

EAP - it's time for a new approach

“Modern healthcare is highly complex, comprising sub-specialised providers delivering siloed health services.

There is a pervasive view that an individual’s wellness is comprised of individual components which should be treated in isolation. Sadly, the total needs and beliefs of the patient are often overlooked.”

Dr Jamie Phillips
Medical Director, Sonder



\$500M

cost per day in lost productivity and participation (Australia wide)

15x

treatment costs increase as illness progresses from mild to severe

40.8%

of Australians are dealing with a pending or real mental health concern

Sonder is a leading Australian wellbeing and safety company, which supports over 400,000 employees and students from leading organisations. Accredited by the Australian Council on Healthcare Standards (ACHS), Sonder’s solution is a technology-driven platform supported by 24/7 safety, medical, and mental health experts. A modern, tech-enabled platform delivers unique and timely data insights to help leaders make informed and meaningful business decisions.

How is Sonder different?

Accessibility

Assessment

Treatment

Ongoing care

EAP

- 9am-5pm phone (or SMS)
- After hours call-back

- Time restricted triage mainly by inexperienced clinicians
- Symptom based approach with limited treatment options

- Limited to mental health
- Psychologist or counsellor with limited sessions

- Limited follow up – usually via extended sessions
- Case management via one-off clinician notes



Sonder



- 24/7 smartphone app
- Proactive personalised messages
- Wellbeing library for self help
- In-app chat, video or call



- Medical and mental health triage by highly experienced nurses
- Human centric, holistic methodology to treat all aspects of a person



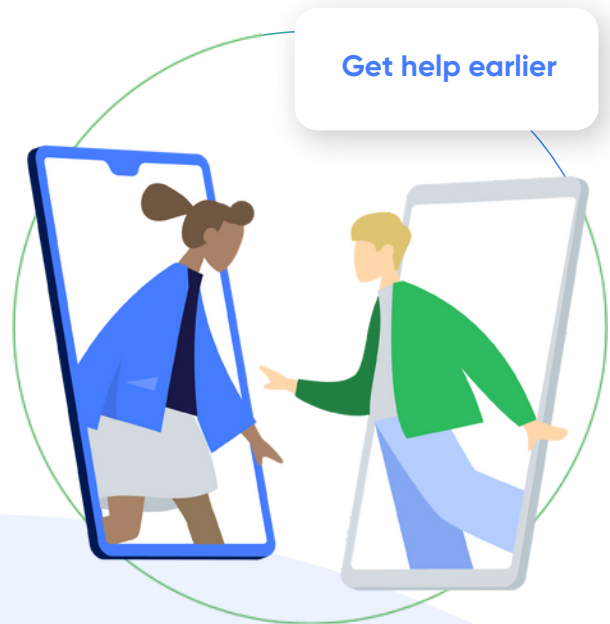
- Broad range of options via Sonder health professionals and/or specialist network partners



- 100% of cases followed up
- Electronic health record and case history
- Leader support and advice

Earlier intervention for 70% of your people

A recent Sonder survey indicated 70% of people would otherwise not have reached out unless Sonder was available and trusted to help. That's why we designed a human centric support system – to intervene early and avoid devastating consequences.



Whole person care

59% of cases have multiple issues.

Sonder offers a human-centric methodology which more accurately triages all aspects of a person's wellbeing, for enhanced long-term outcomes.

Anytime. Anywhere.

50% of outreach occurs after hours.

The Sonder app has been fondly described by customers as an "angel in your pocket" for its 24/7 access to safety, medical and mental health support. Your people deserve help anytime, anywhere. Not 9am to 5pm and not tomorrow or next week. [Contact us today.](#)

