

# Intelligent Patient Portal Options—designed for Mental Health & Community Trusts

I have an appointment next week, can I bring my mom with me?



Yes, that's fine. Just in case you need one of our staff members to accompany to your appointment eg: someone to translate or support if you have a hearing impairment, that is not a problem. Just let us know when you arrive.

Czy mogę zobaczyć korespondencję z innymi moimi spotkaniami?



I've detected that you've answered in Polish. Would you like to switch language to Polish?

## EBO is trusted by:



Hertfordshire Partnership University  
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# Intelligent Patient Portal Options, designed for Mental Health & Community Trusts

## A Mental Health & Community Patient Portal for Any EPR System

EBO's Intelligent Patient Portal supports Mental Health and Community Trusts aiming to enhance patient experiences and improve patient engagement. Using advanced natural language processing (NLP), it enhances your portal with human-like patient interactions. This is more than a chatbot—it's a powerful tool offering personalised, empathetic guidance throughout the patient's healthcare journey.

Whether your Trust uses the Rio EPR system or another EPR, EBO can:

-  **Option 1:** Provide a complete turnkey solution: A complete, ready-to-use Patient Portal, with inclusivity by design.
-  **Option 2:** Integrate with an existing 3rd Party Portal: Enhance your existing platform to include modular EBO component for improved assessment capability.

As the NHS England Director formerly responsible for the national Patient Portal programme, **Richard Samuel** now advises the EBO Intelligent Patient Portal initiative.

**“Placing the person at the heart of the service and in control of their care is essential.”**

- **Richard Samuel**  
Director of Healthcare Strategy, EBO



## The only Patient Portal grounded by behavioural science

Behavioural science is critical to the success of conversational AI in patient portals because it **bridges the gap between technology and human behaviour**, ensuring interactions are not only functional but also empathetic, engaging, and effective. By understanding how patients think, feel, and act in response to digital systems, conversational AI can be designed to anticipate needs, reduce friction, and foster trust.

Behavioural insights also guide the use of tailored language, tone, and pacing, making conversations feel personal and human. This is particularly important in healthcare, where patients may be anxious or vulnerable, and positive digital experiences can significantly influence outcomes like adherence, satisfaction, and overall health engagement. By integrating behavioural science, **patient portals powered by conversational AI** become not just tools for information, but catalysts for better care and stronger patient-provider relationships.

## Patient Portals as Pillars of the NHS 10-Year Health Plan

The focus of patient engagement portals from 2022 was primarily tactical and transactional, aiming to reduce long waits in elective care and boost productivity through technical functionality. Although these needs persist, **the future of portals is transformational**—becoming a core enabler of the 10-year plan.

Over the next five years, a third of all NHS interactions will be delivered digitally, necessitating a significant upgrade in portal capabilities. These portals must offer an **exceptional user experience that is equitable, inclusive, and personalised**. They need to empower patients by providing the knowledge, skills, and capabilities to make informed decisions, practice self-care, and manage their healthcare journeys. Ultimately, healthcare should seamlessly integrate into people's daily lives, rather than the other way around.

[See EBO's portal in action →](#)

## Why Conversational AI is a Game-Changer for NHS Trusts?

### Patient-Centred Care:

Provides patients with instant answers and guidance, improving satisfaction and trust in NHS services.

### Reduced Clinician Burden:

Automates repetitive tasks like data entry and triage, freeing up staff for critical care activities.

### Real-Time Insights:

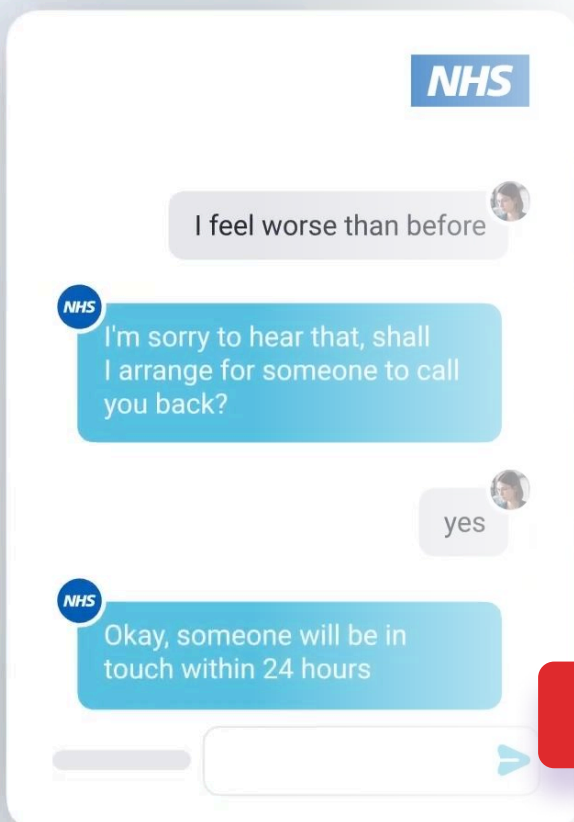
Captures actionable data during interactions, enabling better decision-making and proactive care.

### Cost Savings:

Minimises missed appointments and streamlines workflows, driving efficiency across the board.

### Equitable Access:

Engages patients across language barriers and digital literacy levels, ensuring inclusivity.



REDEFINED

PERSONALISED

FULLY INTEGRATED

TWO-WAY NATURAL  
CONVERSATION



Watch full video



### Our Offerings

The EBO solution can be delivered in two ways:

#### Option 1:

##### Full AI-Powered Patient Portal Solution

The ideal choice for Rio Trusts seeking a complete, integrated portal.

#### Option 2:

##### Conversational-AI Assessment Layer

Enhances current portals with EBO's AI, seamlessly integrating with systems like Rio EPR

or

Meets Anticipated NHSE Portal Requirements	Full AI-Powered Patient Portal Solution with behavioural science:	Conversational-AI Assessment Layer / Enhanced Waiting List Validation for Existing Portals:
24/7 Conversational AI Interface	✓	✓
Multilingual Communication Support	✓	✓
Based Upon Behavioural Science	✓	✓
Configurable to Individual Pathways	✓	✓
Appointment Scheduling	✓	✗
Automated Assessments	✓	✓
Surface Patient Correspondence	✓	✗
Realtime Integration to Rio EPR	✓	✓
Links to Hybrid Mail	✓	✗
Waiting List Validation	✓	✗
Notifications, Alerts and Reminders	✓	✓
Patient Education and Guidance	✓	✗
Cost	from £50K per annum	from £40K per annum

### Why Choose EBO?

1

#### Proven NHS Alignment

Deployed in 20 NHS Trusts, EBO is tailored to NHS priorities, meeting compliance and integration requirements seamlessly.

2

#### Unique Pathway Configuration

A unique ability to deliver bespoke conversations with your patients, specific to their pathway and to your internal workflow.

3

#### Future-Ready Solution

Scalable AI capabilities grow with your Trust's needs, ensuring long-term value.