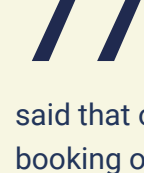


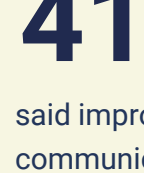
Conversational AI in Healthcare: The Path Towards an Intelligent Care Delivery

Patients today expect **virtual health services** as a standard



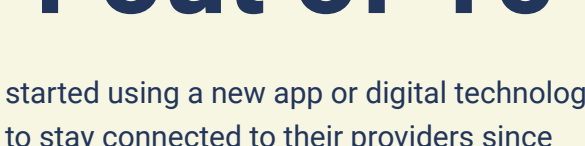
77%

said that online appointment booking or cancellation drive their choice of a healthcare provider. [1]



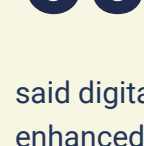
41%

said improving digital tools and communications should be a top priority for healthcare providers. [2]



4 out of 10

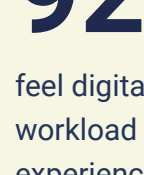
started using a new app or digital technology to stay connected to their providers since pandemic.



60%

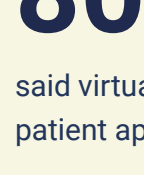
said digital technologies have enhanced their trust in healthcare providers. [3]

Clinicians say **virtual assistants will transform** the quality of care



92%

feel digital health assistants reduce staff workload and enhance patient experience.



80%

said virtual assistants will streamline patient appointment scheduling.



80%

believe virtual assistants will drive patient engagement by monitoring their health post-treatment. [4]



7 out of 10

doctors opine virtual assistants will transform the way they interact with patients.

Healthcare Virtual Assistants Are the Need of the Hour

122,000

physicians could be short in the US by 2032. [5]



90%

of US hospitals will utilize AI-powered bots to save lives and improve their quality of care by 2025. [6]

Is the Pandemic a **game changer?**

1 out of 2

clinical leaders said Covid-19 had significantly accelerated their virtual health strategy.



■ Significantly (52%) ■ Moderately (24%) ■ Slightly (24%)

Healthcare Providers Witness Spike in Virtual Consultations

14% | 2018

19% | 2020

14% to 19% at a CAGR of 10.74% in a span of 3 years (2018 -20). [7]

Breaking the Barriers: Embracing Virtual Healthcare

Challenges

VS

Solutions

66%

reported patient data security as their prime concern in the long run. [7]

Data security

74%

are currently offering training related to HIPAA to ensure on virtual platforms. [7]

62%

said interoperability and adaptability remains a challenge. [7]

Adaptability

70%

said they are currently training workforce on software, apps, and other platforms. [7]

52%

cited the lack of integration as the key challenge. [7]

Integration

40%

are likely to integrate virtual assistants into their day-to-day workflows. [8]

60%

opined additional investments into implementing digital technologies as a major barrier. [7]

Cost

\$52 BN

cost-savings will be achieved by hospitals in 2021 with AI in healthcare, North America alone contributing \$21 BN in savings. [9]

52%

said lack of an enterprise-wide strategy remains a challenge. [7]

Strategy

52%

have a digital dexterity program as part of their digital business strategy. [10]

HealthAI is the Virtual Assistant that healthcare providers need today!

Our healthcare chatbot not only transforms patient experience, but also reshapes clinical care.



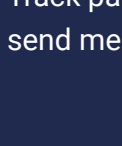
Improve patient symptom checking



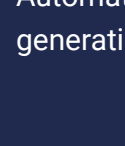
Streamline appointment booking



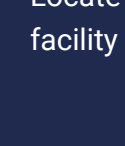
Provide video e-consultation



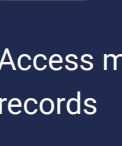
Track patient health & send medication alerts



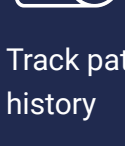
Automate billing, invoice generation & payment



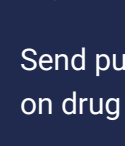
Locate nearest medical facility for patients



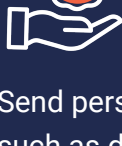
Access medical records



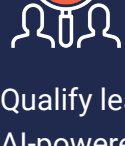
Track patient history



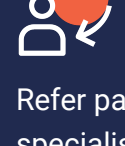
Send push notifications on drug availability



Send personalized offers such as discounts, test packages etc.



Qualify leads with AI-powered marketing

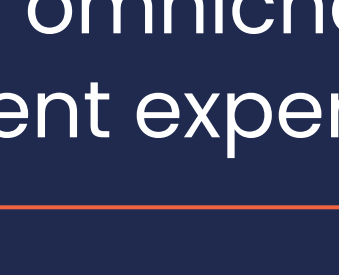


Refer patients to the right specialists or department

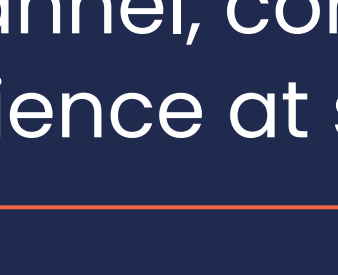
What makes HealthAI stand out?



HIPAA COMPLIANT



Pre-integrated with other EHR/EMR



Industry Standard Data Security



>85% Accuracy

Deliver omnichannel, consistent patient experience at scale

References

- [1] <https://www.careinnovations.org/resources/case-study-a-rural-clinic-pilots-online-appointment-bookings/>
- [2] <https://www.cedar.com/healthcare-consumer-study/>
- [3] <https://patientengagementthis.com/news/60-of-patients-interested-in-using-digital-communication-tools>
- [4] <https://www.healthcareittoday.com/2013/02/28/80-percent-of-us-physicians-believe-virtual-assistants-will-drastically-change-healthcare-by-2018-nuance-survey-finds/>
- [5] <https://www.aamc.org/news-insights/press-releases/new-findings-confirm-predictions-physician-shortage>
- [6] <https://arkenea.com/blog/healthcare-chatbots/#:~:text=Chatbots%20running%20on%20the%20power,quality%20of%20care%20by%202025.>
- [7] <https://www2.deloitte.com/us/en/insights/industry/health-care/virtual-health-accelerated.html>
- [8] <https://healthitanalytics.com/news/chatbots-may-be-healthcares-artificial-intelligence-entry-point>
- [9] <https://www.abiresearch.com/press/ai-save-healthcare-sector-us52-billion-2021/>
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