Generative AI Use Cases in Healthcare | Now, Near & Far

Patient & provider use cases show where opportunities are

PERCEIVED RISK

NOW
Market maturity or need to have outcomes in the next 6-12 months

PATIENT
- Symptom alerts
- Chatbot/Virtual Assistant
- Summarizing referral documentation

PROVIDER
- Insurance prior-authorization
- Language translation
- Coding suggestions
- Diagnostic assistance (radiology & cardiology for Pediatrics)

NEAR
Optimistic use cases that will come to market in the next 1-2 years

PATIENT
- Automated patient touchpoints
- Personalized care plans
- Patient education/support
- Individual health risk prediction

PROVIDER
- Clinical information retrieval
- Generate clinical notes & summaries
- Analyze laboratory results
- Diagnostic co-pilot (radiology & cardiology)

FAR
Emerging use cases that will require extensive testing and development (3-5 years)

PATIENT
- Mental health chatbot
- Personalized health recommendations

PROVIDER
- General diagnosis and treatment of common diseases
- Chronic condition care management
- Digital therapeutic treatments
- Synthetic data for use in clinical research

PERCEIVED IMPACT

Source: Exploring the potential of generative AI in healthcare