

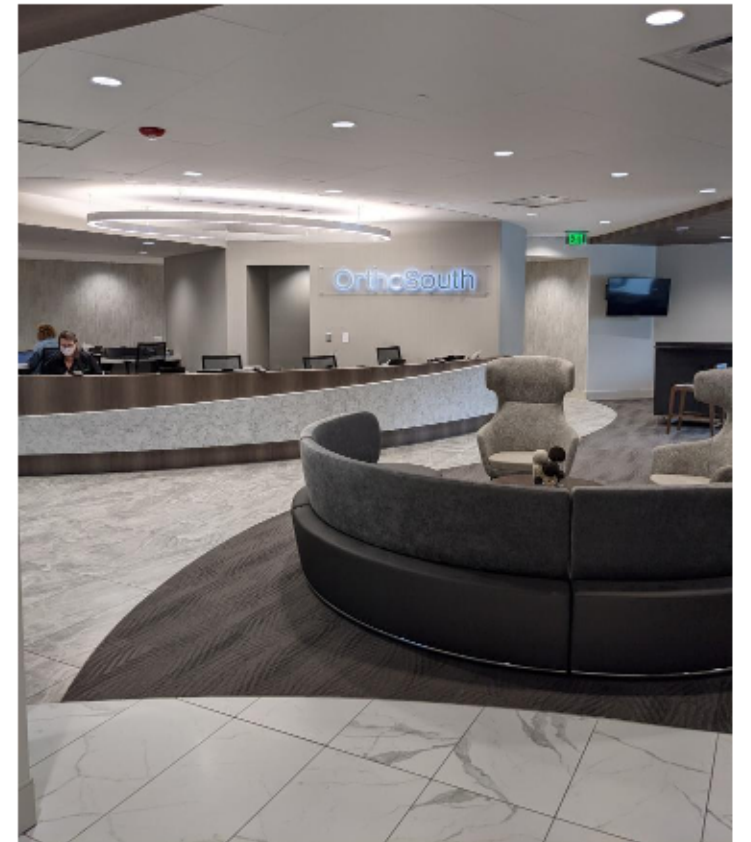
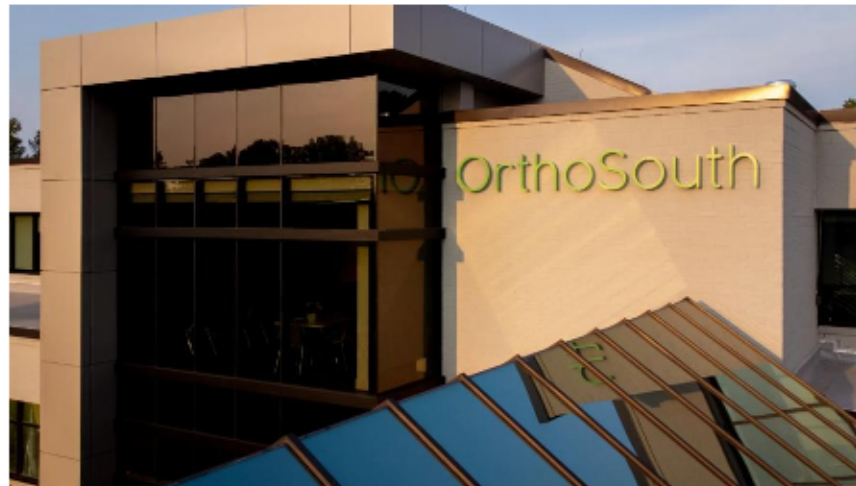
OrthoSouth

ABHI Meeting

May 14, 2026

OrthoSouth

- Based in Memphis, covers the greater metro area
- 43 Physicians / ~500 employees
- 9 Clinic locations – all include Physical Therapy
- 2 MRI Suites
- 2 Surgery Centers (8 ORs, 3 Procedure Rooms)
- Obsessively Focused on Customer Service



AI Makes it a Thrilling Time to be in HealthCare



“AI is perhaps the most transformational technology of our time”

Satya Nadella, CEO Microsoft
2021 Nat. Inst. of Health Paper



“It will be 10 times bigger than the Industrial Revolution – and maybe 10 times faster”

Demis Hassabis
Nobel Prize Laureate



“AI is Going to Change Literally Every Job”

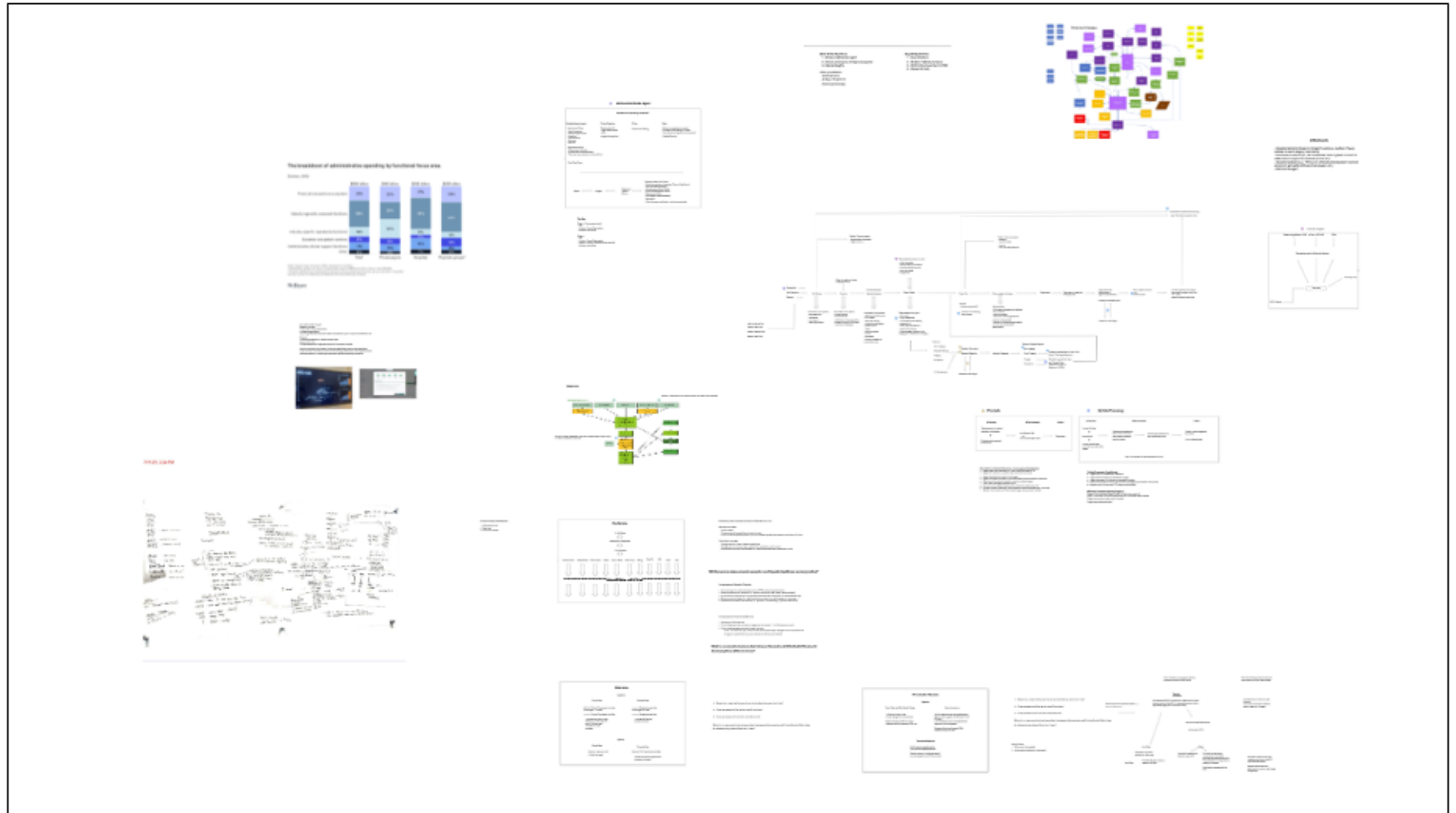
Doug McMillon, CEO Walmart
Wall Street Journal- Sept 26, 2025

