

**PLENARY SESSION**



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**OCTOBER 28-30, 2024**

# The Role of Artificial Intelligence in Telehealth University of Virginia



introduction by:  
**Matt Hiatt, MSITM, PMP**  
Palmetto Care Connections

**Tuesday, October 29  
10:30 AM - 11:15 AM**



**Brian Gunnell, CTC, CCNA**  
University of Virginia Health HIT

Brian Gunnell Senior, Telemedicine Engineer,  
UVA Karen S Rheuban Center for Telehealth  
UVA Health Information and Technology

Oct 29, 2024

# THE ROLE OF ARTIFICIAL INTELLIGENCE IN TELEHEALTH

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# Conflict of Interest Disclosures and statement of non-bias

I have NO real or apparent financial relationships that may create a conflict of interest to disclose.

I am not advocating for any of the products and services we are about to discuss in this presentation . Decisions to utilize these services are complex and unique to each organization and involve lots of stakeholders.

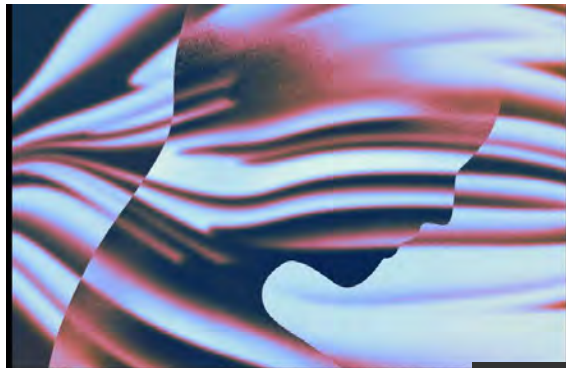
This is a discussion of evolving capabilities and an industry that is rapidly changing



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# When we mention Artificial Intelligence(AI) What do you think?



GREEN WIRE

## Microsoft inks deal to restart Three Mile Island to power AI

By Peter Behr | 09/20/2024 01:40 PM EDT

The 20-year supply agreement would restore operations at the Pennsylvania nuclear plant that was the site of the 1979 meltdown.



The Three Mile Island nuclear plant is shown in hours of March 28, 2011, in Middletown, Pa. Images

# NASA Uses Holoportation To Beam Scientists Aboard ISS

By Becca Lewis | Oct 2, 2024 | 6:00 AM

While telemedicine has become common here on Earth, who knew you could get a telemedicine appointment in space? Astronauts aboard the International Space Station (ISS) can now receive medical care in a rare use of telemedicine that involves holoportation. This groundbreaking use of holoportation for the exploration of space that was once the stuff of science fiction and television has much broader implications for the future of long-distance space travel, Earth-space collaboration, and the ability to help astronauts feel less isolated while traveling in space.

FAST COMPANY

## How AI could monitor brain health and find dementia sooner

Using advanced artificial intelligence algorithms, scientists are hoping to identify brain wave patterns associated with the risk of dementia.

BY MARLENE CIMONS  
SEPTEMBER 24 AT 6:30 AM



## Spectral AI reaches key milestone in US burn study, expands clinical trial sites

Spectral AI Inc. (NASDAQ:MDAI) announced a significant milestone in its U.S. Burn Pivotal Study with 25% of patient enrollment completed in Emergency Departments (EDs).

The study aims to validate the AI-powered DeepView System for burn indications, specifically its ability to assess burn severity and healing potential through its DeepView AI-Burn algorithm.

Spectral has also expanded the study to two new clinical trial sites: MedStar Washington Hospital Center in Washington, DC, led by Principal Investigator Dr. Shawn Tejiram, and the University of Utah, under the direction of Principal Investigator Dr. Giovanni Lewis, bringing the total number of EDs participating in the study to 11.

10.22.2024 | NEWS

# Zoom will now use an AI-powered medical notetaker for telehealth visits

The video-conference platform, which hosts more than a third of all doctor visits in the U.S., is partnering with startup Suki for its first AI-powered medical notetaker.

## OpenAI tackles global language divide with massive multilingual AI dataset release

By Michael Nuñez | Sep 23, 2024 | 5:33 PM

Technology

# Meta AI tackles maths problems that stumped humans for over a century

A type of mathematical problem that was previously impossible to solve can now be successfully analysed with artificial intelligence.

