IBM Generative AI Powered Assistants for Patient-Facing Applications (including Medical Devices)

This service enables healthcare organisations to improve user experience (effectiveness, efficiency & satisfaction) in their patient-facing services by providing customised, context-specific Generative AI assistants (i.e. healthcare-trained Chatbots) directly to patients, while also reducing their cost of service. This includes all necessary aspects for submission for medical device certification, if required. We work with your Generative AI platform and appropriate large language models, which must be procured separately.
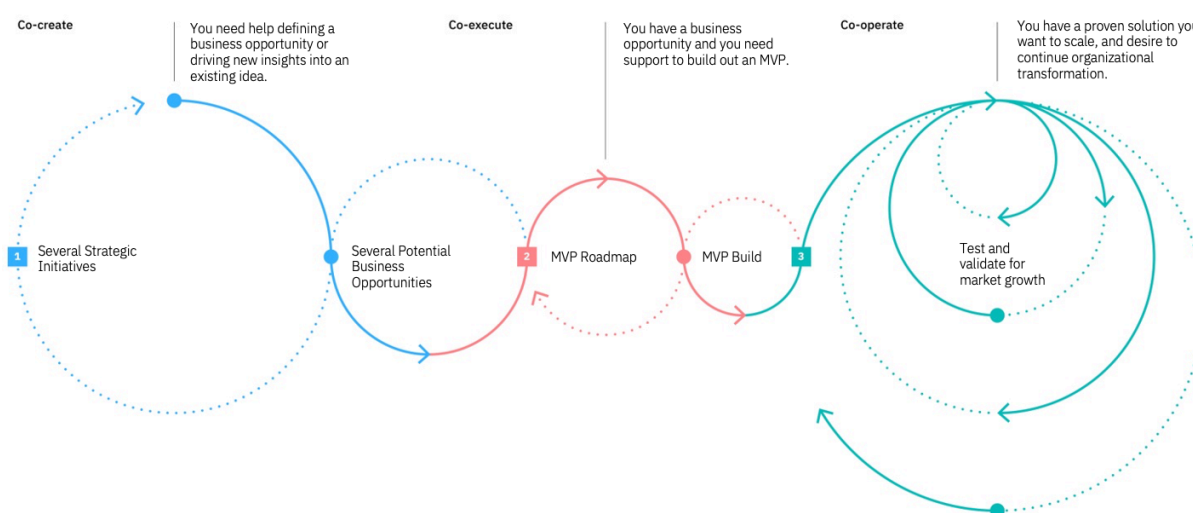
Content

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IBM Generative AI Powered Assistants for Patient-Facing Applications (including Medical Devices)

Our Offering

This service, powered by IBM Garage's end-to-end model for accelerating digital transformation, helps healthcare organizations improve user experience in their patient-facing services.
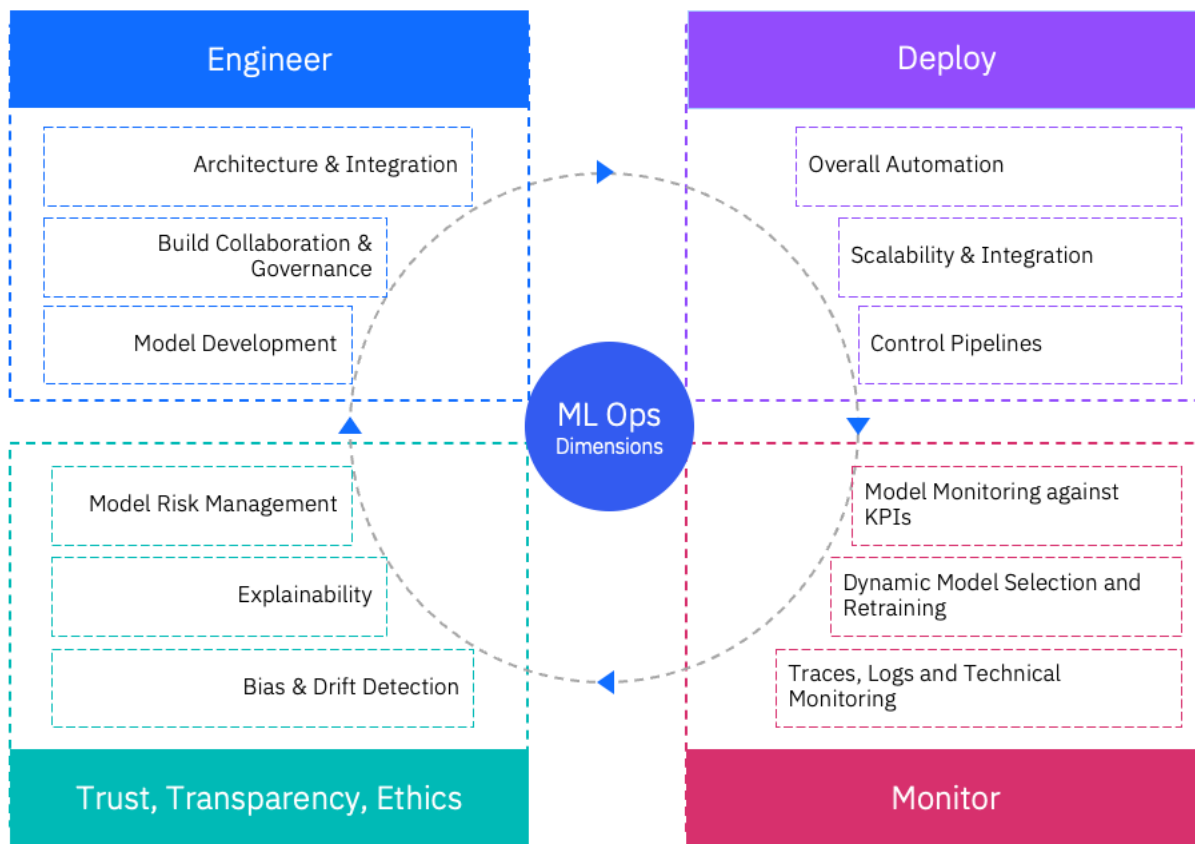
IBM Garage Methodology

De-risk digital transformation through structured innovation

Co-create

You need help defining a business opportunity or driving new insights into an existing idea.

