

# Microsoft virtual healthcare assistants

In our rapidly changing world, healthcare needs to become more personalized and automated in order to offer the highest-quality care most efficiently. It's possible with artificial intelligence powered by the Microsoft cloud.

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## 01 A disjointed healthcare system

Crowded hospitals, inefficient processes, and fragmented patient journeys are leading to overworked practitioners and higher rates of error. Without a solution, patients and providers will both continue to suffer the consequences.

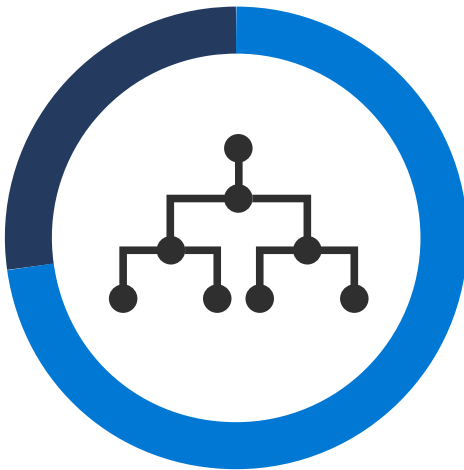


Clinicians spend **67%** of their time on process and only **33%** with patients.<sup>1</sup>



## 02 An AI solution designed to ease the strain

The Microsoft Healthcare Bot is a virtual assistant that uses features like built-in medical intelligence, natural language, and constant learning to bridge the gaps between practitioners and patients.



Artificial intelligence could automate up to **73%** of administrative healthcare tasks.<sup>2</sup>

Adopting chatbots could save **\$11 billion** a year in healthcare, banking, and retail by 2023.<sup>3</sup>



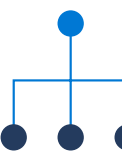
## 03 Built for your unique needs

With the Healthcare Bot service, you create custom behaviors and conversation patterns to provide the right experience for your patients. And with seamless integration and built-in security, you're able to focus more on your customers and less on maintenance.

When polled, top decision makers agreed that the benefits of personalized chatbot customer service interactions were:

 **55%** More satisfied customers

 **55%** Increased customer engagement

 **57%** Greater visibility into customer needs, expectations, and behaviors<sup>4</sup>

## Find out more about the Microsoft Healthcare Bot service

[Watch the webinar](#)

[Visit Microsoft Cloud for Healthcare](#)



<sup>1</sup> Microsoft, "The Hospital of the Future Is Here: Introducing Ambient Clinical Intelligence," accessed September 1, 2020.  
<sup>2</sup> Mai-Hanh Nguyen, "The Latest Market Research, Trends, and Landscape in the Growing AI Chatbot Industry," Business Insider, January 23, 2020.  
<sup>3</sup> Juniper Research, "Chatbots to Deliver \$11BN in Annual Cost Savings for Retail, Banking & Healthcare Sectors by 2023," July 3, 2018.  
<sup>4</sup> Forrester, "Prioritize Personalization When Choosing Conversational Chatbot Platforms to Reap Rewards," April 2019.