By Chris Stokel-Walker

22 October 2024

First Aid and Emergencies

## New Medical Technology Lights Up Bacteria Hiding in Wounds



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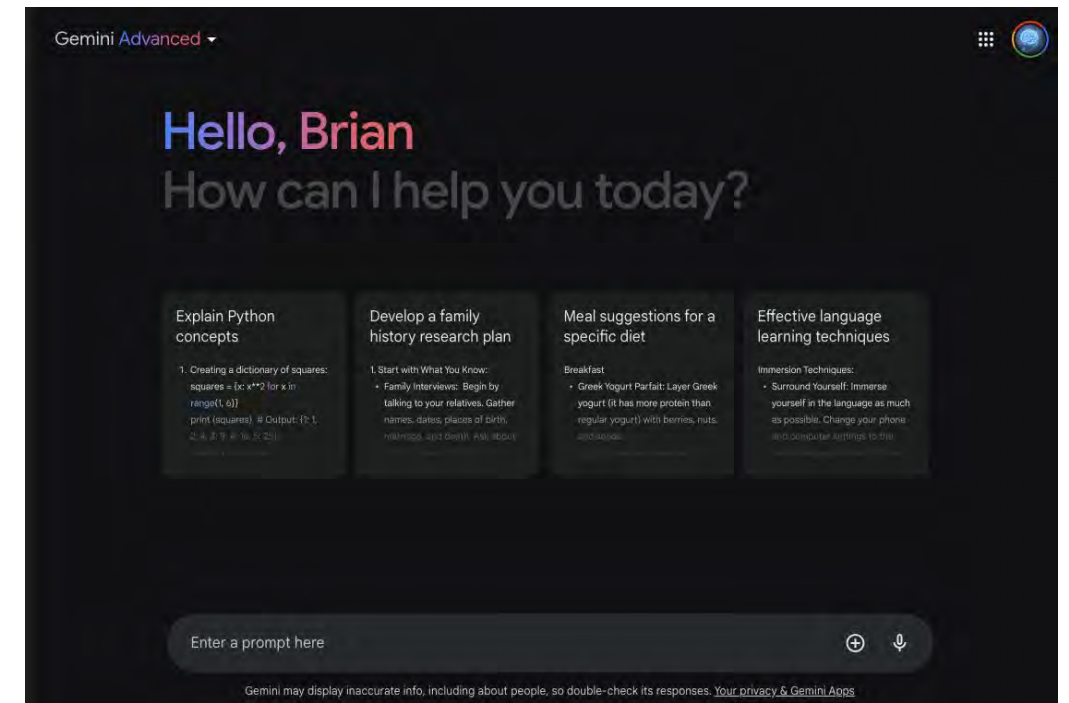
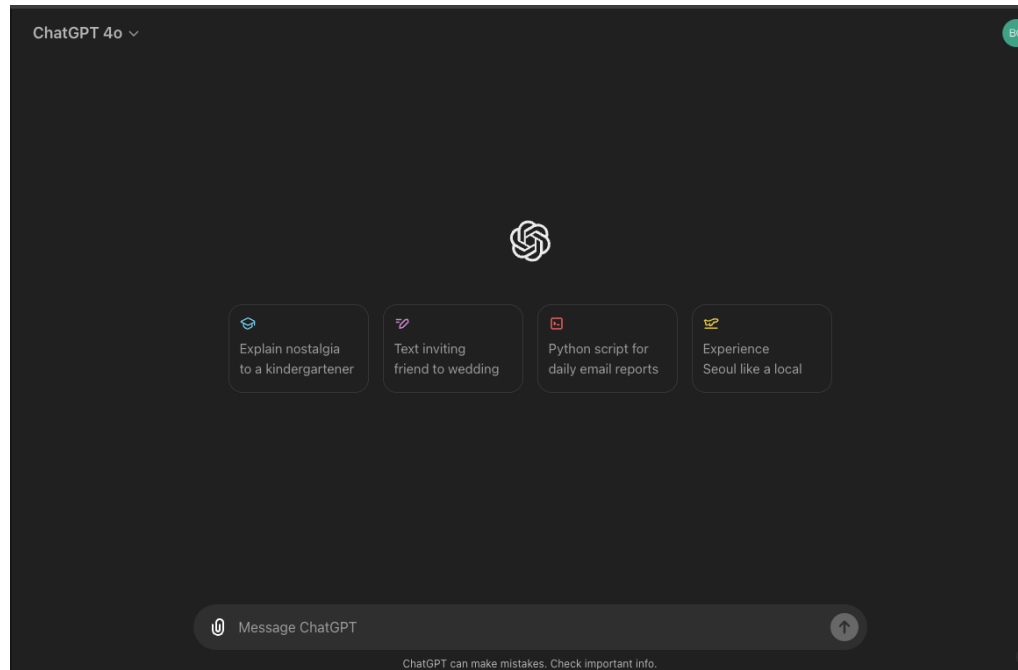
MEDICAL TECHNOLOGY