As practice leaders, we have an unprecedented opportunity to positively impact our patients, our staff, our physicians and the state of healthcare

OrthoSouth Environment

OrthoSouth's Process

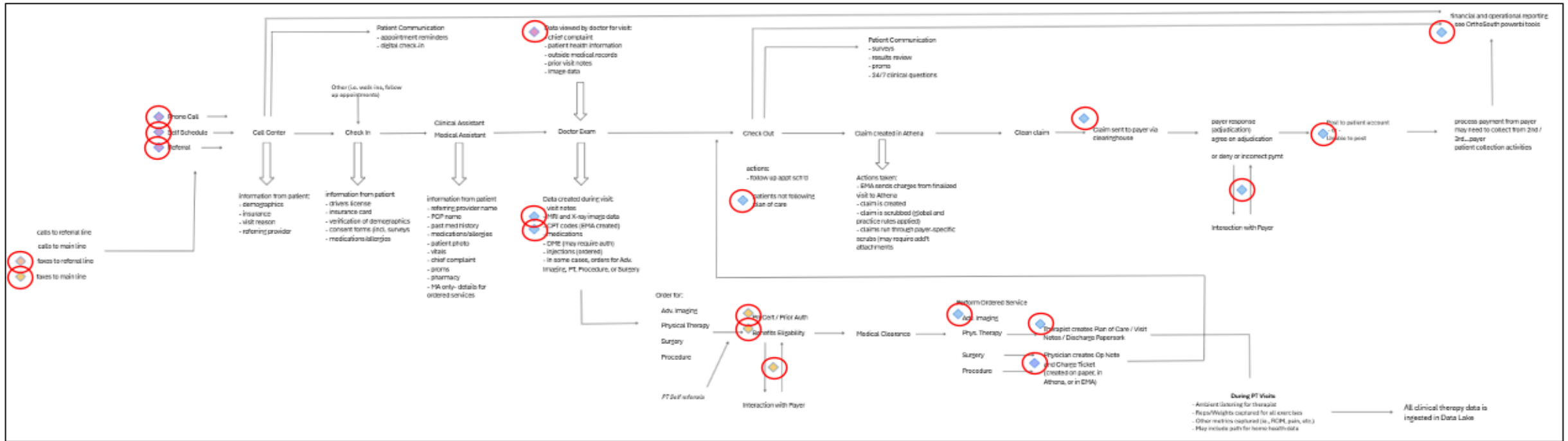
- Created a Comprehensive Environment Map
- Included all processes, workflows, systems, vendors, etc.



