



CONVERSATIONAL AI IN HEALTHCARE

Bringing a human experience back to care



Telehealth is the distribution of health-related services and information via telecommunication technologies

It allows long-distance patient and clinician contact, care, advice, reminders, education, intervention, monitoring, and remote admissions

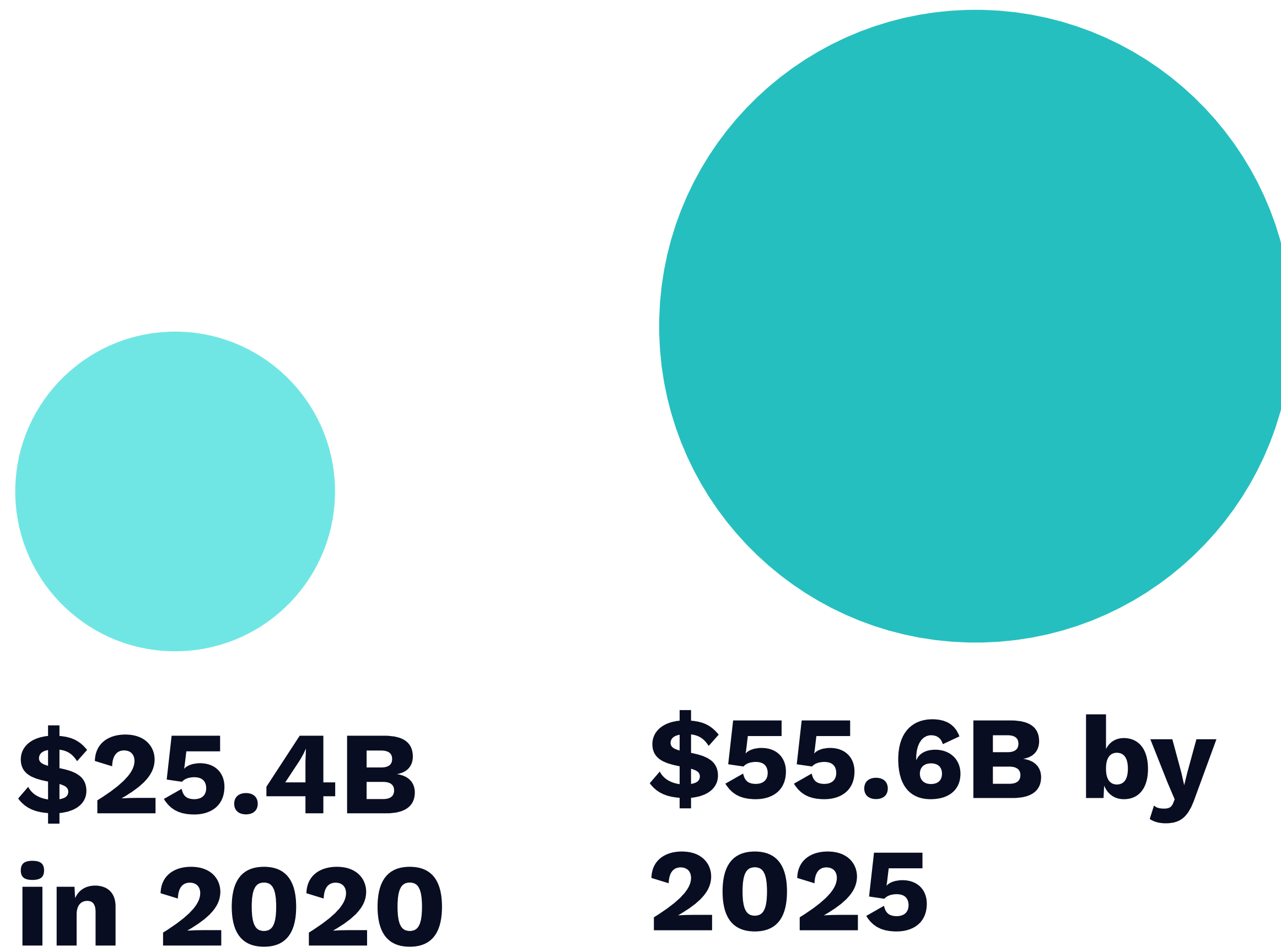


Conversational AI is a large and substantial part of telemedicine

It brings interactive, patient-centric approach to healthcare services through the usage of smart bots and virtual assistants



