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Letter to Editor

Acceleration in accessing healthcare services: Artificial intelligence

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We, the humans or homo sapiens are growing rapidly in every sector and the central line of focus is on technology. Artificial Intelligence is on the peak of any newsletter and making space in the life of a human being. Artificial Intelligence which is not merely a technological advancement but a boon to each and every field whether engineering, health care industry, education or research areas too. Artificial Intelligence is increasingly prevalent in healthcare sector and benefitted to the healthcare providers, patients and other organisations too.

Many researches have already been done to suggest the relevance of AI in healthcare. Basically, Artificial Intelligence is an assortment of many technologies which provides support not only to entertainment, commerce but to healthcare field also.¹ AI is user centric, focusing only on user or creator and may predict many daily life activities and support them using datasets, helped in knowing the trends in healthcare. Nowadays, machine learning and data helped human beings in such a way that they know what humans want. AI value for human behaviours, opinions and can range from diagnostics to treatment in healthcare field.²

In healthcare sector, AI is at forward pace for many organisations and take a lead in every aspect. It helps both healthcare professionals and consumers of health services by increasing their efficiency and satisfaction level such as patients may get to know about the progress of their health, laboratory investigations, online registration

etc. WHO issued report on Artificial Intelligence provided principles including confidentiality and privacy of patients, maintenance of quality control, inclusion of full and feasible information of the patients, availability for all age groups and gender and can respond within few minutes or seconds.³ Also, World Economic Forum suggested that by 2030, AI will get advanced and help in retrieving the records of patients from other departments, compile and predict the risk of disease, reduce their waiting period and suggest preventive modalities to the patients which ultimately upgrade the healthcare system.⁴⁻⁷

AI provided many benefits and features to the patients and their attendants. Cloud computing, the one which handles a large amount of data with fast speed and low cost such as coding of large amount of patient's record in just a number to save both money and time. AI is totally user centred, the one which focused on identification of problem as well as finding out the root cause with the solutions. It has also provided the feature of feedback so as to identify the loopholes and improve the healthcare services towards the patient as well as to create innovative changes.^{4,5} AI does not work on reasoning; it only uses dataset and respond accordingly such as virtual assistant and chatbots. It makes diagnosis easier for the physicians like usage of wireless and touchless sensor for monitoring of physiological parameters, manufacturing of drug and development of newer therapies. Even, it also introduced AI healthcare professionals for effective and safer care.⁵⁻⁸

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Recently, Artificial Intelligence is getting attention from every field and makes difference in clinical practise, education, research and management such as concept mapping of patient's problems, robotic therapies, workforce management, clinical decision making, increasing research potentials, enhancing competencies and financial management in healthcare sector.⁶ But, somewhere, AI pose harmful risk such as breach of confidentiality, jeopardizing role of manpower etc. Each coin has two sides, similarly it has pros and cons which need to be conceptualize through researches. Limited researches regarding AI evolvment and management will push novelty in healthcare sector using newer modalities and a need to conduct more researches.

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Conflict of Interest

None.

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