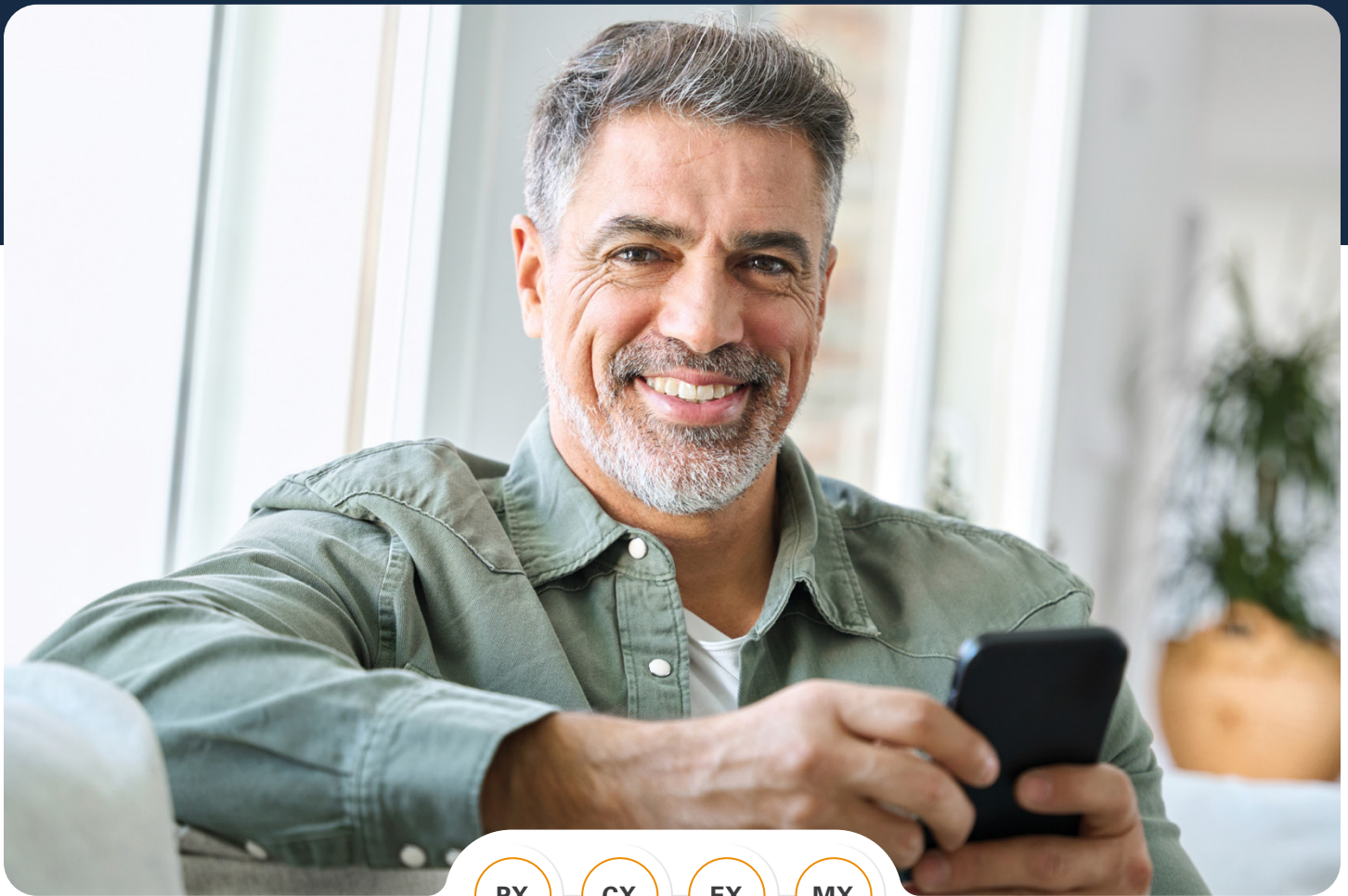


TECHNOLOGY TO SUPPORT THE *MOST HUMAN* HEALTHCARE EXPERIENCES

Healthcare's first and most advanced AI engine for healthcare experiences



PATIENT | CONSUMER | EMPLOYEE | MARKET

Healthcare's most comprehensive experience management platform.

Healthcare experiences are human experiences. Whether you're caring for a patient, educating a consumer, inspiring an employee, or building your brand in the community, healthcare is about people. In an industry as critical, complex, and overburdened as healthcare, the use of technology creates safer, faster, and more reliable results.

But technology often comes at the expense of human connections – until now.

Meet Huey, healthcare's first AI engine built for Human Understanding.® Huey is your healthcare experience management companion. It's embedded in a whole new suite of advanced solutions from NRC Health on healthcare's most comprehensive experience platform. At every turn, Huey is there to make healthcare a more intentional and human experience for you, your team, and your patients.

How Huey works



POWERFUL, SECURE, PRIVATE AI

Huey is AI's first large language model (LLM) trained exclusively on the data that matters to you. NRC Health ingests your data, enriches it with internal knowledge bases, and tunes it just for use in your organization. Your data stays secure, private, and only-yours and is never used to train global models.



RESPONSIBLE, ETHICAL AI

Huey is built with a moral framework that ensures that the technology closely aligns with Human Understanding and societal values. Huey acknowledges and addresses bias, inequity, and hallucinations, both in the way it is designed and in how it is used. During model builds, data curation, factual guardrails, and governance standards are embedded and then checked as LLM responses are generated. Within its UX, Huey also shares source material and asks users for validation to further garner trust.



STRONGER HUMAN CONNECTIONS THROUGH BETTER INSIGHTS

Transform patient feedback into clear insights in seconds. Support meaningful patient and employee interactions, and resolve issues with empathy to drive better outcomes—all while strengthening human connections without adding more work.

Powered by Huey

Don't let technology get in the way of humanity. Our experience management solutions built with Huey include:

- **nQuire**
Find, analyze, and understand all your patient experience comments in seconds
- **Rounding**
Intelligent data-guided patient and employee interactions to drive results
- **nAct**
Assisted service recovery that delivers outcomes layered with empathy

NRC Health utilizes client data and an internal knowledge base to enrich our AI features.

Your data is **secure**, **private**, and **only yours**.



DATA

- Data ingestion
- Metadata enrichment
- Custom LLMs tuned on client data



KNOWLEDGE

- Enterprise engine
- Response evaluation
- Hallucination guardrails



SAFETY

- Privacy-first architectures
- Citation management
- No global model training on client data