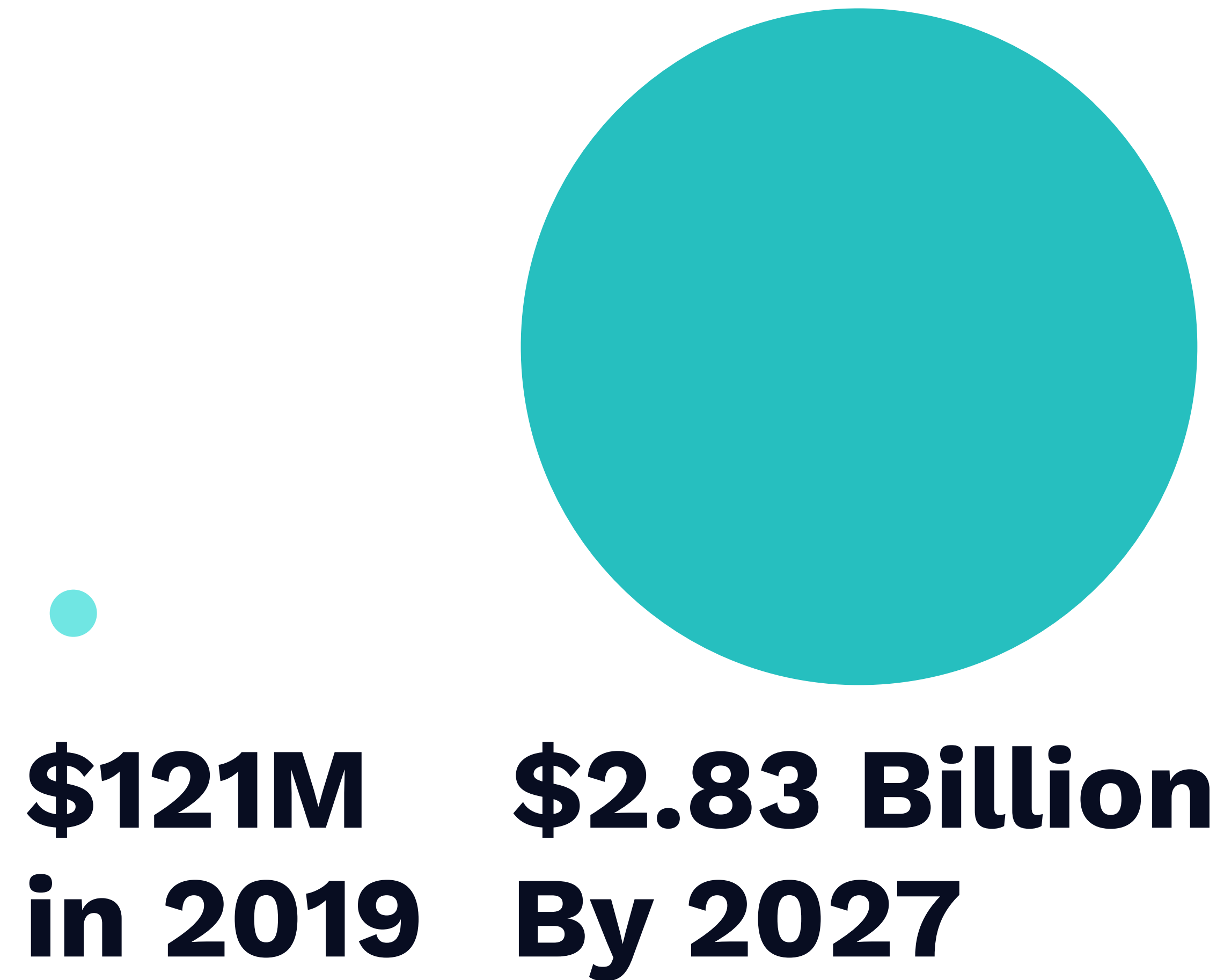
Global telehealth market size



The growth of telehealth is mainly driven by the following factors:

- The growing population and the need to expand healthcare access
- The rise of chronic diseases and conditions
- The shortage of medical staff
- Advancements in telecommunications
- Government support
- The increase of patient awareness

