

## Epic's AI Strategy: Transforming Healthcare through Innovation



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At its 45th annual User's Group Meeting (UGM), Epic, the largest electronic health record (EHR) vendor, unveiled an ambitious strategy centred around artificial intelligence (AI). The event, attended by healthcare professionals from across the globe, highlighted the company's current AI implementations and its future plans to enhance inpatient monitoring and other critical areas of healthcare. Epic's focus is clear: leverage AI to solve persistent challenges in healthcare while solidifying its leadership position in the industry.

### Epic's Current AI Innovations

Epic has already made significant strides in integrating AI into healthcare. Over 100 AI applications are currently in use, benefiting a wide range of healthcare organisations. Two key areas where Epic's AI tools are making a difference are in streamlining administrative tasks and improving the doctor-patient encounter. For instance, Epic's AI Charting tool, utilised by 186 healthcare organisations, uses ambient technology to transcribe conversations between doctors and patients. This tool not only saves time but also improves the accuracy of medical records. Another innovation, In Basket ART (Automated Response Technology), helps clinicians manage e-mails more efficiently, providing responses that are often more empathetic than those written by stressed healthcare workers. These advancements demonstrate Epic's commitment to enhancing healthcare professionals' daily workflow.

### Future Plans: Expanding AI in Clinical Care

Looking ahead, Epic plans to extend its AI capabilities to more complex areas of clinical care. One main focus is inpatient monitoring, where AI could be a game-changer in preventing falls and ensuring patient safety. Epic is also working on tools to identify staff when they enter a room and assist in virtual nursing, which could significantly improve patient care and hospital efficiency. Additionally, the company is testing nurse hand-off features and expanding AI charting capabilities to include inpatient and emergency department (ED) notes. By integrating AI into these critical areas, Epic aims to enhance patient outcomes and reduce the burden on healthcare professionals.

### AI in Administrative and Billing Processes

Beyond clinical care, Epic is also exploring the use of AI in administrative tasks, particularly in billing and claims management. The company plans to introduce a Professional Billing Exchange to streamline interactions between healthcare providers and payers. AI tools will help automate claims processing, appeals, and other billing-related tasks, reducing the administrative load on healthcare organisations. This move reflects Epic's broader strategy of using AI not only to improve patient care but also to optimise the business side of healthcare.

### Conclusion

Epic's AI strategy, unveiled at the UGM, underscores the company's commitment to innovation and leadership in the healthcare industry. By expanding AI applications in both clinical care and administrative processes, Epic aims to solve some of the most pressing challenges in healthcare today. As the competition in healthcare AI intensifies, Epic's focus on integrating AI with its EHR platform positions it as a critical player in the future of healthcare. The company's ongoing efforts to enhance patient care, reduce clinician burnout, and improve operational efficiency highlight the transformative potential of AI in the healthcare sector.

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