## **So What is AI?**

AI, or Artificial Intelligence, refers to the simulation of human intelligence in machines that are designed to think and learn like humans.

# ChatGPT, Copilot, and Gemini



# Systematic analysis of ChatGPT, Google search and Llama 2 for clinical decision support tasks

[Sarah Sandmann](#), [Sarah Riepenhausen](#), [Lucas Plagwitz](#) & [Julian Varghese](#) ✉

[Nature Communications](#) **15**, Article number: 2050 (2024) | [Cite this article](#)

It is likely that individuals are turning to Large Language Models (LLMs) to seek health advice, much like searching for diagnoses on Google. We evaluate clinical accuracy of GPT-3.5 and GPT-4 for suggesting initial diagnosis, examination steps and treatment of 110 medical cases across diverse clinical disciplines.

The results indicated a clear performance progression of GPT-4 compared to its predecessor GPT-3.5 and Google search

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Medical Telehealth Solutions



# Clinical questions on advanced life support answered by artificial intelligence. A comparison between ChatGPT, Google Bard and Microsoft Copilot

Federico Semeraro, Lorenzo Gamberini, Francesc Carmona and Koenraad G. Monsieurs  
 Resuscitation, 2024-02-01, Volume 195, Article 110114, Copyright © 2024 Elsevier B.V.



Table 1

Results of different AI in response to ERC ALS pre-course MCQ questions analyzed with the Chi-Square test.

The efficacy and accuracy of these AI tools generally depend on their training, specialisation, model updates, and question complexity. In this study we aimed to compare the ability of ChatGPT 3.5, ChatGPT-4, two specifically built GPTs, Bard and Microsoft Copilot to solve the pre-course Advanced Life Support (ALS) Multiple Choice Questionnaire (MCQ) of the European Resuscitation Council (ERC).

Tools	Correct answers	Accuracy (%)	Incorrect answers	Unable to confirm the correct answer	Not applicable	Average response time per answer (seconds)	p
ChatGPT 3.5	17	42,25	13	0	10	3	0.001
ChatGPT 4	35	87,5	1	4	0	4	
GPT ERC ALS manual 2021	31	77,5	9	0	0	15	
GPT ERC Guidelines 2021	23	57,5	4	13	0	14	
Google Bard	23	57,5	17	0	0	9	
Microsoft Copilot	25	62,5	6	9	0	30	

**Moore's Law:** The number of transistors on a microchip doubles approximately every two years, while the cost of computing power is halved. This observation has largely held true for several decades and has been a driving force behind the exponential growth in computing power.

**Turing Test:** originally called the **imitation game** by [Alan Turing](#) in 1950

- **Natural Language Processing** - a machine learning technology that gives computers the ability to interpret, manipulate, and comprehend human language
- **Generative AI** - AI systems that generate or reconstruct content. It can produce fresh and innovative content, spanning text, images, music, and code.
- **Large Language Models (LLM)** - an intelligent computer program that can understand and talk with people using words answering questions, writing stories, and even having conversations ... uses deep learning techniques and massively large data sets

AI (Artificial Intelligence) can be categorized in several ways based on its capabilities and applications. Here are the common types:

### **Based on Capabilities**

- Narrow AI (Weak AI)
- General AI (AGI - Artificial General Intelligence)\*
- Superintelligence \*

### **Based on Functionality**

- Reactive Machines
- Limited Memory
- Theory of Mind (future concept)
- Self-aware AI (hypothetical)

### **Based on Techniques**

- Machine Learning (ML)
- Deep Learning (DL)
- Natural Language Processing (NLP)
- Computer Vision
- Robotics

