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How Conversational AI Is Improving Healthcare

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Contents

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1. Why Conversational AI Matters In Healthcare

In this eBook we will explore how Conversational AI can positively impact patient care, improve operational efficiencies, support overworked healthcare workers and automate processes.

The healthcare sector, both private and NHS, is under an increasing amount of pressure due to lack of resources and growing patient demands. This innovative technology has the power to create a stable support system, now and in the future.

Conversational AI has the capability to learn and adapt to the needs of your staff and patients, allowing room for greater demand as the population continues to increase in age. It is predicted that by 2050, one in four people in Europe and North America will be over the age of 65 [1], so, by leveraging this technology now, the healthcare industry can prepare for the impending increase in demand.

> '**Healthcare spending is simply not keeping up. Without major structural and transformational change, healthcare systems will struggle to remain sustainable.' – McKinsey**

1. Why Conversational AI Matters In Healthcare

What Is Conversational AI?

Conversational AI in healthcare creates a new way for healthcare workers to engage with patients, colleagues and the wider healthcare service network, reducing workload, while simultaneously streamlining admin tasks and freeing up time to spend on critical healthcare services.

This is all done by automating interactions via intelligent conversational interfaces, that use Machine-learning and Natural Language Processing (NLP) to create personalized, human-like engagement between the user and the healthcare provider computer systems. Not only that, this technology is available 24/7 at a time suitable for its user and can be accessed through web, mobile apps, mobile messaging, telephony and even via home voice assistants such as Amazon Alexa or Google Home.

AI Powered Chatbots and Intelligent Virtual Nursing Assistants are able to take care of everything from patient registration, symptom triage and assessments, to holistic support, discharge planning and follow up appointments, all without the need for human intervention. This allows patients to benefit from a faster, more efficient service, creating better quality patient experiences that improve overall satisfaction and health.

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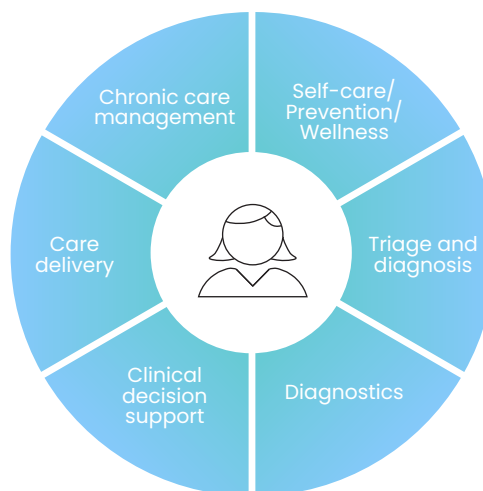# 2. Conversational AI Growth Trends In Healthcare

> **90% of large healthcare organizations have already implemented an AI and automation strategy, an increase of 37% since 2019. –Statista**

Patient adoption of certain technology in healthcare is on average just 10%. This low rate of technology adoption is primarily due to a lack of user-friendliness. Conversational AI technology overcomes these adoption barriers due to its simple nature. [2] It was reported that in 2021, 41% of UK respondents would feel comfortable using an AI powered app to determine a diagnosis. [3]

According to a report by Mckinsey, these are the six core areas where AI solutions are already having a direct impact on patient experiences, and the 3 mentioned below still require further AI scaling in the future. [1]

Areas of impact for AI in healthcare

| Improving population - health management | Improving operations | Strengthening innovation |

McKinsey & Company

2. Conversational AI Growth Trends In Healthcare

AI Powered Chatbots

AI powered Chatbots offer patients a new, more efficient and simple way to communicate with healthcare providers without the need for human intervention. This not only creates a better patient experience, with higher satisfaction level, but importantly can significantly reduce the workload pressure on staff, whilst ensuring that the quality of patient care remains consistent.

Intelligent Voicebots

With Intelligent Voicebot interactions predicted to be present on over 8.4 billion devices by 2024 [5], Voice Health Assistants can be integrated into healthcare call centers to provide an efficient first point of contact for users. Intelligent Voicebots are capable of offering patients support and advice for their issue, as well as the ability to gather relevant information before the patient is transferred to a human member of staff.

