

inTandem Health Launches Innovative Digital One-to-One Community Support Platform at University of Michigan Health

ANN ARBOR, MI - inTandem Health, a pioneering healthcare technology company, today announced the launch of its groundbreaking one-to-one community support platform at University of Michigan Health. This innovative solution automates and enhances peer-to-peer mentor support for consumers, patients, family caregivers and staff by connecting new patients facing a life-changing diagnosis with trained patient mentors from the hospital who have navigated similar challenges. inTandem Health was created out of the Cedars-Sinai Accelerator as the first end-to-end, one-to-one support network that blends humanity with technology to transform the patient support experience as well as serve as an important differentiator for health systems.

University of Michigan Health is a leader in whole-person care, with peer support programs across 32 conditions that function as a real place of hope and empowerment for their community. The University of Michigan Health was on the forefront of peer mentors for patients, families, and living donors. Their trained peer mentors including transplant recipients, living donors, and caregivers are volunteers who are part of the transplant care team.

The integration of inTandem Health's one-to-one support infrastructure will enable the University of Michigan Health to scale this peer support to more patients across a broader range of conditions – with the goal of increased patient satisfaction, better outcomes and reduced burden on the care teams.

Melissa Cunningham, senior volunteer coordinator for U-M Health's Office of Patient Experience, expressed enthusiasm for the partnership, stating, "inTandem Health's product is what I've dreamed of to scale peer support to more patients. It brings major time savings for our staff to manage our 32 peer support programs."

inTandem Health's modern peer support platform will provide the infrastructure necessary to scale peer support programs efficiently while fostering relationships in the community. By automating mentor-mentee matching and facilitating communication, the platform saves staff time and enables more patients and family caregivers to benefit from the experience of those who have walked similar paths. In addition, the platform delivers data and insights that can help the care teams be more proactive with a deeper understanding of the patient needs and issues to improve the patient experience.

Stacy Brand, transplant outreach manager at University of Michigan Health, said, "inTandem is a wonderful tool for our peer mentors and mentees to connect together in a HIPAA-compliant way. We are excited to see how things move forward as we work to make automation possible between MyChart and inTandem, allowing for easier matching and less time commitment for the peer mentor coordinators. It's exciting to see how things are progressing to make peer mentor and mentee matching a smoother and easier process for everyone."

The platform introduces a paradigm shift in peer support by unlocking value for hospital marketing and foundation departments. It enables the capture and sharing of authentic patient stories from the community. Additionally, it attracts major-gift donors interested in sponsoring these impactful programs and integrates gratitude giving into the experience.

"We're thrilled to partner with University of Michigan Health, an institution that truly understands the power of peer support in healthcare," said Paul Hoffman, CEO and Founder of inTandem Health. "Our platform is a perfect alignment of human touch, digital technology and community transformation converging to produce a new model for supporting consumers, patients and family-caregivers."

"inTandem's platform has the potential to massively scale the availability of one-to-one support to every consumer, patient and family-caregiver without adding resources. That's our north star for health systems: a world where no patient navigates their journey alone."

The launch of this digital platform and community network marks a significant step forward in patient support and engagement, setting a new standard for holistic care in the healthcare industry.

For more information about inTandem Health and the digital peer support platform, please visit www.intandemhealth.net.

About inTandem Health: inTandem Health is a pioneering healthcare technology and services company dedicated to revolutionizing peer support in healthcare. Founded out of the Cedars-Sinai Accelerator, inTandem Health delivers personalized support in all conditions by developing innovative solutions that connect consumers, patients and family-caregivers with experienced, grateful patient and family-caregiver mentors from the health system at scale, improving healthcare experiences, increasing patient acquisition and retention and improving health outcomes.

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