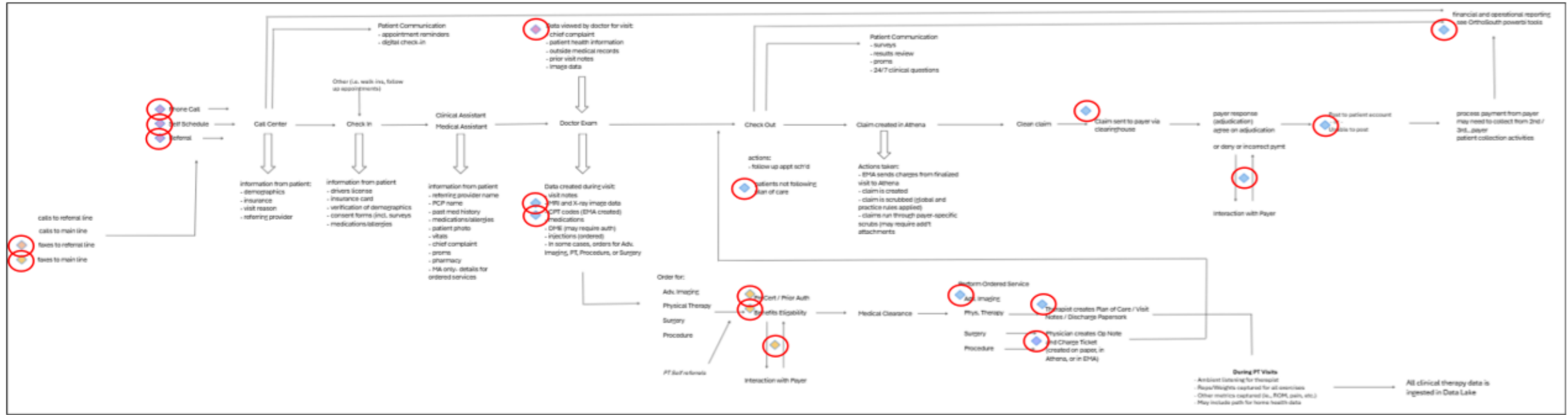
OrthoSouth Patient Journey

OrthoSouth's Process

- Patient Journey
- Outlined where AI might be helpful.
- Prioritized use cases



OrthoSouth's AI Deployment Road Map for the Upcoming Quarters



Fax Sorter

Downcoding Response

Referral Mgmt. System

Ambient Listening / Digital Dictation

AI Voice Call Center Agent

Denied Claims Processing

Prior Authorizations

Proprietary Data Lake / Runtime Environment

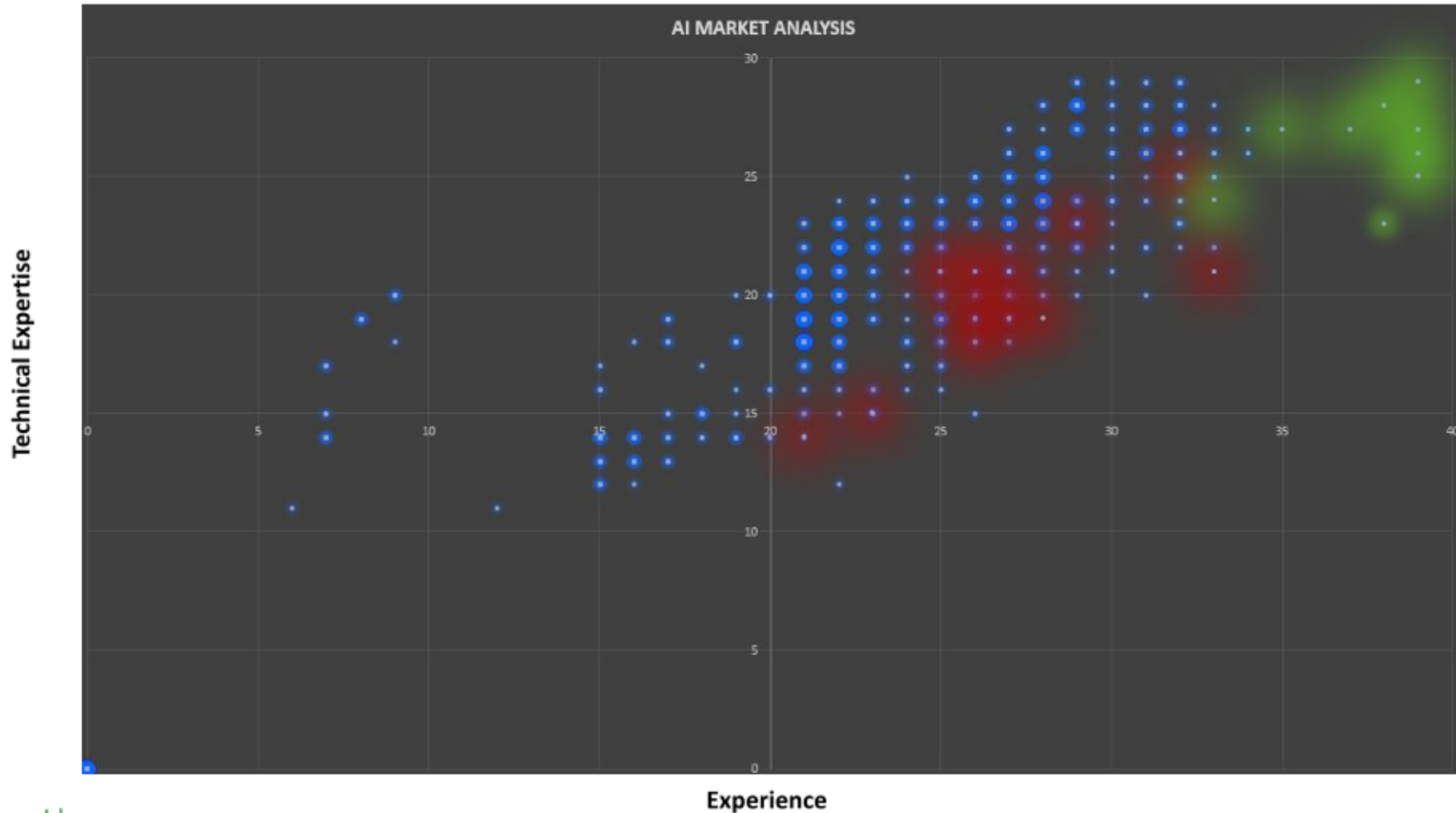
Advanced Imaging

Single-Pane-of-Glass Dashboard for All AI Processes and Agents

Various Stages of Deployed, Deploying and Still Piloting

Choosing Vendors

Vetted 1000+ Vendors; 50+ Demos; Multiple POC Trials (still ongoing)
End Result: An evolving list of vendors that make the short list