\* Not yet achieved



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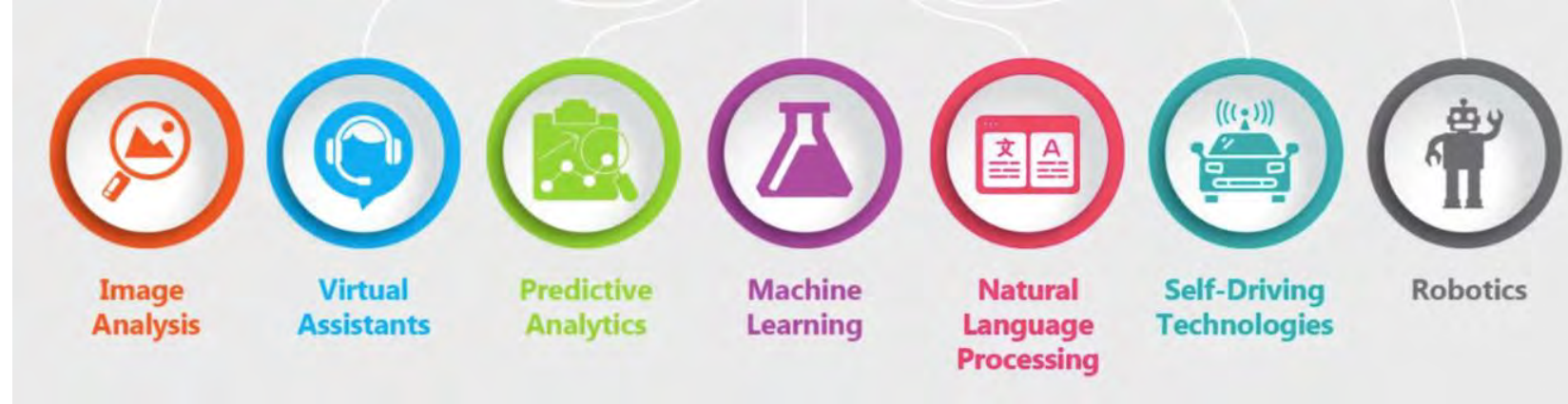
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# Some current AI use cases



**Personal Assistants**  
**Recommendation Systems**  
**Social Media**  
**Healthcare**  
**Finance**  
**E-commerce**  
**Supply Chain and Logistics**  
**Human Resources**  
**Legal Industry**  
**Marketing**

**Autonomous Vehicles**  
**Smart Home Devices**  
**Content Creation**  
**Customer Service**  
**Language Translation**  
**Education**  
**Fraud Detection and Security**  
**Agriculture**  
**Energy Management**

# AI and Patient care

1. Enhanced Medical Imaging and Diagnosis
2. Remote Patient Monitoring
3. Drug Discovery and Development
4. Predictive Analytics
5. Genetic Analysis
6. Dermatology
7. Ophthalmology
8. Pathology
9. Personalized Medicine
10. Mental Health



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## Administrative tasks

- Notes creation using natural language processing and generative AI
- Report creation
- Claims processing, billing,
- Work scheduling
  - vacation and coverage using demand modeling, skills knowledge
- Credentialing and licensing
- Compliance
- Chart reviews
- Record searches
- Billing and collections

