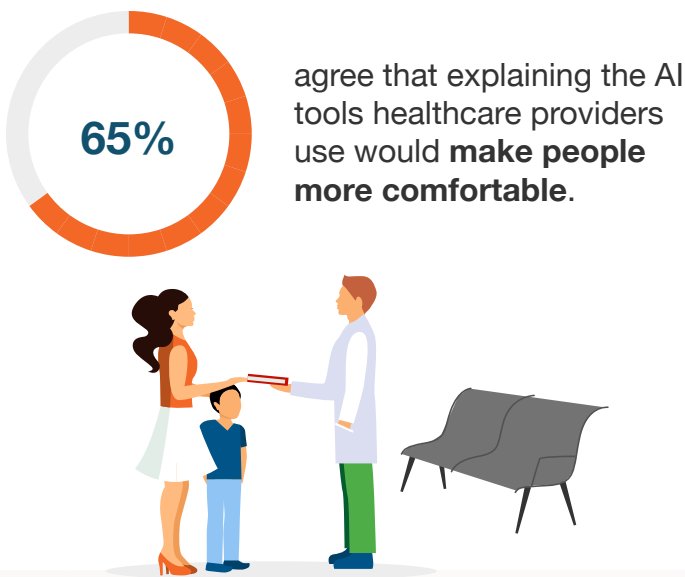


Getting technical with US consumers on healthcare



Using AI in healthcare:

UNDERSTANDING AI



USAGE OF AI TOOLS




71% **don't know** if their practice uses AI.


60% feel that **AI could be useful** with a shortage of healthcare workers.

TRUST IN AI TOOLS


2 IN 5 agree that their healthcare provider is able to **provide better information** than AI tools.



1 IN 3 feel **AI tools are able to provide the same level of information** as their healthcare provider.



1 IN 4 say that **AI tools are able to provide better information** than their healthcare provider.



CONCERNS WITH AI

63% are concerned that the increased use of **AI puts healthcare data at risk**.



63% are worried that using AI **may lead to less face time** with their healthcare provider.

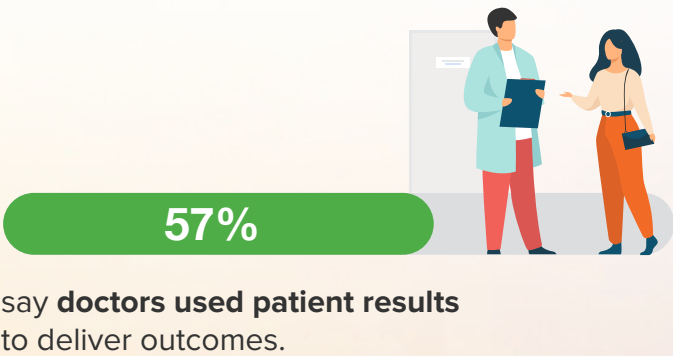
66

Patients are navigating the potential of AI with a **mix of optimism and caution**.

While patients recognize AI's capability to address healthcare shortages, their understanding and trust remain divided. The balance between these perspectives underscores the pressing need for a responsive healthcare ecosystem. Armed with this insight, **physicians are empowered to make more informed decisions that enhance patient outcomes and redefine the future of healthcare.**

MATT HOLLINGSWORTH, CEO, CARTA HEALTHCARE

Patient healthcare experience:

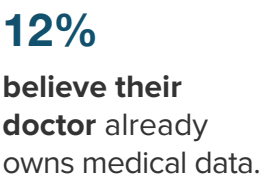
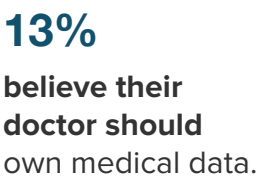
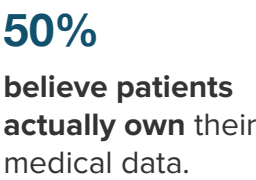
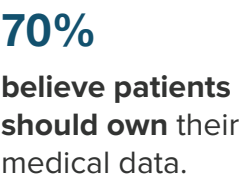
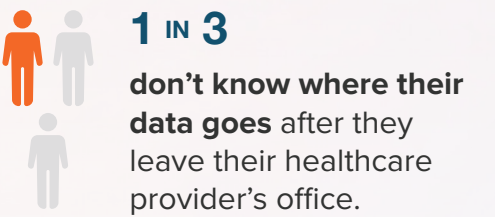
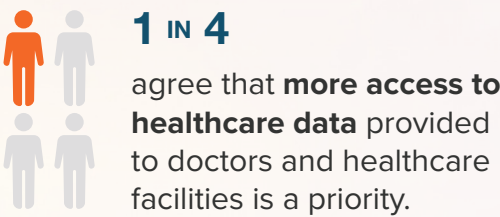


“American healthcare is at a **pivotal juncture.**

Our survey reveals that consumers have an overall positive experience, yet growing concerns around data privacy, wait times, and lack of physician/patient interaction loom heavy. **This shift signals a need for improved efficiency.** The technology is out there, armed to optimize the system.”

MATT HOLLINGSWORTH, CEO, CARTA HEALTHCARE

Ownership of medical data and sharing of data:



Carta Healthcare, in partnership with Propeller Insights, commissioned an online survey of 1,027 US consumers between August 18 and August 29, 2023.