

# AI in Health Information

## A Patient's Journey

### AI APPLICATION DOMAINS

#### Administrative

Streamline administrative tasks, enhance efficiency, and support content creation

#### Non-Clinical

Support operations and patient interactions without direct clinical decision-making

#### Clinical

Directly involve patient diagnosis, treatment, and care delivery

### Glossary

|       |                                    |
|-------|------------------------------------|
| AI    | Artificial Intelligence            |
| NLP   | Natural Language Processing        |
| OCR   | Optical Character Recognition      |
| GenAI | Generative Artificial Intelligence |
| RPA   | Robotic Process Automation         |
| ML    | Machine Learning                   |
| CAC   | Computer-Assisted Coding           |



Support patient-centered operations driven by patient interactions but not directly a part of a patient's journey.

| Privacy & Security Reporting                                                 | Compliance Monitoring           | Population Health & Data Analytics Reporting    | Training Materials                    |
|------------------------------------------------------------------------------|---------------------------------|-------------------------------------------------|---------------------------------------|
| AI TYPE<br>Security Orchestration, Automation, and Response (SOAR) platforms | AI TYPE<br>Predictive Analytics | AI TYPE<br>Summarizes Data & Customizes Content | AI TYPE<br>Content Creation (ChatGPT) |
| AI TOOL<br>Monitors Violations                                               | AI TOOL<br>Risk Monitor         | AI TOOL<br>Report Generator                     | AI TOOL<br>Presentation Generator     |