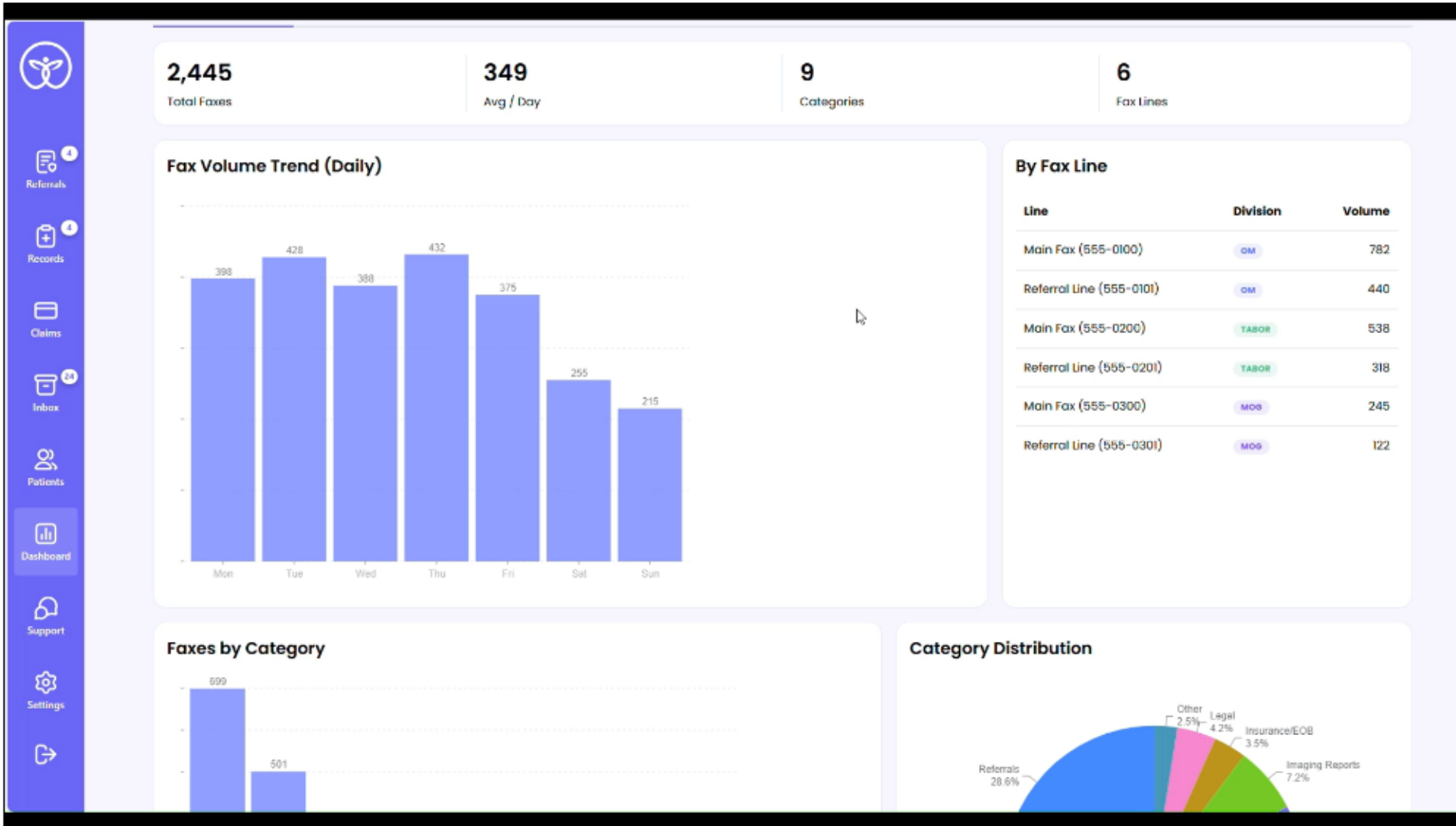
AI Fax Sorter



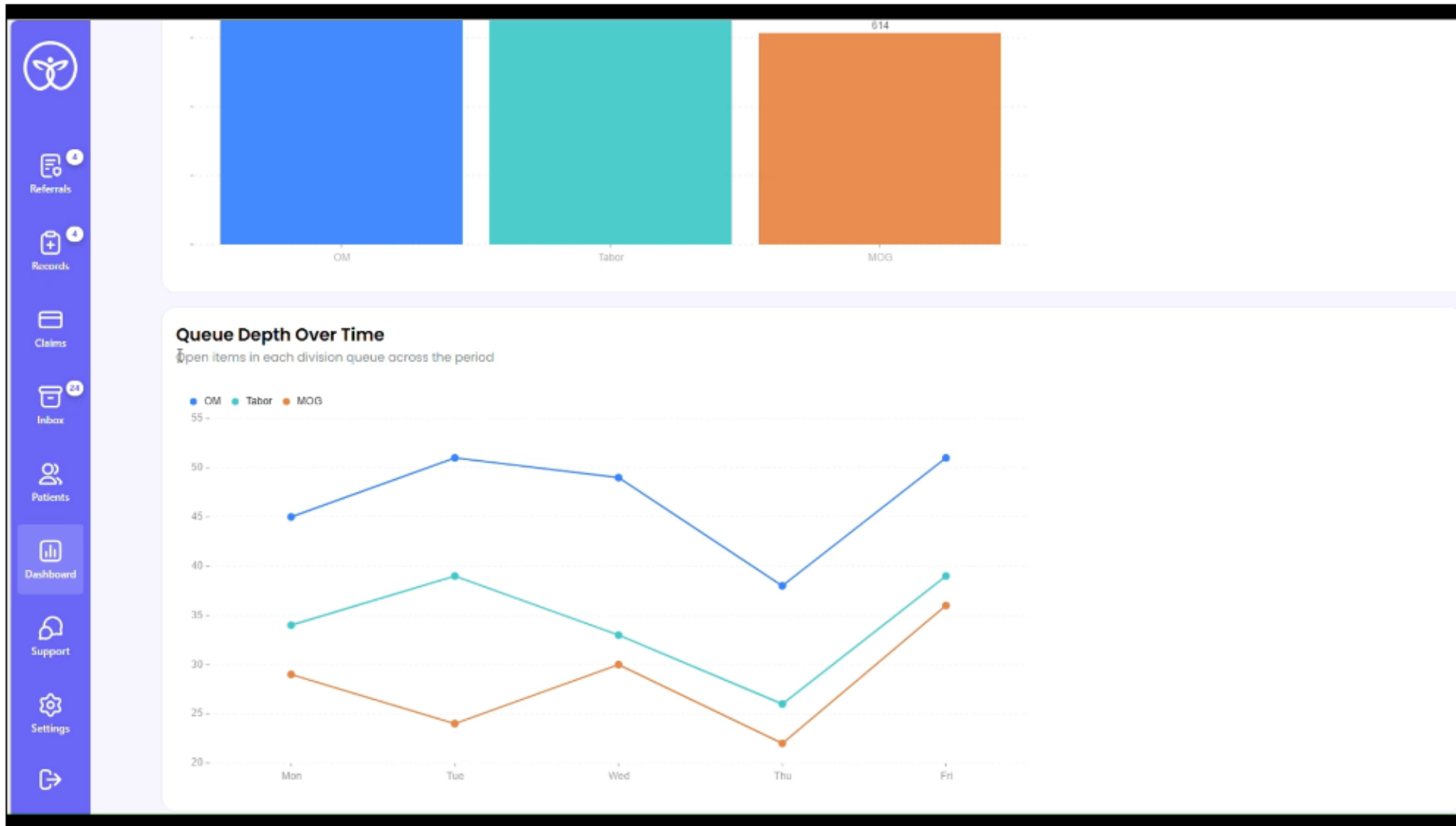
Solution

- All faxes route through AI
- AI reads all faxes
- AI routes to 9 different buckets, based on fax category
- Custom UI for our staff is created for each of our buckets
- Global UI enable managers to monitor and improve ops

AI Fax Sorter – Plena Health



AI Fax Sorter – Plena Health



AI Fax Sorter – Plena Health

The interface is divided into several sections:

- Referrals List:** A vertical list on the left showing three referrals for Patricia Henderson, Linda Carter, and Magdalena Sullivan. Each entry includes a timestamp, address, and status (Unassigned).
- Referral Detail:** A larger view of the selected Patricia Henderson referral, showing the sender (BCBS OF TENNESSEE), policy number (2GP839201745), and group number (TN4521A).
- Insurance Card:** A scanned image of a BlueCross BlueShield insurance card for Todd Carter, with subscriber name, member ID, and group number.
- Review Information:** A panel on the right with form fields for Policy Holder (Spouse), Policy Number (2GP839201745), Policy Holder Dob, Policy Holder Sex, Financial Category (BCBS), Policy Holder Last Name (Carter), and Policy Holder First Name (Todd). A 'Push to EMR' button is at the bottom.

