



Elevate patient experience
and unlock efficiency with

Intelligent AI applications

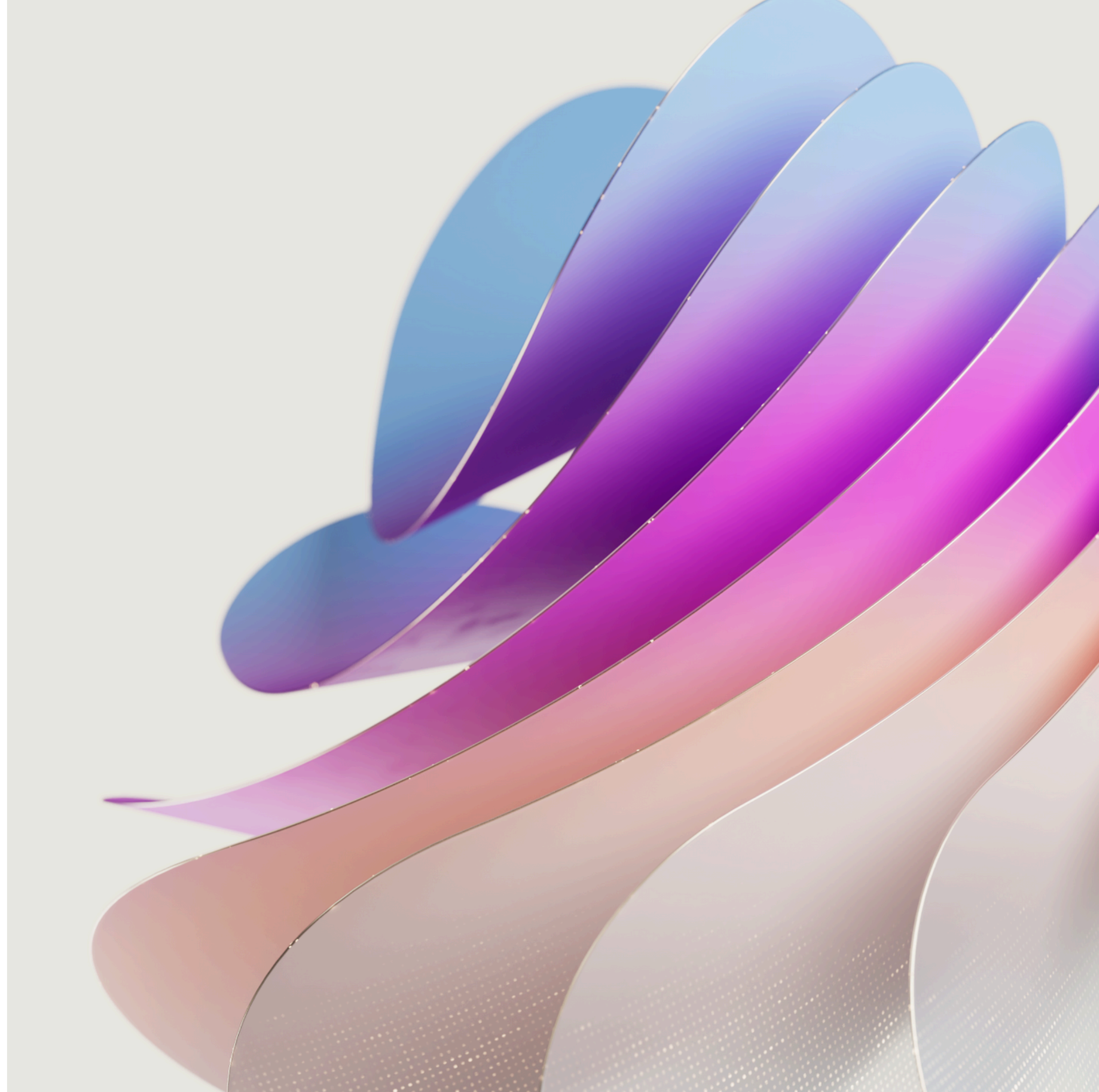


Modernize your organization with AI apps

Healthcare providers are facing rising patient expectations, workforce burnout, data overload, and a constant demand for innovation. Generative AI is a powerful tool that can help unlock **USD1 trillion** in unrealized improvement opportunities in healthcare.¹

Intelligent apps enhance patient engagement, automate care management, streamline workflows, and leverage advanced analytics, empowering healthcare organizations to achieve better outcomes and drive transformative change.

1. [Generative AI in healthcare: Emerging use for care](#) | McKinsey.





Patient engagement and outreach

Connect with seamless, personalized, and digital-first interactions.



Care management workflow automation

Streamline workflows, enhance collaboration, and address care gaps.



Clinical and operational analytics

Unlock actionable insights, optimize operations, and improve equity.

Patient engagement and outreach



Patients expect seamless, personalized, and digital-first interactions with their healthcare providers. To meet these expectations, providers need innovative AI-powered applications that enhance care delivery, overcome inefficiencies, and break down barriers to access.

Challenges

Growing demand for personalized, digital-first healthcare experiences

Inefficiencies in routine patient interactions such as scheduling and triage

Barriers to equitable access for diverse populations

70%

of health consumers prefer digital solutions for all major aspects of their care journey²

Create connected experiences at every point of care

Take advantage of AI to deliver seamless, personalized patient experiences across all channels, empowering patients with convenient, on-demand access to care terms.

Personalize patient engagement

Harness unified data to create a 360-degree patient view, enhancing care delivery, retention, and lifetime value.

Enhance digital access

Expand connection points with patients through seamless, cost-effective virtual visits and omnichannel experiences.

Boost productivity

Empower employees with actionable insights and cutting-edge tools to coordinate care.

Streamline processes

Automate workflows to reduce staff burden and enhance patient satisfaction.



