



# Reimagine Patient Care Management with Gen AI-Powered Medical Assistants

Case Study



## THE CLIENT

A mid-sized healthcare provider operating across multiple care centers, serving thousands of patients annually. The organization aimed to modernize operations by reducing administrative burdens on physicians and improving patient engagement.



## CHALLENGES

The client faced delays in diagnoses, research bottlenecks, inefficient claims processing, and limited patient engagement, directly impacting their productivity and patient care management. The key challenges are:

- **Transcript Review Burden:** Physicians spent hours manually reviewing chat transcripts and patient notes, delaying treatment planning.
- **Diagnostic Delays:** Physicians struggle to quickly generate prognostic insights from symptoms and patient history, often requiring multiple manual checks.



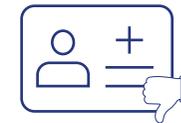
### Slow Access to Medical Research

Research and evidence gathering for clinical decisions required significant time, reducing responsiveness.



### Error-Prone Claims Processing

Insurance claim processing was prone to errors and fraud due to unstructured documentation.



### Poor Patient Engagement

Chronic care management lacked personalized engagement, limiting patient adherence to treatment plans.

## SOLUTION

V-Soft implemented advanced Gen AI-driven medical assistants, addressing the specific needs of the healthcare provider with the following solutions:

- **Doctor-Patient Chat Summarizer:** Automates extraction of key points, prognosis, and treatment plans from transcripts. This transforms conversations into clinical clarity.
- **Symptom-Based Prognosis Advisor:** Delivers evidence-based suggestions and referral recommendations, providing AI-powered insights at the point of care.
- **Medical Journal Assistant:** Summarizes research and linked clinical trials, empowering physicians to make faster, data-driven decisions.
- **Virtual Health Coach:** Produces personalized weekly health reports and coaching for chronic care patients.
- **Insurance Claim Validator:** Applied OCR and policy validation to process claims, detect fraud, and streamline approvals.



### Increased Efficiency

Automates time-consuming tasks, allowing professionals to focus on high-value work.



### Improved Accuracy

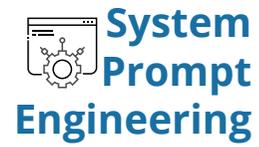
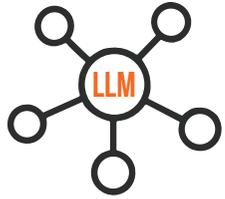
Reduces errors by leveraging AI insights, OCR, and data integration for reliable outcomes.



### Better Decision-Making

Provides actionable, data-driven insights to support faster and more informed choices.

# TECHNOLOGY



## RESULTS

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With GenAI medical assistants, the client transformed slow, manual workflows into intelligent, automated processes. The impact was felt across clinical decisions, physician productivity, patient engagement, and financial operations.

# 40%

Higher patient engagement via personalized digital coaching for chronic care.

# 40%

Efficiency gains in physician workflows, improving productivity and patient care management.

# 60%

Reduction in financial risk through AI-powered fraud detection in insurance claims.

# 90%

Reduced reporting time from weeks to minutes, accelerating faster clinical decisions.