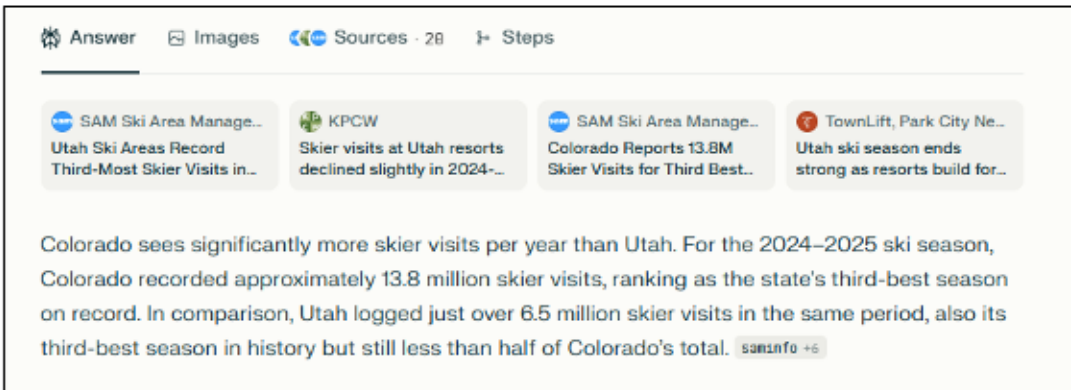
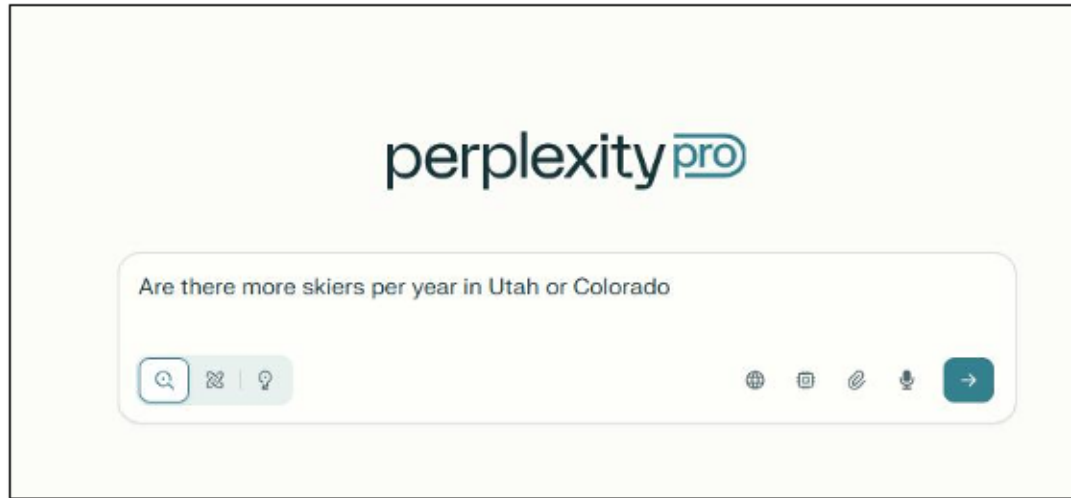
AI Fax Sorter



Result

- 5x financial ROI based on referral recoveries alone
- Reduction in staff time
- Significant improvement in timely disposition of all fax types
- Full visibility enables active management to improve processes

OrthoSouth Data Lake / Runtime Environment



I want to do natural language queries on all OrthoSouth data (EMR, PT, PROMs, everything...).

OrthoSouth Data Lake / Runtime Environment

Proof of Concept:

1. Ingest all data on 300 patients (84,000 pages)
2. Read and understand all information
3. Enable natural language queries on the data

If successful: Be prepared to ingest all OrthoSouth data

OrthoSouth Data Lake / Runtime Environment

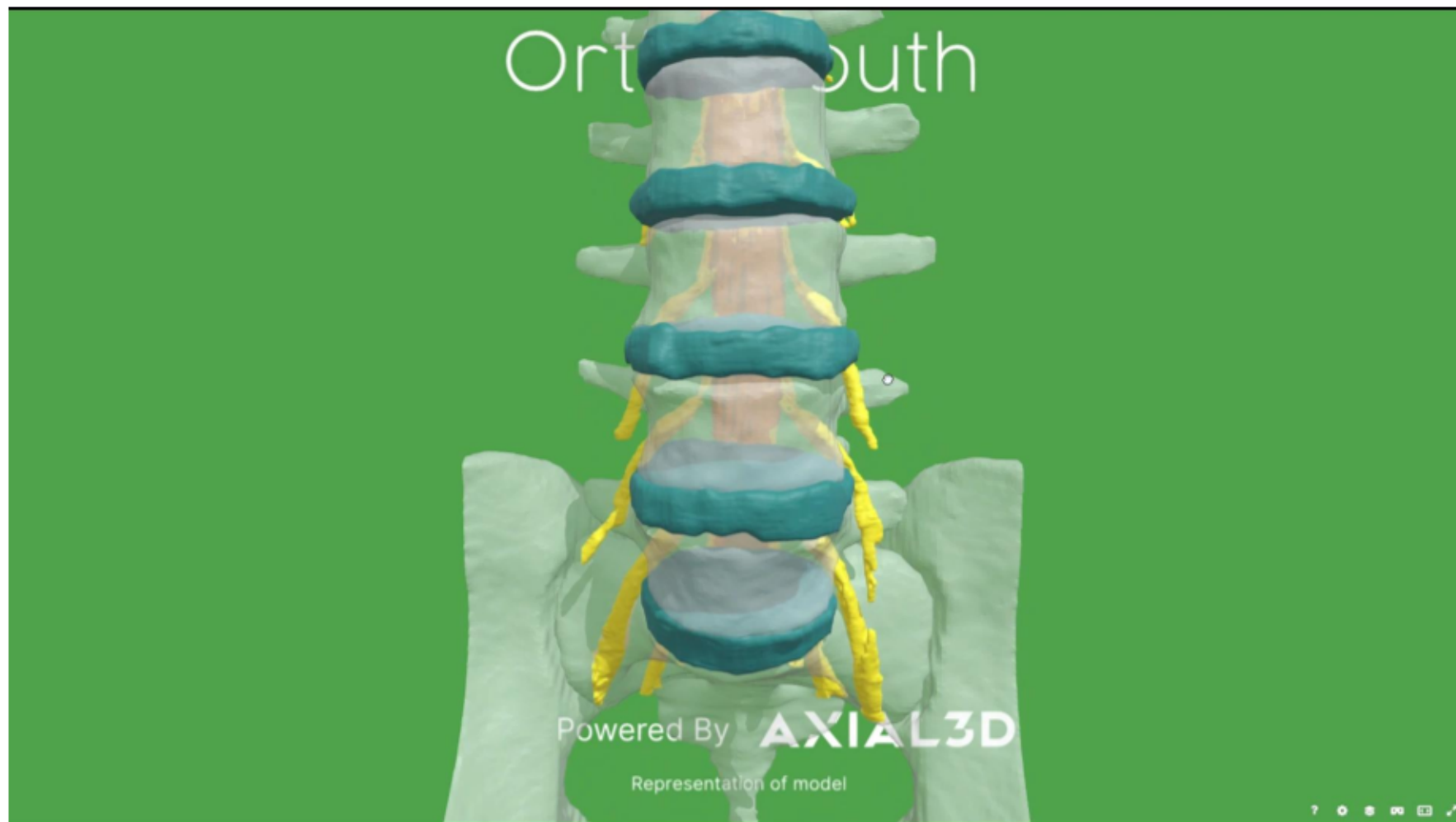
The screenshot displays the Gemini Enterprise interface. In the top left corner, it says "Gemini Enterprise" with a "Plus" button next to it. In the top right corner, there is a purple circular profile icon with the letter "k". The main content area features a purple loading spinner above the heading "OrthoSouth Clinical Agent". Below the heading is a descriptive paragraph: "AI-powered clinical knowledge agent for OrthoSouth. Answers questions about surgical volumes, patient outcomes, provider analytics, geographic distribution, implant usage, and clinical narratives by querying a Neo4j knowledge graph, vector embeddings, and Vertex AI Search. Powered by Gemini 2.5 Flash with 6 specialized tools." At the bottom of the interface is a search bar with the placeholder text "Ask OrthoSouth Clinical Agent", a cursor, and a right-pointing arrow. To the left of the search bar are a plus sign and a list icon.

