



## Twistle, Inc. Media Fact Sheet

<b>Company</b>	Twistle, Inc. 4011 Silver Ave. SE Albuquerque, New Mexico 87108
<b>Founded</b>	2011
<b>Launched Product</b>	2015
<b>Funding</b>	Series A, October 2019
<b>Employees</b>	66
<b>Mission</b>	We empower care teams and reduce care variation by automatically keeping patients on track with their care plan.
<b>Vision</b>	Every patient: activated, supported, reassured
<b>Management</b>	Kulmeet Singh, Chief Executive Officer, Founder Matt Revis, President, Chief Operating Officer Dave Ross, Chief Technology Officer, Co-Founder Rameet Singh, MD, MPH, FACOG, Medical Director John Janas, MD, Medical Director Adam Cornwell, National Vice President of Sales Gerone Conyers, Vice President, Engineering Gurusevak Khalsa, Vice President, Finance & Operations Carlene Anteau, MS, RN, Vice President, Marketing Shounak Lahiri, PhD, Vice President, Operations Research Eliza Polly, Vice President, People and Culture
<b>Board Members</b>	Harjinder Sandhu, CEO at Saykara Ezra Mehlman, Managing Partner at Health Enterprise Partners Brant Heise, Managing Director at Memorial Care Fund



## Overview

Twistle, a healthcare technology company, automates patient-centered, HIPAA-compliant communication between care teams and patients to transform the patient experience, drive better outcomes, and reduce costs. An automatic navigation system for health, Twistle offers “turn-by-turn” guidance to patients as they navigate care journeys before, during, and after a care episode. Twistle integrates sophisticated automation with multi-channel communication, engaging patients through secure text messaging, interactive voice response, patient portals, or the health system’s digital applications.

Patients are engaged in their own care and communicate as needed with their care teams, and, as a result, realize measurably better outcomes. A rich library of clinical, patient-friendly content and best practices optimizes patient engagement to improve care plan compliance. Twistle delivers education, coaching, remote patient monitoring and assessment forms to regularly connect patients and care teams. By helping organizations deliver a more comprehensive patient experience Twistle saves valuable staff time, improves patient satisfaction and clinical outcomes, decreases avoidable readmissions and ED visits, reduces length of stay, and increases revenue.

## Key Customers

Providence, Renton, WA  
Swedish Health System, Seattle, WA  
Indiana University Health, Indianapolis  
ChristianaCare, Wilmington, DE  
Atrium Health, Charlotte, NC  
Ascension, St. Louis, MO  
Abbott, Chicago, IL

## Services Overview

Twistle is an automated secure messaging tool that uses communication pathways to deliver the right information at the right time, keeping patients on track with their medical plan of care. It's configurable, easy to use, and secure. The company’s patient engagement platform helps clinical teams streamline care pathways by automating follow-up and surveillance — all while delivering an incredible patient experience. Its mobile health tool connects providers and patients through secure



automated messaging, photo/lab sharing, surveys, smart device/EHR integration and more.

The company's solutions include:

- Expertly guided patient engagement pathways using [proven clinical content and clinical communication best practices](#) that help organizations quickly scale and engage patients across service lines, sites and clinical practices.
- Proven, effective patient engagement that increases care plan adherence, lowers length of stay, decreases readmissions and ED visits, and more, generating [a positive clinical, financial, and operational ROI](#).
- [Integration with existing IT systems and remote physiologic monitoring devices](#) to automatically initiate communication pathways and feed data back to the EMR, which streamlines clinical workflow and improves the patient experience.

## Benefits

- 30% reduction in length of stay
- 38% fewer readmissions at an average cost of \$14,400 each.
- 93% of patients satisfied based on convenience, ease of use and overall satisfaction, resulting in a 0.7% increase in Star ratings.
- 30% reduction in procedure no-shows at an average cost savings of \$2,110 per cancellation.
- 29% fewer calls to office staff and after-hours answering services.

For results on specific service lines, contact Twistle.

## Online

[Twistle.com](https://www.twistle.com)

[LinkedIn](#)

[Twitter](#)

## Media Contact

Carlene Anteau, MS, RN

VP of Marketing

[marketing@twistle.com](mailto:marketing@twistle.com)