avaamo

UPCOMING LIVESTREAM | APRIL 30, 1PM EST

# Meet the industry's most powerful Agent Assist Copilot

Powered by LLaMB™



avaamo **LLaMB**

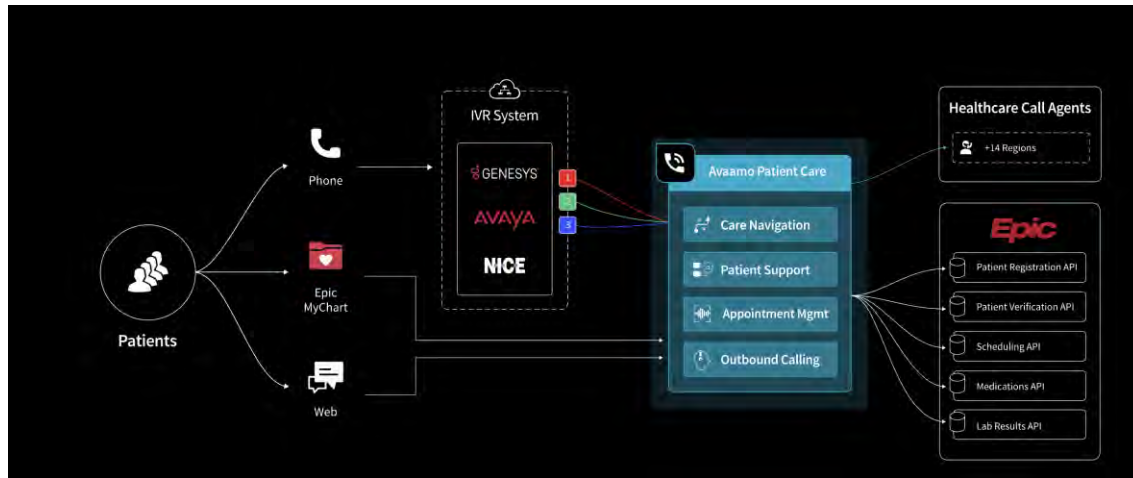
## Introducing LLaMB

A framework for building GenAI enterprise applications, safely, securely and fast

avaamo

avaamo + **Epic**

Delivering better experiences with intelligent patient engagement



## The Solution

An omni-channel conversational AI platform powering the modern digital front door.



Avaamo combines its industry best Conversational AI technology with deep integrations into Epic creating a transformational patient experience while maximizing the value healthcare organizations receive from their EHR.

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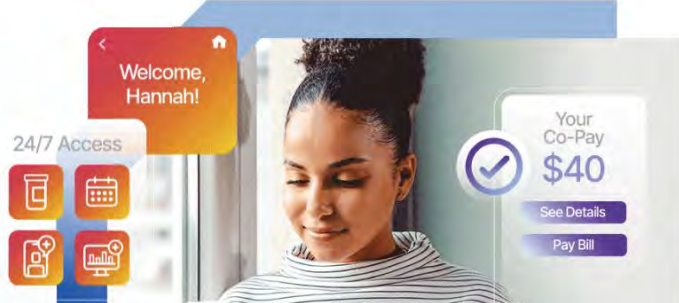
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# NextGen<sup>®</sup> Closed Loop<sup>™</sup> Patient & Practice Experience

Experience the power of one true integrated platform. This best-in-class solution offers patient engagement, payment collections, and claims processing—all in a single unified platform, free of disparate plug-and-play APIs.

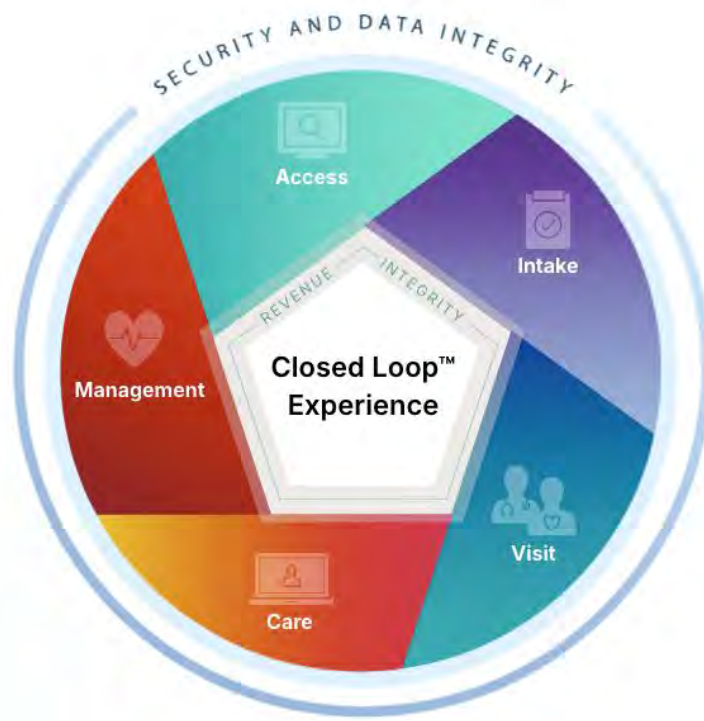
[Custom Demo](#) [Read Brochure](#)



## See it in Action

Better healthcare outcomes for the patient, the provider, and the practice is the ultimate goal. Throughout the journey from access, to intake, to the visit, to care coordination, and ongoing health management—we provide innovations for healthier communities and more successful practices.