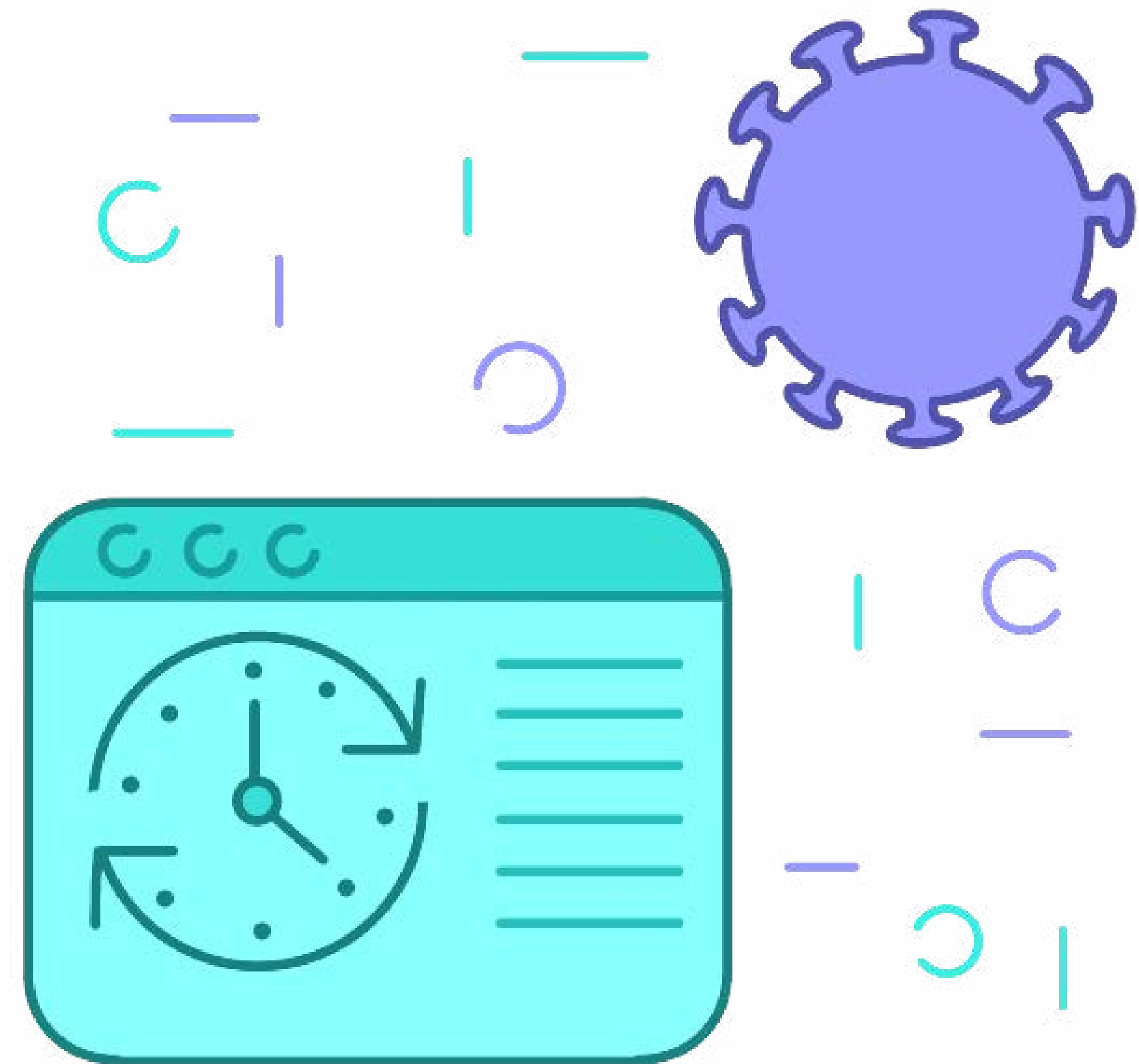
The global healthcare chatbots and virtual assistant market is growing too



The COVID-19 has accelerated the importance of healthcare technology

Clinician burnout and undersupply of healthcare workers could lead to low-quality care

But with patients' data and AI physicians can easily determine the optimal care for a patient



Patients already use voice assistants to address their health issues:

73% ask about illness symptoms

38% look for hospital, clinic, or urgent care center location

46% search for medication information

28% ask about nutrition information and look for a doctor

Healthcare providers have to meet patient demand and offer a virtual consultation as part of their service:

42% of U.S. adults delayed or avoided seeking in-person care during the pandemic because of concerns about COVID-19