Level 2: Imaging – Piloting / Scaling

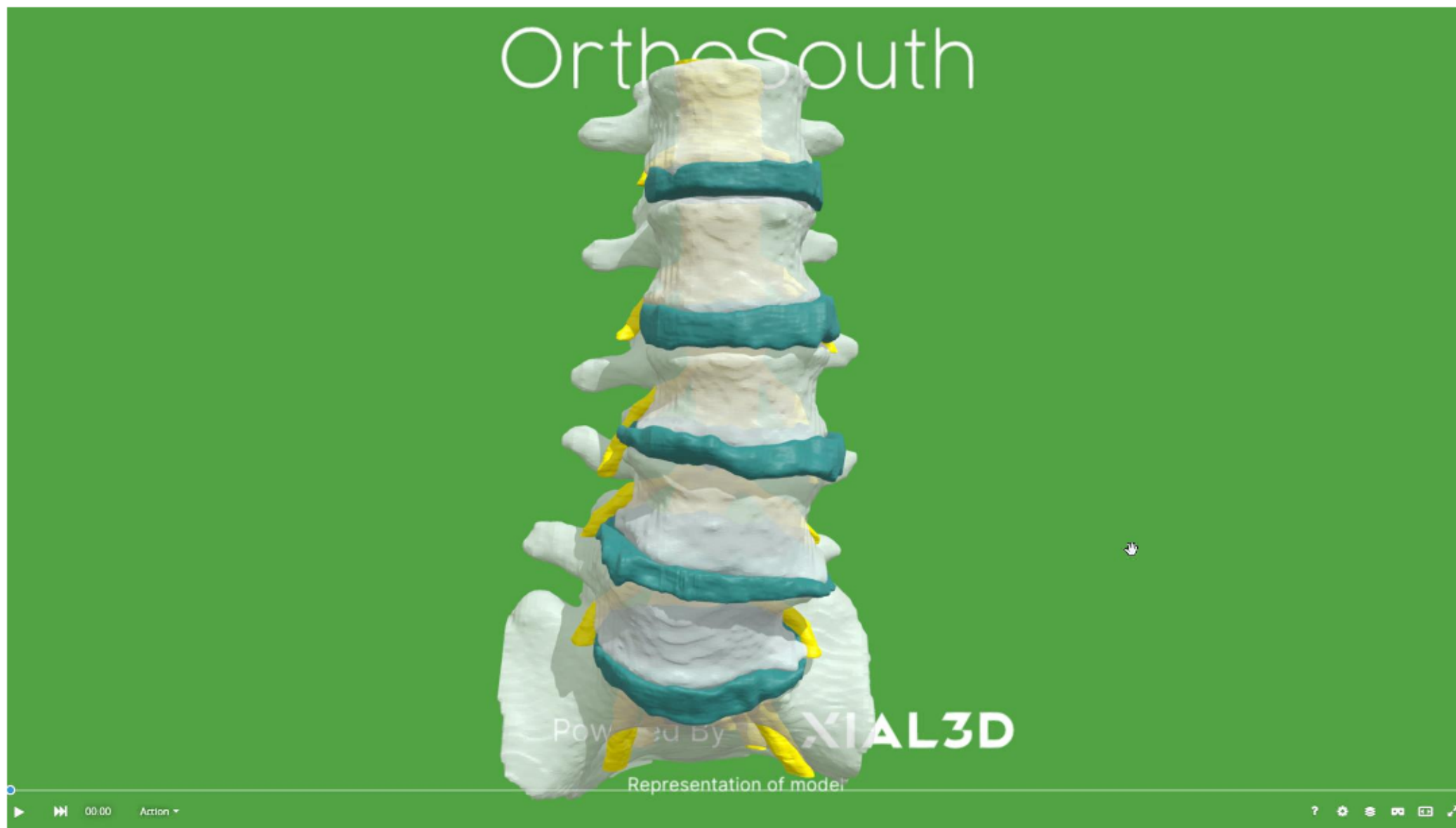


- MR images are wonderful, *but* humans are not good translating 2-dimensional slices into 3-dimensions
- Let's use AI to do this
- GE HealthCare + Ireland-Based Axial3D + OrthoSouth
- Goal: All MRI Scans Produce a High Res, High Fidelity 3D Segmentation

