



Shaping Healthcare Possibilities

Success Story

Developing an intelligent assistant for real-time care team support

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The Challenge

- The client is a renowned non-profit American medical center known for its comprehensive patient care, medical research, and education.
- Client's Center for Digital Health (CDH) engaged in developing products using **state of the art digital technology**
- CDHs –Emerging Products Team was tasked with experimenting with **digital technologies and developed solutions** to meet business needs
- As a part of CDHs care team enablement program Emerging products was tasked with development of **an Intelligent Assistant**, for care team for real time assistance and support

Information
extraction (IE) from
unstructured data

Digital
Transformation

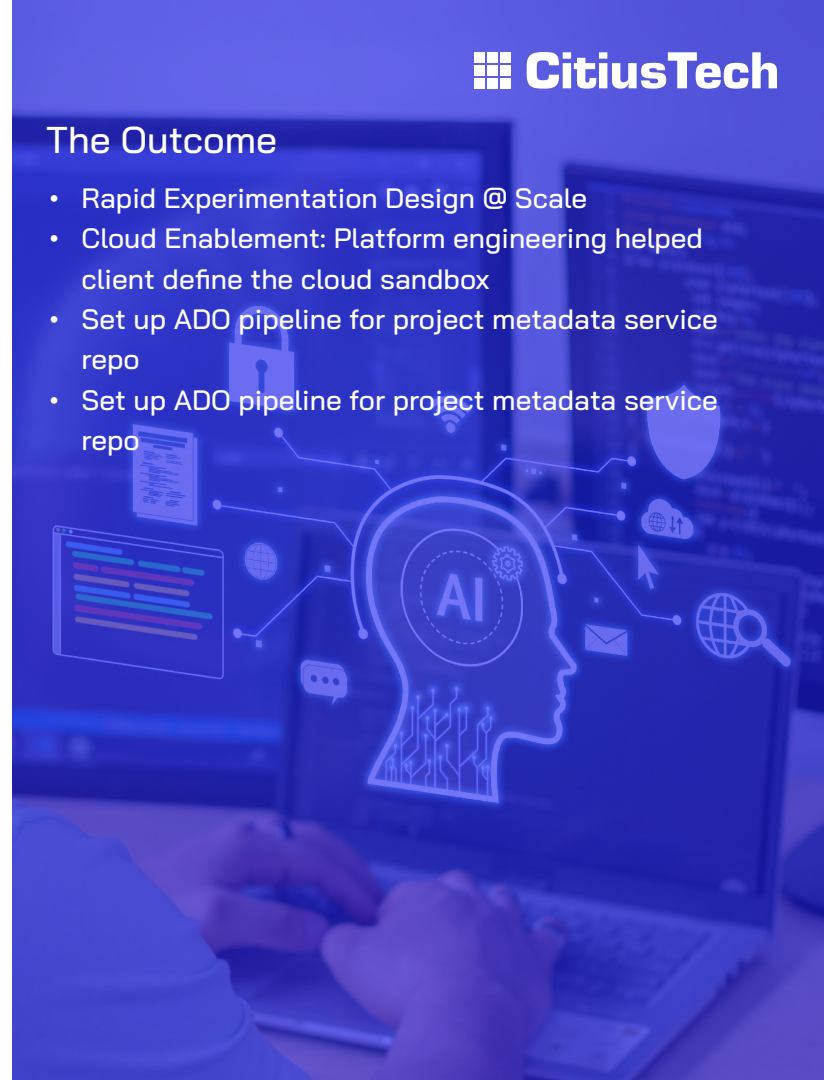


The Solution

- Expert Consult is the first experiment under the **Intelligent Assistant suite**
- Expert Consult will allow care team members to engage the right expert at the right time, with built in **ML models** to support expert recommendations
- Solution developed to **define and prioritize medical/clinical expertise** by leveraging objective markers using data
- Solution developed with the ability to understand **natural language and extract medical entities** and concepts (CPT and ICD codes)
- Product **reduced the cognitive load** for care providers to remember experts & rely on own networks
- Designed and developed an intuitive and user-friendly interface for radiologists
- Implemented GenAI algorithms to provide intelligent hints and suggestions for report improvement
- Integration of AI models with the reporting workflow, and transcribe service for real-time dictation
- Rules based In context input to LLM prompt to ensure mandatory parameters for the relevant sections are mentioned in the report for completeness

The Outcome

- Rapid Experimentation Design @ Scale
 - Cloud Enablement: Platform engineering helped client define the cloud sandbox
 - Set up ADO pipeline for project metadata service repo
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Thank You

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