We provide you a workforce of rCHWs (remote community health workers) to work with your contact tracers to engage, mentor and support patients with health challenges (chronic condition support; quarantine/isolation education and follow-up) + barriers related to the social determinants of health (food insecurity, financial barriers, language barriers, etc.)

<table>
<thead>
<tr>
<th>THE DEFINITION</th>
<th>CHWs are trained to engage, mentor, and support:</th>
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<tr>
<td></td>
<td>Engage: Understand by speaking the same language + empathize through shared lived experiences</td>
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<td>Coach: Address health literacy + fill knowledge gaps + help activate positive actions</td>
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<td>Support: Provide emotional support + link to community orgs, local/ state resources</td>
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</table>

Multiple clinical trials have proven the efficacy of community health workers in engaging patients, improving health, and addressing social needs -- all cost-effectively.

**But... there are 2 key barriers to realizing this value:**

1. Recruitment + training of CHWs
   - We recruit, train + manage a remote CHW (rCHW) workforce for you.

2. Oversight and management of CHWs
   - We manage rCHWs, including ongoing training and support, to assure intervention fidelity and impact.

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**Refer Patients**

- You identify patients needing additional support.

**Scalable, rCHW Intervention**

- We educate + coach patients 1:1, longitudinally.

**Expert Consults**

- We manage referrals to a custom network of Experts (your staff, CBOs, etc.)

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Full visibility into all interactions

Referral pathways, training, talking points are all customizable Integration with existing databases and tools

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Ashwin Patel, MD PhD | 646-893-1418 | ashwin@inquisithealth.com