

— A PARTNERSHIP MODEL

From pilot to *scale*

How AI-powered patient care moved from a single pathway to a multi-therapeutic-area model, built on a multi-year collaboration with a global life sciences partner.

THE PARTNERSHIP TODAY

3+

Years of active collaboration

7

Therapy areas deployed

36+

Hospitals across Spain

96K+

Patient conversations

— STARTED WITH A REAL CLINICAL CHALLENGE

HEART FAILURE FOLLOW-UP

Health systems are under growing pressure to manage chronic patients with limited clinical capacity. Heart failure is a clear example: patients need continuous follow-up, early detection of deterioration and coordinated care to reduce avoidable readmissions.

WHAT LOLA DELIVERED

Clinical voice AI supported structured patient follow-up, helping care teams monitor patients remotely, collect relevant clinical information and reduce repetitive workload, with a **61% reduction** in the composite risk of HF-related admission and all-cause mortality (peer-reviewed).

One proven pathway became a *repeatable model.*

90K+ patient conversations · 90% engagement rate · 4.82/5 CSAT · 9.08/10 NPS in heart failure.

— FROM ONE PATHWAY TO A PARTNERSHIP

PILOT

One use case

Heart failure follow-up, proving clinical value and trust with care teams.



SCALE

A repeatable model

Integrated into real-world workflows, adaptable to new pathways and hospitals.



PARTNERSHIP

Multi-year, multi-TA

A long-term model across therapy areas, patients and clinical contexts.

— SCALED ACROSS THERAPY AREAS

Heart failure

COPD

Asthma

CLL

Breast cancer

Lupus

Amyloidosis

— WHY IT MATTERS FOR PHARMA

THE VALUE

A scalable model to improve patient engagement and follow-up across therapy areas, supporting pharma teams in real-world care transformation, with real-world evidence built in.

WHAT MADE IT SCALE

Clinical confidence and governance (trust), technology that keeps patients feeling supported, and AI that reduces workload and fits existing clinical workflows.

— ONE PLATFORM, BUILT FOR CLINICAL REALITY

100+ languages

50+ EHR integrations

FHIR / HL7

CE Class IIb

ISO 13485 · GDPR

1-2 month go-live

BUILT FOR SAFETY

CE-marked under EU MDR 2017/745 as a Class IIb medical device. ISO 13485, ISO 27001, HIPAA and GDPR compliant. Proactive alignment with the EU AI Act. Full traceability and medical-grade reliability. BS 30440:2023 (British Standards Institution) and Cyber Essentials certified. SOC 2 compliant (AICPA framework).

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