50% of patients confirmed they had used a telemedicine service

69% of patients said easy-to-use technology would encourage them to book an appointment

47% of patients said immediate appointment availability would grow the adoption of virtual consultations

93% of patients said they would use telemedicine to manage prescriptions

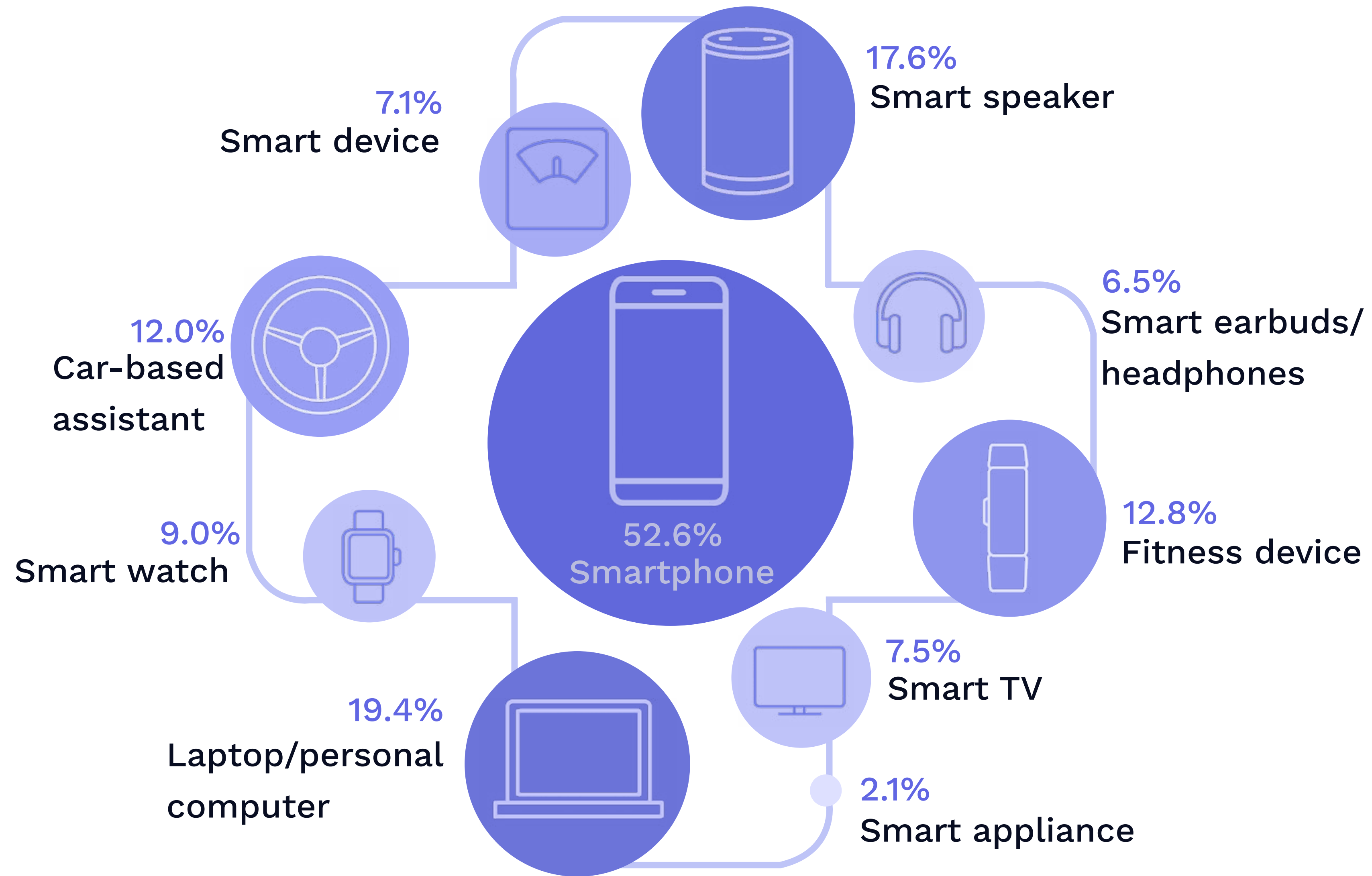
74% of millennials prefer telehealth visits to in-person doctor exams