Co-execute

You have a business opportunity and you need support to build out an MVP.

Co-operate

You have a proven solution you want to scale, and desire to continue organizational transformation.

1 Several Strategic Initiatives

Several Potential Business Opportunities

2 MVP Roadmap

MVP Build

3 Test and validate for market growth

It provides customized, context-specific Generative AI (GenAI) assistants, such as healthcare-trained Chatbots, directly to patients, while reducing costs. The service includes all necessary aspects for submission for medical device certification, if required. It works with the organization's chosen GenAI platform and Large Language Models (LLMs), which are procured separately.

Features include customized GenAI assistants, learn-by-doing testing and iteration, a robust framework for measuring user experience improvements, and unbiased advice on selecting the right GenAI platform and LLMs. The service also covers user-centered research and design, build, integration, and deployment, as well as support and iterative improvement of GenAI assistants..

Benefits include improved user experience, data-driven decision making, maximized improvements, reduced costs, improved public satisfaction scores, facilitated compliance with medical device legislation, and full governance and auditability of Generative AI initiatives.

IBM's model for AI / Machine Learning Operations

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Service Overview

Features
- GenAI assistants customised to your data, standards and workflows.
- Learn by doing: test, iterate and refine GenAI assistants.
- Robust framework for measuring improvements to user experience.
- Covers user-centred research and design of GenAI assistants.
- Covers build, integration and deployment of GenAI assistants.
- Covers support and iterative improvement of GenAI assistants.
- Covers governance, analytics and dashboards for GenAI.
- Unbiased advice on selection of GenAI platform and LLMs.
- GenAI platform and LLMs not included.
- Covers documentation for medical device file, if required.
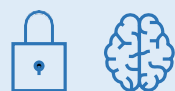
Benefits
- Improves user experience for your public-facing services.
- Base data-driven decisions on measurable productivity and quality improvements.
- Maximises improvements to user experience through context-specific customisation.
- Leverage improvements in user experience to reduce overall costs.
- Improvements in user experience drive improved public satisfaction scores.
- Facilitates compliance with medical device legislation, if required.
- Full governance and auditability of your Generative AI initiatives.

About IBM
Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people's lives.

Government Services Supported by IBM

Defence and Intelligence

Public Safety and Policing

Healthcare

Life Sciences

Tax and Revenue Management

National Infrastructure

Social Care

Education

Works and Pensions

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust.

IBM combines the portfolio, people and sense of purpose necessary to meet today's enterprise demands. Every day, we support and manage complex delivery for government clients where the impact of delivery has a wide-reaching impact on citizens and national services.

We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.
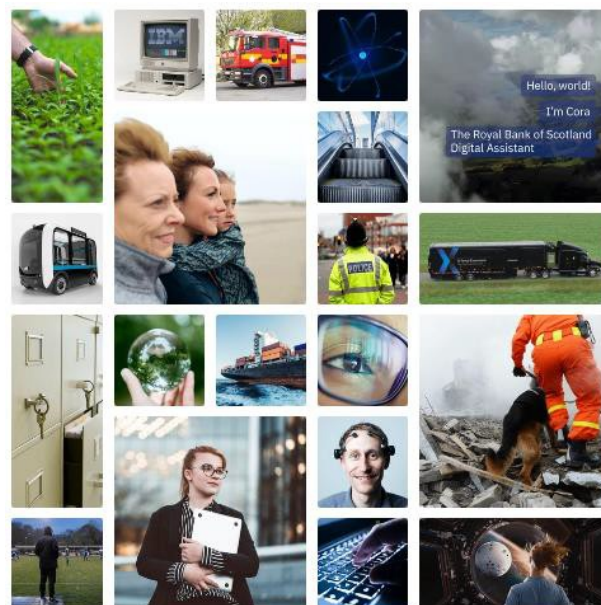
We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes.
- Trust and security capabilities – Protecting valuable data and insights and deploying innovations responsibly.
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment.
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure.
- Global alliances – valuable partnerships with the world's leading vendors

About IBM

This is IBM in the UK

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.

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Cloud
Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**

Economy
IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers

R&D
In the UK alone, IBM **invests £170 million in R&D** each year

Quantum
IBM Q, **the world's most advanced quantum computing initiative for commercial use**, is being used by CERN

Environment
IBM's **focus on sustainability** began in 1971 with our first environmental policy

Changing the world
IBM was awarded **World Changing Company of the Year** 2019 by Fast Company

Royal recognition
29 UK IBMers received **honours from the Queen** for contributions to tech and society

Diversity
IBM **won the Global Diversity Award** 2019 and the ENEI's **Gold Standard**

Graduates
IBM is committed to developing future talent – we are Target Jobs' **Graduate Employer of the Year** 2019

Volunteering
IBM dedicates **>20,000 volunteering hours every year** for a better society

Tech talent
IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**

Inventors
IBM UK is home to many Master Inventors, with **>250 patents filed last year** alone

We are Here to Help

This document provides an overview of our service with context about how our services can support you and how we work. You can also find out more about us and our work at ibm.com.
However, every organisation faces unique challenges and our specialists are available to answer your questions and discuss how our services can be tailored to your needs. You can reach us by email, and we are here to help.

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