FOR LIFE SCIENCES PARTNERS

Clinical Voice AI · CE Class IIb

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+	7	36+	96K+
Years of active collaboration	Therapy areas deployed	Hospitals across Spain	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).

Book a conversation

Peer-reviewed source: Olivella A et al. Conversational AI for remote monitoring in heart failure: a prospective controlled pilot study. Eur Heart J Digit Health. 2026.