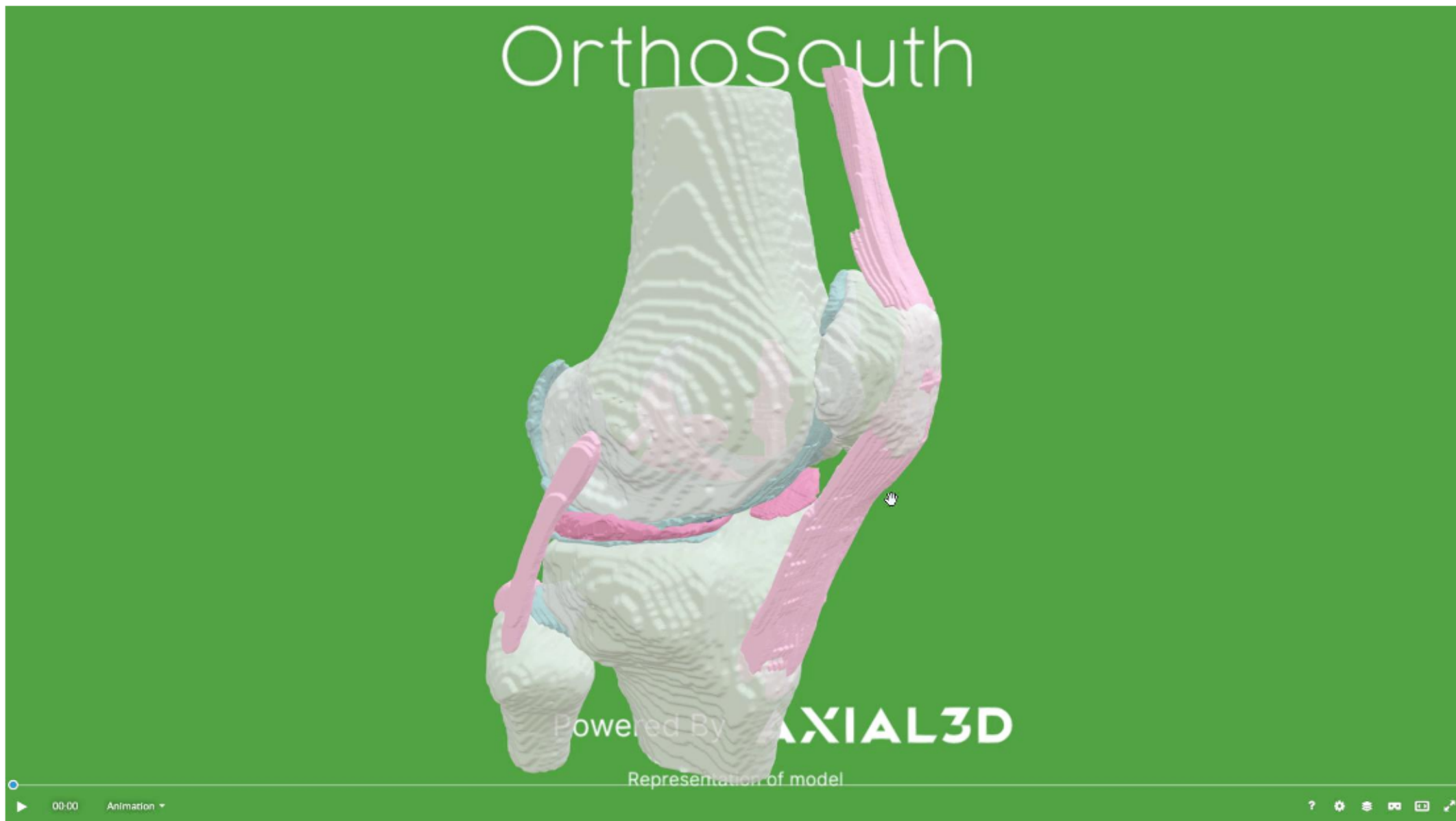
Level 2: Imaging – Piloting / Scaling



Level 2: Imaging – Piloting / Scaling



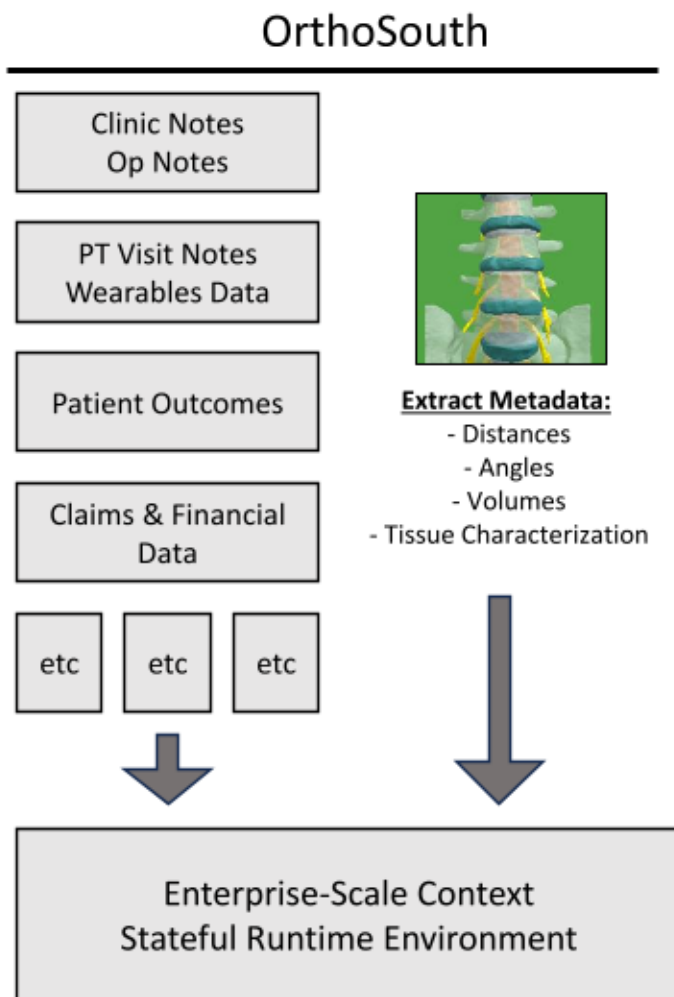
Level 2: Imaging – Piloting / Scaling



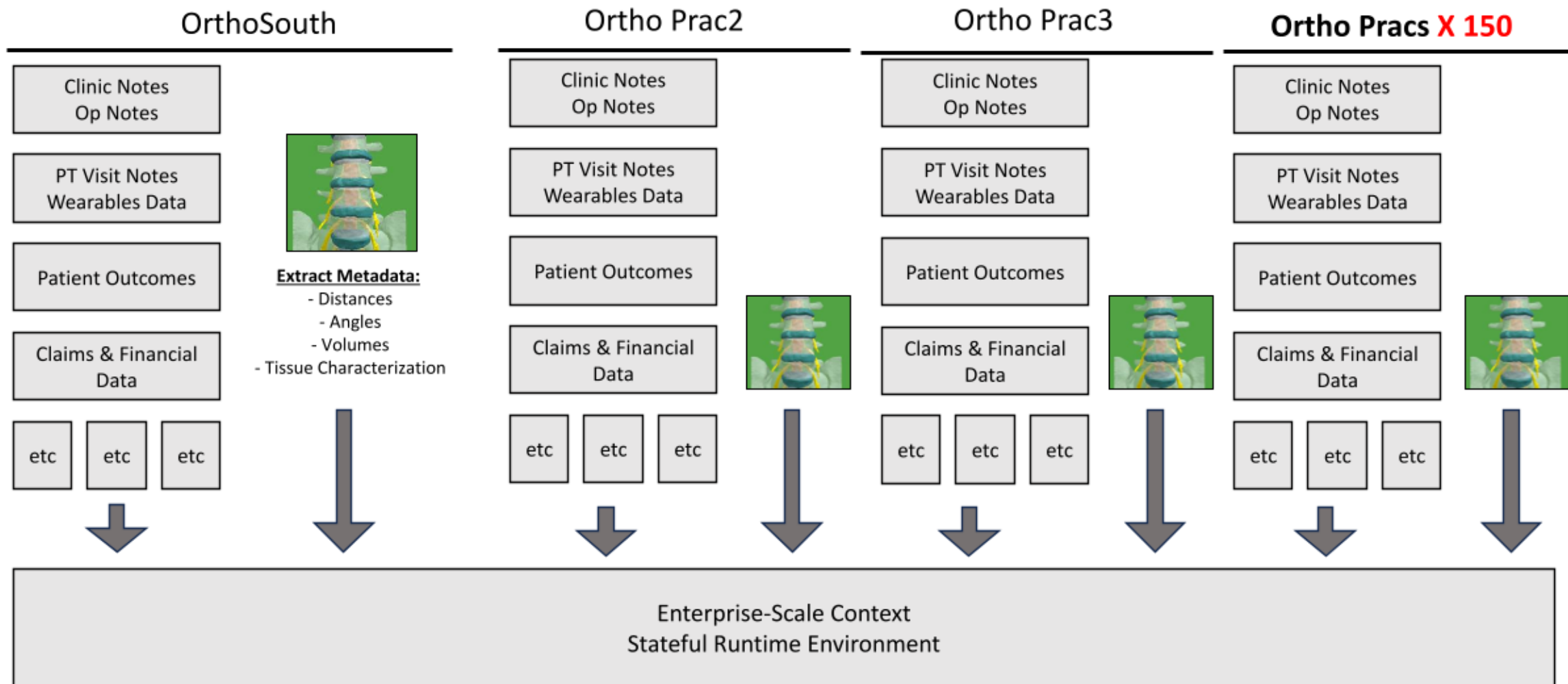
Level 2: Imaging – Piloting / Scaling



Level 3: Runtime Environment – In Development

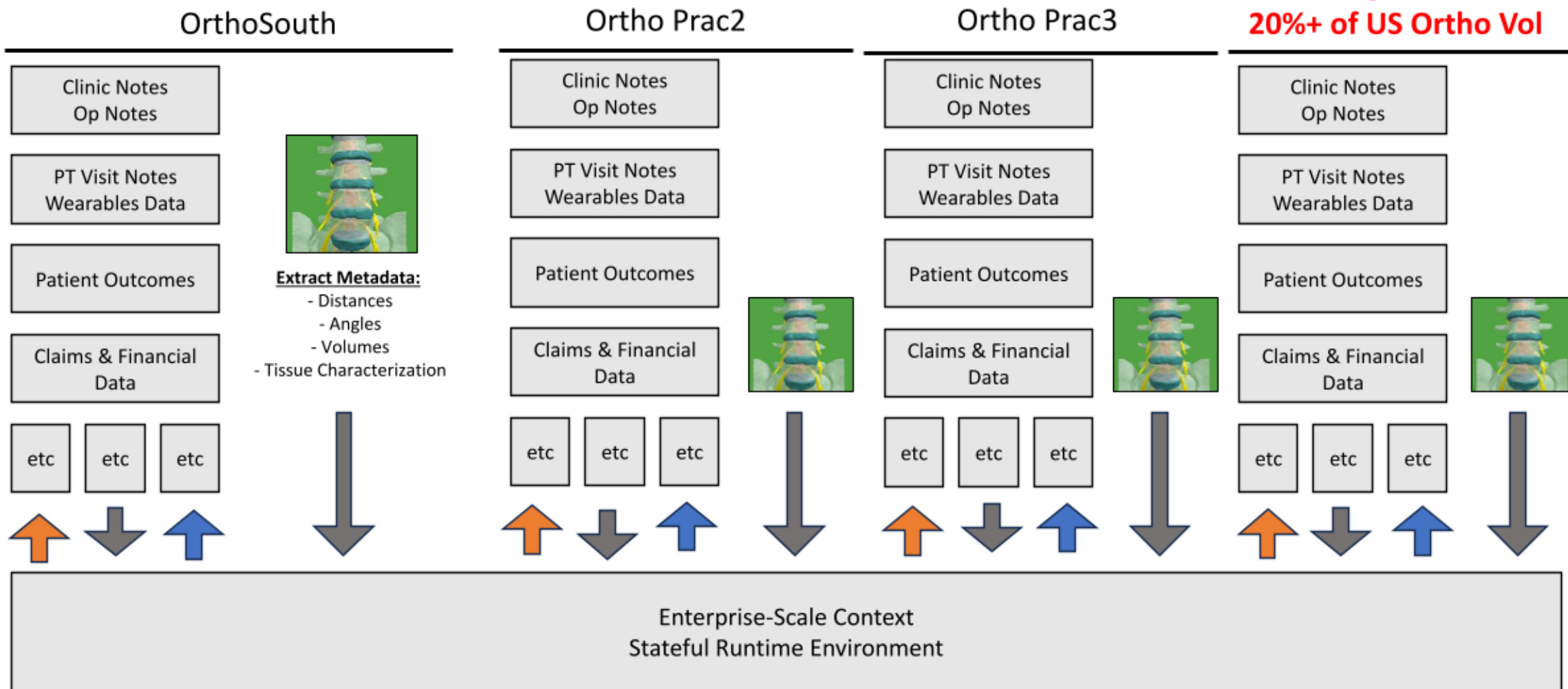


Level 3: Transformative – In Discussions with FM Providers



Level 3: Runtime Environment – In Development

Ortho Pracs X 150
5000 surgeons
20%+ of US Ortho Vol



- **Care - Physician's Most Knowledgeable Partner (Millions of Encounters)**
- **Clinic - Optimizes All Practice Operations, Eliminates Inefficiencies – Best Outcomes for the Lowest Cost**
- **System – Intelligence and Building Blocks to “Fix Healthcare” (at least in Ortho)**

Are there opportunities for us to work together?