Healthcare is becoming a part of every day routine

52% of consumers want to use voice assistants for healthcare use cases. All of these say they want to do so using a smartphone

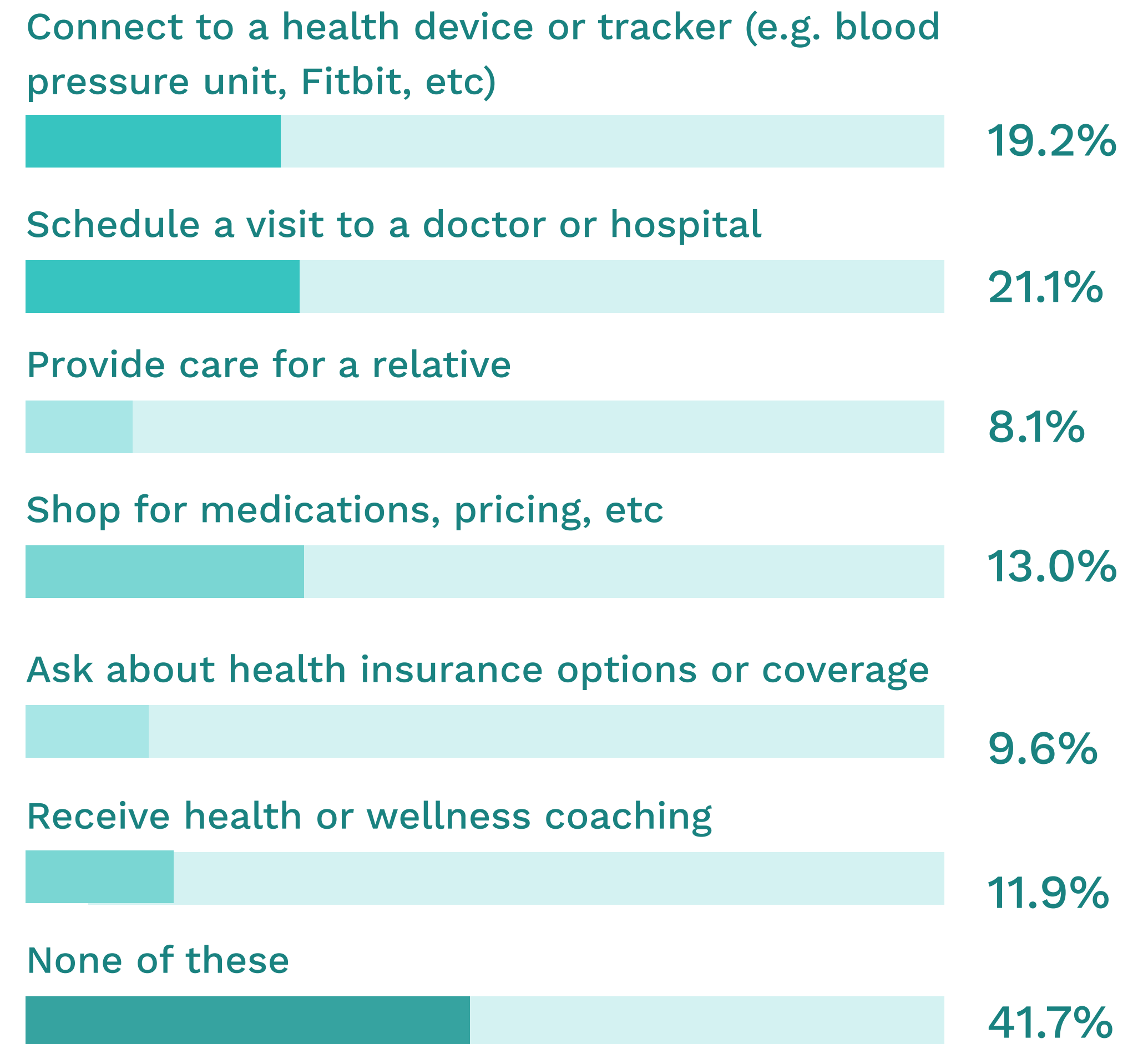
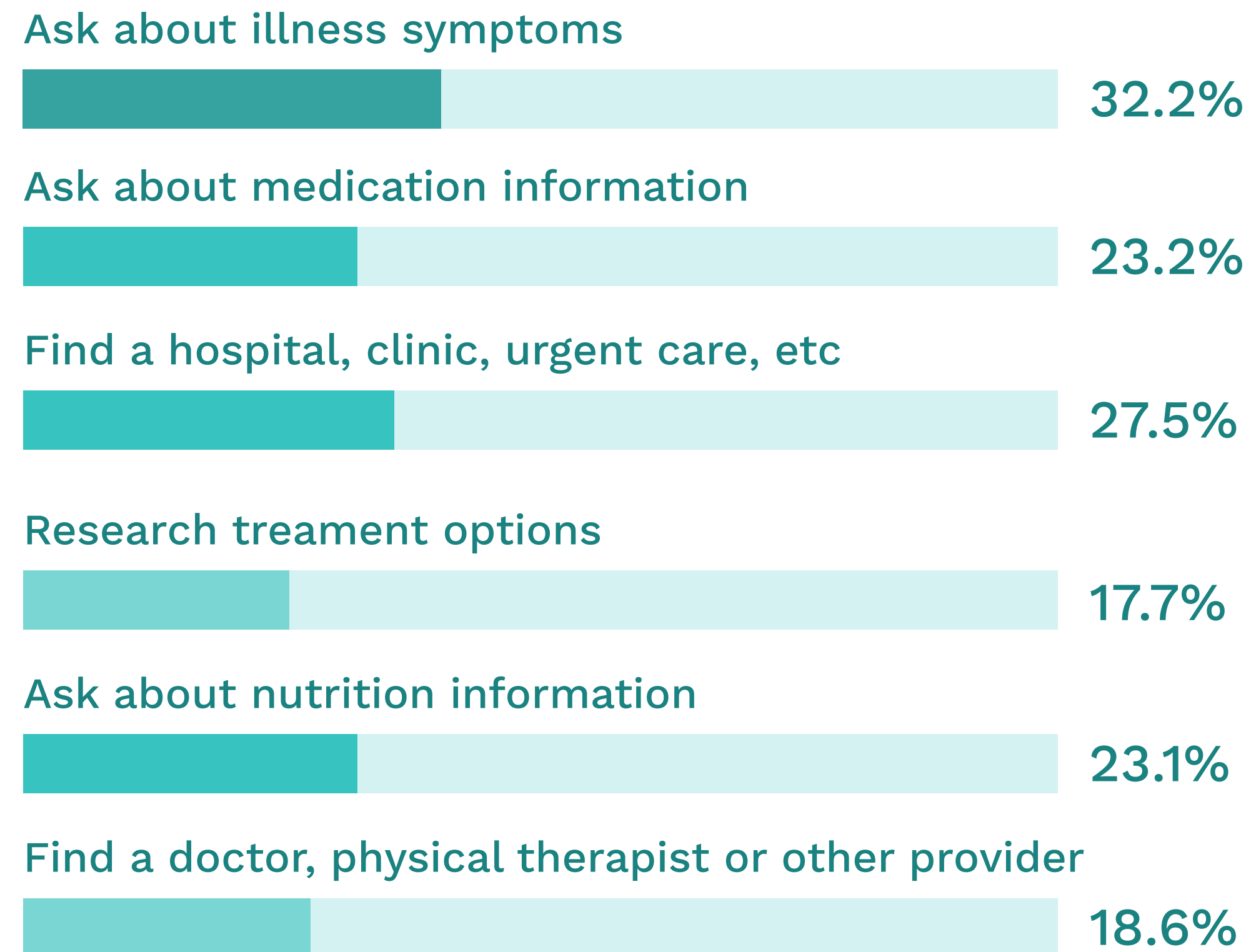