- Access / Discovery** ▼
- Intake / Pre-visit** ▼
- Visit / Live and Virtual** ▼
- Care Coordination / Post-visit** ▼
- Health Management / Ongoing** ▼



Closed Caption and Translation AI



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MEDICAL TRANSCRIPTION

# Some areas of concern with AI

Data Privacy  
and Security

Bias and  
Fairness

Transparency  
and  
Explainability

Regulatory  
and Ethical  
Issues

Integration  
with Existing  
Systems

Clinical  
Validation

Liability and  
Accountability

Patient Trust  
and  
Acceptance

Cost and  
Accessibility

Human  
Oversight

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# Security, Privacy, and HIPAA

Potential for AI to amplify existing biases in healthcare data

Reliance of AI on large datasets that may contain sensitive patient information.

While HIPAA provides a foundation for protecting patient data, it may not fully account for the complexities introduced by AI.

- Example reidentifying deidentified data

AI technologies outpace the current regulatory framework



# Security

**Data Encryption:** All patient data, whether at rest or in transit, should be encrypted to protect against unauthorized access. Encryption standards should be robust and up-to-date.

**Access Controls:** Strict access controls must be implemented to ensure that only authorized personnel can access sensitive data. This includes implementing strong authentication mechanisms and role-based access controls.

**Audit Trails:** Maintaining detailed audit trails helps track access and modifications to sensitive data. These logs can be crucial for identifying and addressing potential security breaches.

**Incident Response:** Developing a comprehensive incident response plan ensures that if a security breach occurs, there are protocols in place to mitigate the impact, inform affected parties, and address the breach.





# Privacy



**Data Minimization:** AI systems should be designed to collect and process the minimum amount of personal data necessary for their function. This limits exposure and reduces privacy risks.



**Anonymization and De-identification:** Where possible, patient data should be anonymized or de-identified before being used for AI training or analysis. This helps to protect patient identities in case of data leaks.



**Patient Consent:** Patients should be informed about how their data will be used, including for AI purposes, and should have the option to provide or withdraw consent.



**Data Ownership:** Clear policies should be established regarding who owns and controls patient data, and how data is shared and used across different platforms and systems.

# HIPAA

1

**Privacy Rule:** The HIPAA Privacy Rule sets standards for the protection of individually identifiable health information. AI systems must ensure that they comply with these standards by safeguarding protected health information (PHI) and maintaining confidentiality.

2

**Security Rule:** The HIPAA Security Rule requires healthcare organizations to implement physical, administrative, and technical safeguards to protect electronic PHI (ePHI). AI systems must adhere to these safeguards, including secure data storage and transmission.

3

**Breach Notification Rule:** Under HIPAA, covered entities must notify affected individuals, the Department of Health and Human Services (HHS), and sometimes the media of breaches involving unsecured PHI. AI systems should have mechanisms to detect and report breaches promptly.

4

**Business Associate Agreements (BAAs):** If AI vendors handle PHI on behalf of covered entities, they must sign a Business Associate Agreement (BAA) to ensure compliance with HIPAA regulations. This agreement outlines the responsibilities of the vendor regarding data protection and privacy.

5

**Risk Assessments:** Regular risk assessments are required to identify potential vulnerabilities in systems that handle ePHI. AI systems should be included in these assessments to ensure that they do not introduce new risks.

6

**Training and Awareness:** Staff and users of AI systems should receive training on HIPAA requirements and best practices for maintaining data security and privacy.



MEDICAL TRAINING, INC.

# Think

Let's challenge ourselves to think critically about AI as we move forward. This powerful tool holds immense potential, but it's crucial to consider its impact.

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- iPhone accessibility features
- VR and AR Vision pro and Epic
- Apple Health App on iPad OS 17

## The future of healthcare is in your hands.

Healthcare providers can deliver the best care when they have powerful, intuitive tools. Our technology helps them work effectively within hospitals, connect remotely with patients, and conduct groundbreaking medical research. The result is care that becomes more efficient, more personalized, and ultimately more human.

