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# Artificial Intelligence in HealthCare

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[www.mbisolutions.net](http://www.mbisolutions.net)

# SUMMARY

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Artificial Intelligence (AI) is now the heart and soul of technological growth. Practically every field or domain be it Banking, Space, Military, Automobile or Manufacturing has seen the maturity and scalability due to AI. HealthCare is no exception and today's success to bring corona vaccine to the market at warp-speed was also possible due to the Technology Prowess of AI - ML, Data Science, Analytics & Automation or AI = MLDS+A2.

Healthcare industry has streamlined its operations more effectively using the latest & greatest technologies like AI/ML that facilitates the workforce in gathering data from multiple sources (touch points), processing the data, and generating the insightful reports for informative decision making.

AI facilitates users in achieving Health Informatics. Here are few scenarios how AI is helpful in Healthcare:



- Clinical Trials – more so during Phase II & III
- Risk Assessment - Claims Management
- Robotic Operations – Health and Neurology
- Virtual Nursing Assistance – Tele Health

## AI Powered Robotic Process Automation (RPA)

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AI powered chatbots that are trained using Natural Language Processing (NLP) are more approachable and convenient to gather right & pertinent info from patients (members) thus able to resolve their queries regarding bill payments, appointments without human intervention. AI-ML enabled IVRs are now able to triage and share first hand non-clinical advices and consulting on the basic health issues to save Physicians / Doctors time by utilizing the knowledge base in the backend that allowing experts to focus on other important tasks.



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*Recent studies proved that IVR assistance / virtual assistance could help healthcare industry to save about \$15B ~ \$20B annually .*

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*Source: World Economic Forum (WEF)*

AI powered IVR Assistance with cognitive capabilities also facilitates users/patients by responding to queries via emails, text & calls. AI also manages medical information by sending follow-up reminders, schedule appointments for healthcare professionals.

Reliable Risk Prediction by utilizing Electronic Health Records (EHRs), EHRs provide a holistic view of patient data. AI powered RPA solutions facilitates healthcare providers in automating the administrative task like capturing patient information from the on-boarding form in timely, accurate, and reliable manner.

## Risk Assessment

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AI powered solutions will automatically monitor and perform risk assessment with claims management by providing insightful reports for better decision making.

AI powered RPA will automatically update the status of the claim process from reviewing the claim, verifying the policy & coverage, performing fraud analysis and send instructions to the bank to pay for claim settlement. RPA will reduce human intervention in insurance claim processes and can auto-report the claim, update the system and inform the customer.



## Benefits

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Artificial Intelligence has provided a significant improvement in healthcare industry from medical imaging, automated clinical decision-making, and better prediction in treatment plans.

- ⇒ AI Powered wearables with healthcare technologies serve smart device users by analyzing the data by tracking the blood pressure, heart rate and provide alerts to the user and healthcare professionals on potential health issues
- ⇒ AI powered healthcare eco-system will understand and predict more of our health condition based on the available EMR & EHR charts. It means the eco-system can predict when an individual may develop potential health issue in future
- ⇒ Patient 360°, it reduces the waiting time and streamline the workflow at clinical centers. With the accessible prior medical & health data from multiple sources, AI facilitates the healthcare professionals in faster & better decision making on the patient health condition



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