local area, and any available Earn Zones will be highlighted in Blue.



Matthias Lichtenthaler

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Certified Corporate ESG
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Expertise & Background

- Digitalization & Innovation Management (not only) for public administration
- Startup & Technology Matchmaking
- Innovation Use Case Definition & Implementation
- Background:
 - 1st & 2nd State Examination in Law / Assessor iuris
 - 2008-2016 Senior Manager Accenture
 - 2016-2023 Head of Digital Government & Innovation / Federal Computing Center (BRZ) Austria
 - 2024 - LichtenthalerAdvisory - Senior Advisor for GovTech and Innovation

Digital Innovation Consulting

- Artificial Intelligence / Graph Data
 - Development of relevant and actionable use cases using Generative AI / LLM
 - Graph database technology / Large Process Models
 - Intelligent, evidence-based decision-making
- Process Orchestration & Intelligent RPA
 - Development of a holistic orchestration strategy
 - Analysis of business processes and identification of automation potential
 - Architecture and technology selection
 - Optimizing complex and data-intensive processes through Intelligent RPA
- Strategies for the Retirement Wave
 - Concepts & implementation to mitigate the shortage of skilled workers
 - Process mining & orchestration for workload reduction
 - AI-based knowledge management / knowledge assurance / tool-based validation of relevant & understandable knowledge modules

Inter-
sections

Payment / Banking

Health / Care / HealthTech

Sustainability /
ClimateTech

Innovation Management / Government Tech