

# CASE STUDY: PATIENTPOINT

## PatientPoint Delivers Critical Care – On a Personal Level

**Wes Staggs**, Chief Operating Officer

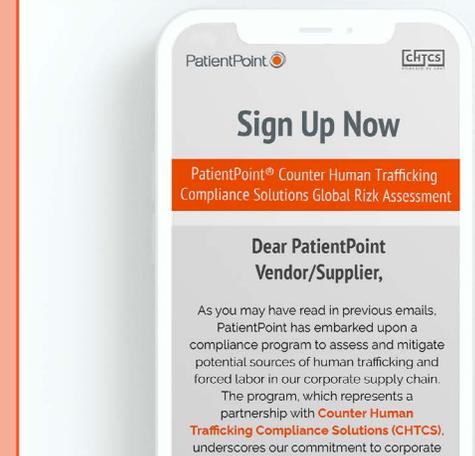
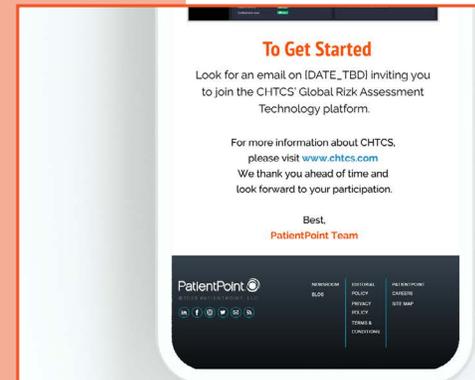
PatientPoint is leading the way in providing critical care for its providers and customers on a personal level by being the first of its kind in the digital healthcare industry to provide counter human trafficking supply chain tools and solutions. Specifically, they have provided the technology for Counter Human Trafficking Compliance Solution’s analytical tool, the Global Risk Assessment Technology (GRAT), which provides cutting-edge analysis and tracking to mitigate slave labor in the supply chain. GRAT is an artificial intelligence-powered, data-driven tool that manages all aspects of supply chain risk.

PatientPoint’s compliance program powered by GRAT will assess and mitigate potential sources of human trafficking and forced labor in their corporate supply chain. Each of PatientPoint’s vendors and suppliers will have access to a vast database of actionable intelligence that will allow PatientPoint to make significant supply chain decisions that will both help each business and contribute to the global fight against today’s human rights abuses. Additionally, the network gives resources needed to accurately survey and assess the conditions of current vendors and suppliers so they can ensure that the proper and relevant labor guidelines are followed across the board. Patient success and overall success in today’s times are very different. Having said that, PatientPoint knows that it is of the utmost importance to have social responsibility within the corporate supply chain.

### 1.

**PatientPoint’s mission statement clearly focuses on providing integrated solutions surrounding key points of care in order to improve health care outcomes, efficiency and patient satisfaction. How will a partnership with the U.S. Chamber of Commerce and Counter Human Trafficking Compliance Solutions assist clients to achieve social responsibility?**

PatientPoint strives to ensure that powerful connections are made at the point of patient care. Providing innovative patient engagement resources and advanced patient technology to physicians and hospitals is of the utmost importance. Having said that, education and awareness are the key. Most of us go through our day and execute our activities that are of the norm. Yet, when in reality there are many influencing factors that determine our points of care. PatientPoint cares about the vitality of ‘the point of care.’ For example, when you look at human trafficking, it is not something that is obvious or understood, but it can exist everywhere, hidden in the shadows. As a company responsible for the care of patients, it is of the utmost importance that there is visibility and responsibility within the point of care in our company. I believe that anything we can do to help improve our collective social responsibility makes all of us global citizens of care.



The program, which represents a partnership with **Counter Human Trafficking Compliance Solutions (CHTCS)**, underscores our commitment to corporate social responsibility and reinforces our core value of integrity.



The online assessment is free and should take you no more than 30-45 minutes to complete. In addition to your data being provided to PatientPoint, upon completion of the assessment your organization will receive immediate recommendations for identifying and mitigating potential sources of human trafficking and forced labor within your organization and operations.



realizations. When in reality, what should be on the forefront of our thoughts is the struggle of child labor and trafficking. This is important. It's worth taking a few minutes and identifying the issues that exist within our global supply chains.

*Even if one minute of mindfulness brings security to just one person, it was well worth the time.*

3.

**What led PatientPoint to consider Counter Human Trafficking Compliance Solutions for a counter human trafficking supply chain analysis tool that provides vendors with guidelines regarding social responsibility?**

One of the things that PatientPoint is known for is making sure that the doctor-patient relationship is streamlined and transparent. Overall responsibility for the community and patient is a win-win for everyone. In order to make an impact on the hidden human trafficking dilemma, we must start with the initial steps, and that's within the supply chain. It's my passion to help this cause and the company as a whole. We must begin with the supply chain.

PatientPoint knows how to put the pulse on the livelihood of the patient, by 'making every doctor patient engagement better.'® Uniqueness is rare today, especially in the field of healthcare. Having said that, PatientPoint makes the point to provide excellence of care for not only the patient, but for every provider—one supplier at a time.

2.

**PatientPoint leads by example, by providing toolkits and resources to help eliminate forced labor in businesses. How is your company leading the way in eliminating slave labor and human trafficking? What is the end game for PatientPoint as it pertains to human trafficking?**

First and foremost, patient education is key. Along with whatever is expected, it has to be easy and seem non-burdensome for the patient in order to thrive in today's evolving landscape of healthcare. If it's too onerous for the vendor and patient, then it's not worth the time. Having said that, in this day and age, it is all too easy for us to be busy, and to not see the trouble within our present day. If people knew the gravity and depravity of human trafficking that exists daily, it would be mind-numbing. Yet, we tend to be worried about all of life's daily expectations and