Sentiment Analysis

When it comes to healthcare support, it is vital to take into consideration patients' sensitive situations, in order to communicate in the most appropriate and considerate manner. AI Powered Chatbots and Intelligent Voicebots are able to use sentiment analysis to assess emotion and tone of voice, to ensure that responses are as human-like as possible and to prioritize when a call should be transferred to a human agent.
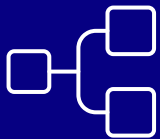
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3. 6 Ways Healthcare Can Use Conversational AI

1 24/7 Patient Support

Patients have access to 24/7 support, whether they are looking for a quick answer to a question, would like to make a claim or need support for a more complex issue without the use of a human agent.

2 Symptom Checking

If the situation does not require emergency attention, AI Powered Chatbots offer patients accurate, real-time symptom assessments. AI technology sifts through a database of symptoms and narrows down which condition fits the patient's answers. From there the patient will be advised on what next steps they should take and the level of urgency.

3 Appointments

Intelligent Virtual Nurse Assistants can take care of the entire appointment scheduling process, with follow up appointments and the set up of automated reminders to go directly to the patient.

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3. 6 Ways Healthcare Can Use Conversational AI

4 Post Treatment Care

During the patient's journey, the quality of care doesn't end until they have been completely discharged. AI Powered Chatbots and Intelligent Virtual Assistants have the capabilities to create tailored post-care patient planning and guidance, as well as relapse preventative planning.

5 Data Collection

Conversational AI collects important patient data in a secure and organized manner. This data helps the machine learning element of Conversational AI to continue improving its accuracy, while also offering healthcare organizations a more in-depth database for key analytics and insights.

6 Automating Admin Processes

Healthcare administrators can pass everyday tasks over to Conversational AI tools, enabling them to work more efficiently and increase general staff morale. AI Powered Chatbots are able to complete simple tasks, such as new patient registration, or more complex tasks involving rapid clinical assessments.

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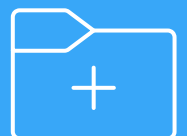
4. How Can Conversational AI Help?

Our Conversational AI platform is pre-loaded with data, and features that help healthcare professionals keep up with the growing demands of patient care and the day-to-day running of the organization.

Our platform quickly understands the issues and pain points of your patients and staff members so that you can continue to deliver the highest quality of patient care, while also ensuring that your staff have sufficient support.

Enhancing Patient Care

• Access to quick and personalized patient support

• 24/7 support at a time that suits the patient

• Simplified patient registration and appointment scheduling without the need for human intervention

• Reduces stress and frustration from long waiting times

Supporting Healthcare Professionals

• Save time and free up important resources through automating processes

• Improve staff morale and productivity by reducing workload stress

• Assist healthcare professionals in providing accurate patient data and results

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5. Choosing A Platform

Making the decision to employ Conversational AI is the first step, but choosing the right partner is fundamental to increase the chances of its success.

OpenDialog are experienced in providing Conversational AI solutions for healthcare organizations, helping them to increase efficiencies and improve the quality of patient care.

Why OpenDialog?

More capacity with Fewer Human Interactions. OpenDialog Intelligent Assistants can automate over 80% of all interactions v the industry average of 30%

**Significantly Reduce costs** by improving efficiencies and streamlining processes.

OpenDialog offer an easy-to-implement platform. Build new Conversational AI services and deploy in just weeks with no need for large teams of developers.

Improve your patient experiences with a faster, more efficient service.

Our solution is tried and tested. Meet growing patient demands with personalized, 24/7 support.
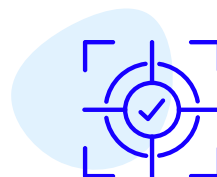
Scale and manage multiple services. Deploy Conversational AI across the entire organization with a single, easy to use platform.

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6. Why OpenDialog

> **AI can help remove or minimize time spent on routine, administrative tasks, which can take up to 70 percent of a healthcare practitioner's time. – McKinsey**

OpenDialog AI are a Conversational AI software company.

We use artificial intelligence to create sophisticated, human-like AI Powered Chatbots and Intelligent Virtual Assistants to help organizations automate complex business processes. Our Conversational AI software can accurately interpret speech and text, helping to provide excellent patient experiences as well as supporting healthcare providers and improving cross-team collaboration.

Balancing designer and developer needs can be both complex and expensive, which is why we ensure that our software is quick and easy to deploy without the need for expensive teams or technical resources.

By removing complexity from the conversation, we help businesses build fruitful and cost-effective futures, focused on creating human-like experiences and accurate support for patients.

Talk To An Expert

Request a demo to access your personalized showcase of how OpenDialog Conversational AI is positively impacting both healthcare providers and their patients.

Book A Demo   **Talk To Us**

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