

# Getting technical with US consumers on healthcare



#### Using AI in healthcare:



**UNDERSTANDING AI** 



agree that explaining the Al tools healthcare providers use would **make people more comfortable**.



## USAGE OF AI TOOLS



would not be comfortable with Al even if it improved diagnostic accuracy.

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

#### **60%**

feel that **Al 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 Al tools.

#### 777 1 IN 3

feel Al tools are able to provide the same level of information as their healthcare provider.

#### 1 m 4

say that Al tools are able to provide better information than their healthcare provider.



**CONCERNS WITH AI** 

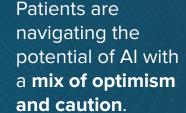
#### 63% are concerned

that the increased use of Al puts healthcare data at risk.



#### 63% are worried

that using Al may lead to less face time with their healthcare provider.



While patients recognize Al'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."

#### Patient healthcare experience:



reported doctors provided empirical data specific to their conditions.

62%

reported
a positive
experience
with the
healthcare
system.

61%

reported they had immediate access to their medical records.



57%

say **doctors used patient results** to deliver outcomes.



say healthcare visits have gotten longer in the last two years.



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:





1 IN 4

agree that **more access to healthcare data** provided
to doctors and healthcare
facilities is a priority.



1 IN 3

don't know where their data goes after they leave their healthcare provider's office.

**70%** 

**believe patients should own** their medical data. **50%** 

**believe patients actually own** their medical data.



13%

believe their doctor should own medical data. **12%** 

**believe their doctor** already owns medical data.

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

