The Future of Healthcare Through AI

A Leadership Dialogue

The Core Pain Points of Modern Healthcare

Patient Experience & Access Barriers

Long waits ⏳, "no-shows" 🚫, poor communication 💬, and the digital divide 📊 create a frustrating journey for patients.

Workforce Burnout & Operational Strain

Staffing shortages 📉, administrative burdens 📄, and outdated technology ⚙️ are taking a heavy toll on healthcare professionals.

Financial & Administrative Inefficiencies

Manual processes 📝, denied claims 💸, and unoptimized scheduling 📅 drain resources and impact the bottom line.
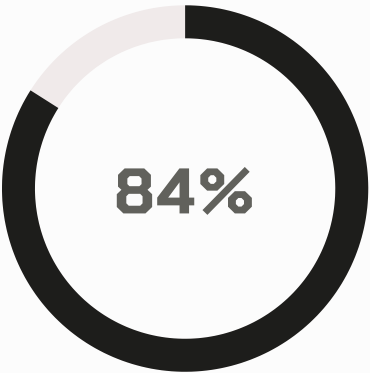
Siloed & Fragmented Data

Lack of interoperability 🔗, no single patient view 🗺️, and manual data entry ⌨️ hinder informed decision-making and care coordination.

Digital Front Door Adoption: Challenges in a Divided Landscape

Device Access Gap

97% of Americans own a cellphone, but only **85%** own smartphones capable of supporting healthcare apps, leaving millions without access1

Digital Skills Deficit

Nearly **1** in **5** Americans lack foundational digital skills needed to navigate healthcare portals, including connecting to Wi-Fi and managing privacy settings
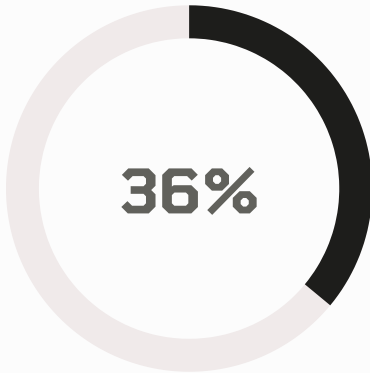
Age & Income Barriers

41% of adults **65+ lack home broadband**, and **15%** of households earning under **$30,000** don't have smartphones

84%

Phone Booking

Patients who still book appointments by calling provider offices directly

7%
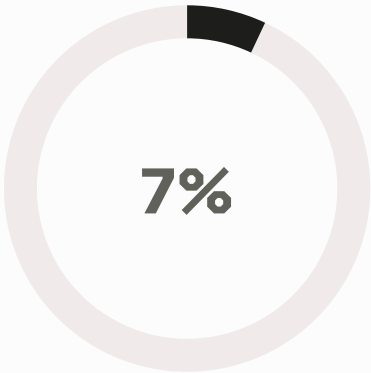
Digital Portals

Patients utilizing online portals for scheduling healthcare appointments

36%

Low Health Literacy

U.S. adults with low health literacy, compounding digital adoption challenges

1Pew Research Center, "Mobile Fact Sheet," April 2021 | 2NTIA, "A Closer Look at the Digital Divide for American Households," October 2019 | 3Phreesia, "The State of the Patient Experience: 2020," 2020 | 4U.S. Department of Health and Human Services, "Quick Guide to Health Literacy," 2020

The Future Horizon

Artificial intelligence is poised to revolutionize healthcare by transforming operations, enhancing patient experiences, and empowering clinicians.

Intelligent Automation

AI voice agents handle routine inquiries, ambient listening creates clinical notes, and IDP automates data extraction for streamlined operations.

Enhanced Patient Engagement

Personalized communication translates complex medical info, and chatbots offer 24/7 self-service for common questions and tasks.

Empowered Clinicians

Data-driven insights support diagnosis, staff augmentation frees up time from repetitive tasks, and cognitive inventory optimizes supply chain management.

Quick Poll #1: Your Organization's Top Challenges

ⓘ **Which two core pain points are you feeling the most in your organization?**

Patient Experience & Access Barriers

Workforce Burnout & Operational Strain
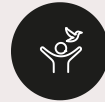
Financial & Administrative Inefficiencies

Revenue Leakage and Reimbursements

Quick Poll #2: Common Organizational Headwinds

ⓘ **What are two of the more common headwinds you see in your organization?**
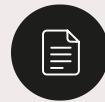
Trust & Skepticism

Workflow Disruption

IT Bandwidth and Integration

Cost & ROI Uncertainty

AI Literacy

Bureaucracy

Quick Poll #3: Key Impact Variables

ⓘ **What are the two most important impact variables to your organization?**

Cost Reduction / Time Saved

Revenue Increase

Improved Patient Experience

Improved Staff Experience

Audience Q&A: Your Top Concerns

ⓘ **Which two questions are most pressing for your organization?**

1. What is the average time-to-ROI for an AI investment in administrative functions and what are the primary revenue streams we can expect to impact?

2. What does the typical implementation timeline look like, and what level of IT and staff support is required from our end to ensure a smooth transition?

3. Our EHR and other systems are often siloed. How does an AI solution integrate with our existing legacy systems to avoid creating more fragmented data?

4. We're concerned about staff burnout and shortages. How can AI specifically alleviate administrative burdens for our current staff, and what is the training process to get them up to speed?

5. What is the proven patient adoption rate for AI-driven digital front door technologies, and what strategies do you recommend to overcome the "digital divide" we see in our patient population?

6. With so many AI solutions on the market, what key metrics and questions should we use to evaluate different vendors to ensure we're making a sound, long-term investment?

7. Given the sensitive nature of patient data, what specific security protocols are in place to ensure compliance with HIPAA and protect against data breaches?

8. As our practice grows, will the AI solutions scale with us, and what is the cost structure as we increase patient volume or add more physicians?

9. How do we maintain a personal, patient-centric approach to care when introducing AI and automation? We want to avoid a "cold," impersonal patient experience.