Voice-interactive devices consumers prefer for healthcare use cases:



Consumer experience with healthcare use cases on voice assistants

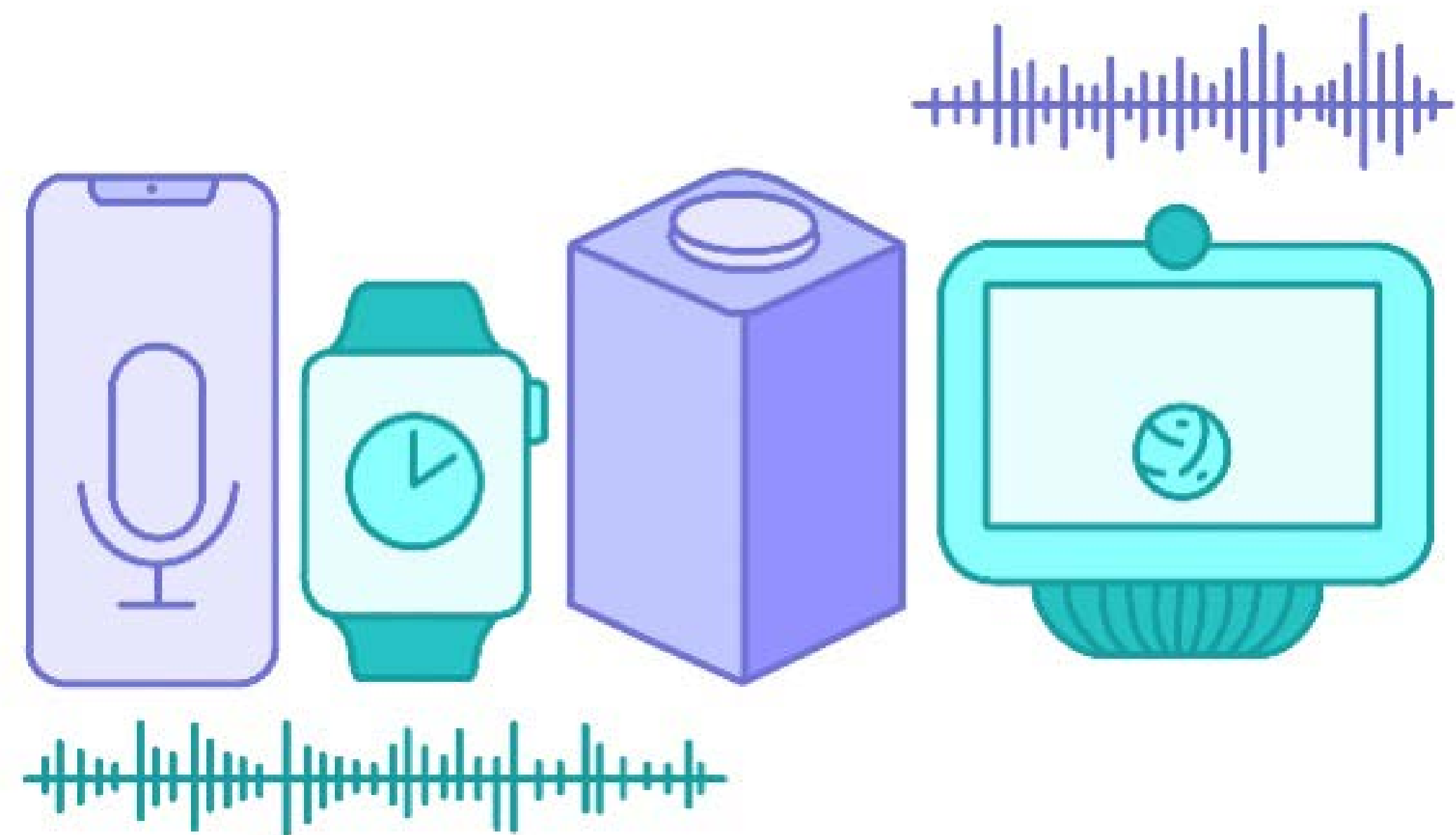
Getting care information and scheduling appointments are the top use cases before and whilst the COVID-19



Voice technology use cases in healthcare

The most common type of voice app is focused on sharing information, but there are some more adventurous solutions that enable complex features such as appointment booking:

- Assistance to medical practitioners
- Personal health advisory
- Resolving FAQs
- Hiring and training of employees
- Appointment bookings and remote consultations
- Personal health apps