MICROSOFT CUSTOMER EXAMPLE

Mercy uses Microsoft Azure to keep up with evolving patient and doctor outcomes

Mercy, one of the largest healthcare systems in the US, wanted to modernize its infrastructure and optimize its large data archives to keep up with evolving patient and doctor outcomes.

Impact



Removed thousands of hospital-stay days in a single year with Azure-powered smart dashboards



Unified siloed data, accelerating discoveries in clinical best practices and care models



Improved predictive care to identify at-risk patients using Microsoft Azure Machine Learning



Transitioned to paperless, frictionless patient interactions, enhancing operational efficiency

[Read the full customer story.](#)

Care management workflow automation



Effective care management is critical for improving patient outcomes while reducing administrative overhead. With the right AI apps, healthcare providers can streamline workflows, enhance team collaboration, and address care gaps more efficiently.

Challenges

Time-intensive administrative tasks like claims processing and care summaries

Gaps in continuity of care and follow-up

Communication inefficiencies across care teams

35–54%

of clinicians face burnout,
with a projected shortage of
10 million by 2030⁴

Foster health team collaboration

Equip teams with AI-driven apps to simplify workflows, enhance care coordination, and improve operational efficiency.

Enhance care team collaboration

Enable care management, secure messaging, and seamless medical image sharing to improve resource optimization and accelerate care delivery.

Transform clinician experiences

Foster inclusion and professional growth with robust employee engagement features.

Boost operational efficiency

Digitize and automate workflows, scheduling, and task management to optimize operations.

Protect sensitive health data

Ensure security and compliance with industry-leading protection and identity management tools.



MICROSOFT CUSTOMER EXAMPLE

Providence uses Azure OpenAI Service to decrease clinician burnout and expedite patient care

As electronic messaging between patients and caregivers grew in popularity, Providence, a US healthcare organization, faced an overwhelming influx of messages that disrupted providers' time with patients.

Impact



Piloted ProvARIA powered by Microsoft Azure OpenAI Service to centralize electronic communications from four clinics into a single inbox



Handled 5,000 messages daily



Achieved a 35% improvement in message turnaround time.

[Read the full customer story.](#)

Clinical and operational analytics



Healthcare organizations generate vast amounts of data, yet much of it remains unused. Harnessing AI and analytics can unlock actionable insights, optimize operations, and create more equitable healthcare systems.

Challenges

Underutilized data trapped in silos

Challenges predicting outcomes for population health management

Inefficient resource allocation

97%

of hospital data goes unused, with over 50 petabytes of siloed data produced annually⁵

Unlock value from clinical and operational data

Harness the power of AI and intelligent apps to turn siloed data into actionable insights for better outcomes and cost optimization.

Enhance clinical analytics

Use AI-driven insights for trend analysis, risk assessments, and better team efficiency.

Streamline operations

Integrate operational and financial data to improve efficiency, reduce costs, and optimize performance.

Enable predictive care

Centralize data with AI/machine learning to share actionable insights, improve care management, and reduce care variation.

Lower costs

Automate tasks, prevent downtime, and use predictive maintenance to manage resources efficiently.

Increase revenue

Centralize data to identify new markets and optimize pricing and support.



MICROSOFT CUSTOMER EXAMPLE

Pangaea Data uses Azure Health to standardize and handle complex patient records

With patient privacy being a top requirement, Pangaea Data needed a cloud-based platform that could meet the rigorous security and privacy requirements of the healthcare industry.

Impact



Enhanced diagnostic accuracy using standardized patient records with Microsoft Azure and Defender for Cloud



Identified undiagnosed, misdiagnosed, and miscoded patients



Directed patients to appropriate clinical care pathways in a timely manner



Improved patient outcomes through targeted interventions

[Read the full customer story.](#)

How we help build and modernize AI-driven apps

Take advantage of the Azure AI application platform to integrate prebuilt AI models, enabling advanced decision-making and accelerating app modernization. This integrated platform encompasses developer services, application services, databases, and AI services.

Modernize existing apps

Update existing applications with Azure.

Add AI capabilities to enhance performance.

Build custom copilots tailored to your workflows.

Use the Azure AI applications and Azure AI Foundry to build AI solutions with APIs for capabilities like speech, vision, and understanding, including natural-language processing, to interpret unstructured health data and contextual support for clinical decision-making.

Build new apps

Develop cloud-native applications on Azure.

Create AI-powered apps to address specific healthcare needs.

Design your own copilots for personalized functionality.



Better together

Together, Intelligent Technical Solutions (ITS) and Microsoft bring a unified approach to solving the complex needs providers are facing, empowering healthcare organizations to achieve more through trusted, innovative technology.

ITS and Microsoft are trusted partners in healthcare

Commitment to critical challenges

Dedicated to addressing healthcare's biggest pain points, from operational inefficiencies to improving patient outcomes

Trustworthy AI solutions

Responsible development of AI technologies, ensuring safety, fairness, and transparency

Uncompromising data security

Safeguard your data while ensuring you maintain full ownership, aligning with strict privacy standards

Unified and reliable tech stack

Integrated solutions limiting threat exposure and providing the foundation for seamless, scalable innovation

Conclusion

AI is transforming healthcare, providing organizations with the tools to overcome challenges and seize opportunities in patient care and operational efficiency.

By taking advantage of AI solutions, healthcare providers can achieve better patient outcomes, reduce operational costs, and improve health equity.

Embrace the future of healthcare with AI-driven innovation and unlock the full potential of your healthcare operations.

Harness the power of AI to drive meaningful transformation in your healthcare organization

[Let ITS help you](#) to build and modernize apps with the Azure AI application platform, ensuring your organization stays at the forefront of healthcare innovation.