

Navigating the \$47B Healthcare AI Race

A strategic guide for tech services leaders

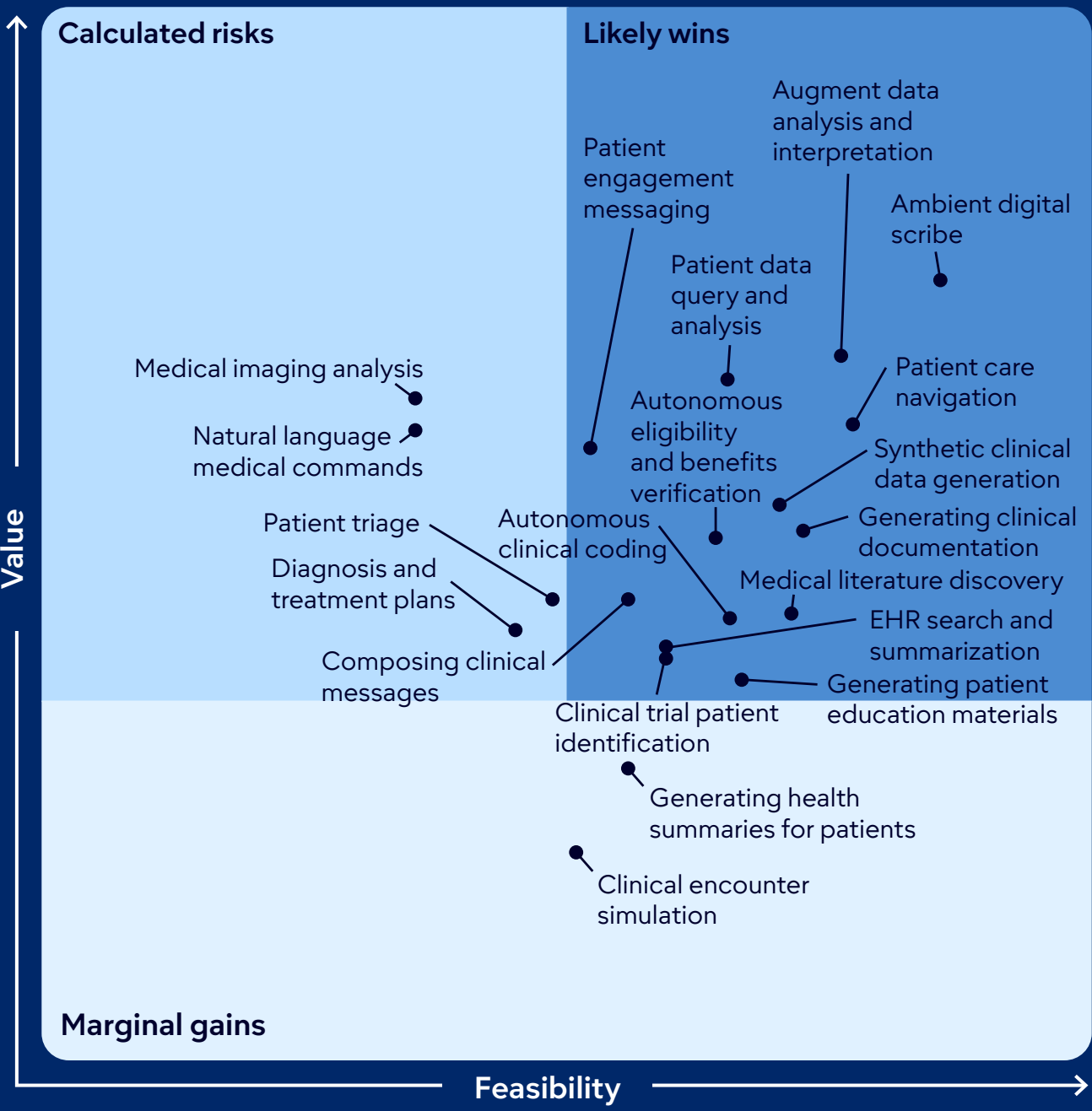
To compete in the projected \$47 billion healthcare AI market, tech services leaders must move beyond generic AI and build industry-specific portfolios. Key steps include:



Focus on measurable business value

Gartner analysts have mapped high-value healthcare AI use cases, offering a strategic roadmap for tech services leaders to sharpen and expand their offerings.

Generative AI use-case comparison for healthcare providers



Prioritize likely wins for immediate impact

 Patient engagement messaging Automate outbound patient communications, including care gap reminders, medication nudges, remote symptom monitoring and health system updates personalized to each patient’s preferences.	 Ambient digital scribe Capture and transcribe clinical conversations and then use AI to extract and summarize relevant information and upload it directly to the electronic health record (EHR).	 Patient care navigation A conversational assistant that helps patients with insurance eligibility, appointment scheduling, preoperative requirements and service availability.
 Contact center Conversational chatbots handle inbound patient calls — verifying identity and assisting with appointments, general inquiries, billing and medication refills.	 Diagnosis and treatment plans Extract relevant data from the EHR to generate differential diagnoses and treatment plan options for clinician review.	 Medical literature discovery Identify, summarize and extract insights from medical research to support evidence-based care and hypothesis generation.
 EHR search and summarization Enable clinicians to query patient information using natural language, with relevant data automatically surfaced and summarized based on the clinician’s current EHR activity.	 Autonomous eligibility and benefits verification Automate outbound administrative queries to payers, covering service authorization, claims submissions, payments and value-based payment requirements.	 Autonomous clinical coding Automatically assign diagnostic and procedural codes to patient charts by extracting and analyzing clinical record data, flagging low-confidence cases for manual review.

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