Technology trends to look forward to

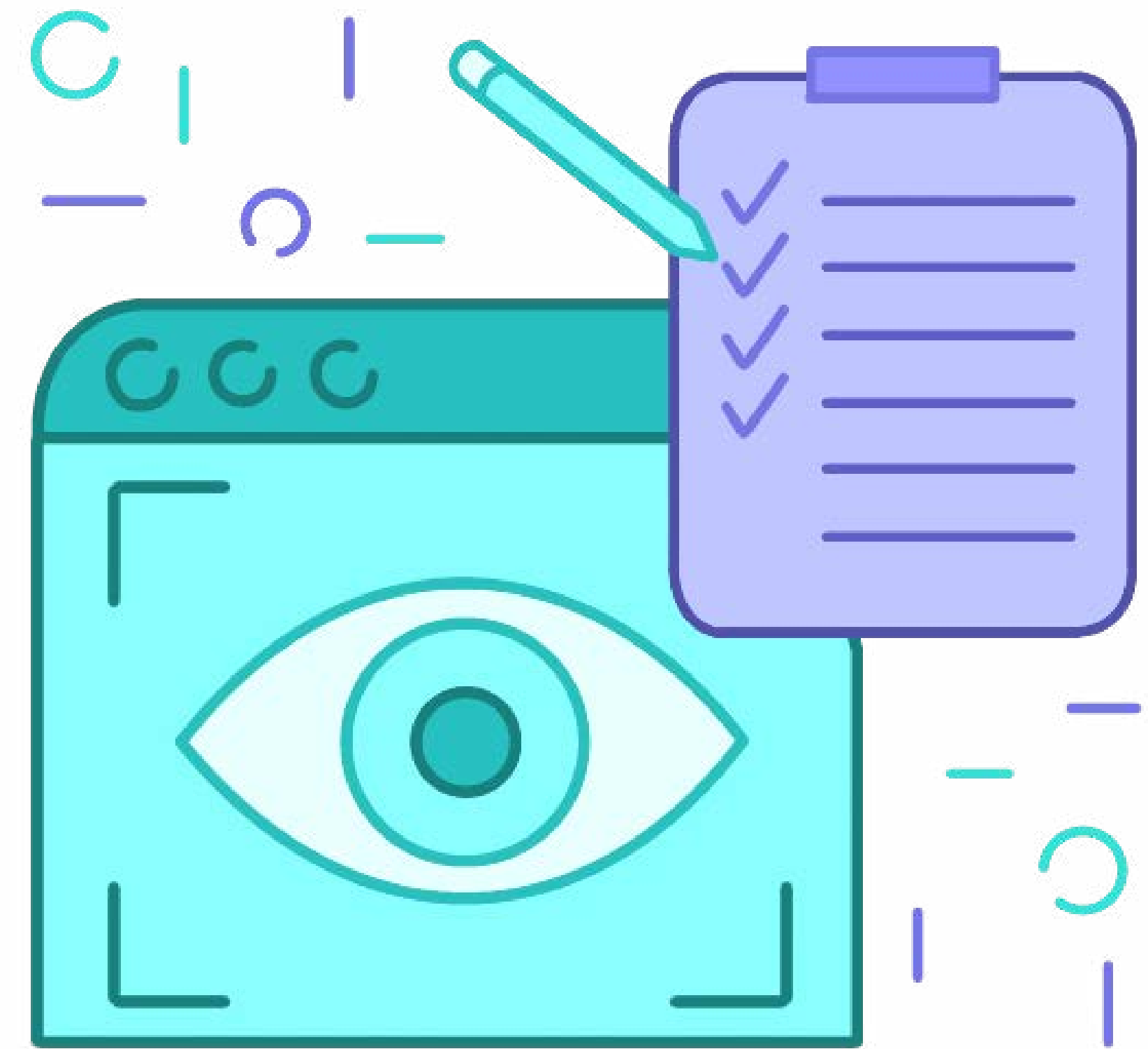
- Suppliers harnessing PaaS deployment models as technological transformation gathers pace
- Availability of low code and no code chatbot development platforms
- Demand for technical integrations and personalization complementing cognitive intelligence
- End users relying on conversational AI bots to partially automate mundane operations
- Suppliers integrating capabilities offered by conversational AI into healthcare chatbots
- Healthcare chatbots with AR capabilities

Conclusion

With rising life expectancies people will need a long-term monitoring for a comfortable living. Smart bots, health assistants, and AI-powered robots can ensure that care.

Bring a human experience to healthcare with human-like conversations

With conversational AI healthcare providers can effectively serve patients, unify workflows, reduce rework, and help physicians – all done with a human touch and thought



About Just AI

Just AI provides a full stack of customizable tools that cater to the needs of all kinds of audiences interested in voice tech and conversational interfaces — from game developers and voice assistant skills developers to SMBs and enterprises. Nearly 100 enterprise clients rely on Just AI products for complex Conversational AI projects in banks, fintech companies, insurance, retail, telecom, FMCG, transportation, CX centers, etc.

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Sources:

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