Nova Health AI
More time for Patient Care

NOVA INSIGHTS MONTHLY

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IN THIS ISSUE

The space between visits

Care does not stop when an appointment ends. Between visits, a medication can wear off too early, discharge instructions can be forgotten, or a student can begin to struggle.

Clinicians cannot check in with everyone several times a week. AI agents can maintain that steady contact—with a real person taking over whenever judgment is needed.

NEW LAUNCH

ADHD medication management

Our program with Novel Health is live: structured check-ins help prescribers see how medication is working between appointments.

CAMPUS CARE

Student wellbeing

NOVA Connect is live with The Visibility Project at the University of Maryland, keeping students connected to human support.

AI AGENTS IN PRACTICE

NEW PROGRAM

ADHD care: replace recall with real data

"How has your medication been working since our last visit?"

That question matters—but recalling weeks of medication response during a single appointment is difficult.

On October 22, we announced the launch of our AI-supported ADHD medication management program, built with **Dr. Anmar Salman of Novel Health in Ottawa**.

How the check-ins work

- Three times a week for 90 days, patients answer a few short check-in questions about adherence, focus, when the medication kicks in and wears off, side effects, mood and safety.
- Those answers build a structured, **CADDRA-aligned** picture that helps the prescriber decide whether to maintain the dose, titrate it or change course.

Clinical safeguards

- The AI never diagnoses, prescribes, adjusts a dose or approves a refill.
- Safety concerns go to a clinician immediately, not into a queue.
- Questions about missed or extra doses are asked neutrally, never as an accusation.
- The clinic owns and approves every word of the protocol.

What a pattern can reveal

In a second Meditech Today feature, I shared a patient-reported example: the medication was working, but wore off at the same time each afternoon. Weeks of check-ins revealed a pattern a monthly visit could miss. The prescriber conversation shifted from increasing the dose to considering timing or formulation.

The takeaway: Patient-generated data is most useful when questions are specific and consistently timed. The same precise question, asked on the same schedule, can create a trend a clinician can trust.

Dr. Salman's clinical insight and commitment to patient safety shaped the design. We will share more as the program grows.

CAMPUS WELLBEING

Support for the conditions no one can see

A campus counselling centre cannot call every student every week—and many students would not pick up.

NOVA Connect is now live with **The Visibility Project at the University of Maryland**, in Phase 1 of protocol-based, AI-configured student support: quick, friendly check-ins, with a real person ready when it matters.

Three design choices matter most:

1. **The protocol belongs to the program, not to us.** The Visibility Project's staff define what counts as a concern. The system keeps a steady cadence and watches for exactly that.
2. **Escalation is immediate and human.** When a response crosses a line they've set, it goes to a real person, every time, with no exceptions.
3. **No black box, and no AI pretending to be a counsellor.** Automation does the reaching. People do the caring.

The same model extends beyond campus: regular check-ins can flag post-discharge warning signs before a readmission or help spot a chronic condition drifting off track.

FOR HEALTH SYSTEM LEADERS

Start with one population and one protocol

ADHD care, student wellbeing, post-discharge follow-up and no-show reduction share the same practical model:

- **Define the scope and measures.** Our 12-week NOVA Connect Demonstration focuses on one population, one protocol and measures agreed in advance. It ends with a report formatted for your program's reporting needs.
- **Keep clinical control.** Your protocol, your clinicians, your call. AI interprets replies against your rules; you choose the AI model to help control costs.
- **Measure the results.** Dashboards and exportable reports connect engagement to the measures you are accountable for.

The question for leaders isn't whether AI can help. It's which population in your system is going unseen between visits right now.

NEWS AND NOTES

Around Nova in October

- **HLTH 2026 judge.** I'm serving as a judge for the 8th Annual Digital Health Hub Foundation Digital Health & AI Awards, which will be presented at HLTH in Las Vegas on November 16. The strongest entries weren't the most novel. They were the ones that could show real clinical and operational impact.
- **Two *Meditech Today* features:** "AI in Healthcare: Tips for Patient Data Communication" and "Patient Data Insights That Transform Care."
- **Super Mentor.** I passed 40 mentoring sessions at The Forum and earned the Super Mentor badge.

TAKE THE NEXT STEP

Let’s talk about your care gap

- **Explore a care gap.** Book a 30-minute Health Transformation briefing: novapix.com/briefing
- **Estimate the return.** Use the Intelligent Health ROI Calculator: novapix.com/roi-calculator
- **Plan before you fund.** Get the free Clinician Patient Engagement Workbook, with 20 questions to ask before funding a patient-engagement tool: novapix.com/us/#playbook

> ***When AI steps back, care steps forward.***

#HealthcareAI #AIAgents #ADHD #StudentMentalHealth #ResponsibleAI #DigitalHealth #AIinHealthcare