## A closer look at your physical and mental health.

The more informed you are, the more empowered you are to take action. That's why the Health app helps you make sense of your data.

# Apple Health

## Apple Vision Pro unlocks new opportunities for health app developers

Breakthrough health and wellness apps are designed to take advantage of the infinite canvas in visionOS, unveiling spatial experiences that benefit users in clinical settings and at home

PRESS RELEASE  
June 10, 2024

## Introducing Apple Intelligence, the personal intelligence system that puts powerful generative models at the core of iPhone, iPad, and Mac

Setting a new standard for privacy in AI, Apple Intelligence understands personal context to deliver intelligence that is helpful and relevant

## Apple Is Making Low-Cost Hearing Aids -- Here's How Retirees Can Take Advantage

By Caitlyn Moorhead, September 20, 2024 at 6:01 AM

*This move is particularly significant for retirees.*

## Why Apple Intelligence Sets A New Gold Standard For AI Privacy

Bernard Marr Contributor  
Sep 11, 2024



PRESS RELEASE  
10 June 2024

### Apple extends its privacy leadership with new updates across its platforms

Private Cloud Compute sets a new standard for privacy in artificial intelligence



## Why Apple's Approach Matters

Apple's privacy-first approach to AI is more than just a marketing gimmick - it's a fundamentally different way of thinking about the relationship between technology and personal data. Here's why it matters:

1. **Trust:** By keeping your data on your device and being transparent about its processes, Apple is building trust with its users. In an era of data breaches and privacy scandals, this trust is invaluable.
2. **Control:** Apple's approach gives users more control over their data. You're not asked to blindly trust a company with your personal information - you remain in charge.
3. **Innovation without Invasion:** Apple is showing that it's possible to create powerful, helpful AI systems without invasive data collection practices. This could set a new benchmark for the industry.
4. **Regulatory Compliance:** As privacy laws become stricter around the world, Apple's approach puts them ahead of the curve. They're not just meeting current standards - they're exceeding them.
5. **Ethical AI:** By prioritizing privacy, Apple is contributing to the development of more ethical AI systems. They're showing that AI can be helpful and intelligent without compromising personal privacy.

## The start of a new era for Siri.

Siri draws on Apple Intelligence for all-new superpowers. With an all-new design, richer language understanding, and the ability to type to Siri whenever it's convenient for you, communicating with Siri is more natural than ever. Equipped with awareness of your personal context, the ability to take action in and across apps, and product knowledge about your devices' features and settings, Siri will be able to assist you like never before.



# Private Cloud Compute

- ✓ Your data is never stored
- ✓ Used only for your requests
- ✓ Verifiable privacy promise



## See more of yourself in Health.

The Health app was created to help organize your important health information and make it easy to access in a central and secure place. Get helpful new insights in mental and vision health. And see it all on both iPhone and iPad.

SLEEP

## FDA Approves Apple Watch for Sleep Apnea Detection: Here's How It Works and What Experts Say

By Jenna Fanelli | September 19, 2024



## A closer look at your physical and mental health.

The more informed you are, the more empowered you are to take action. That's why the Health app helps you make sense of your data.



## Helping billions of people be healthier

Google Health is committed to helping everyone, everywhere be healthier through products and services that connect and bring meaning to health information. We're building products to empower people with the information they need to act on their health. We're developing technology solutions to enable care teams to deliver more connected care. And we're exploring the use of artificial intelligence to assist in diagnosing cancer, preventing blindness and much more.

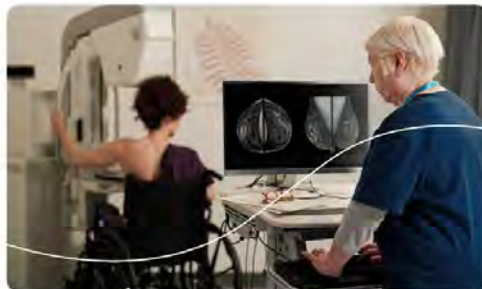
<https://health.google/>

## AI-enabled imaging and diagnostics previously thought impossible

In partnership with healthcare organizations globally, we're researching robust new AI-enabled tools focused on diagnostics to assist clinicians. Drawing from diverse datasets, high-quality labels, and state-of-the-art deep learning techniques, we are making models that we hope will eventually support medical specialists in diagnosing disease. We're excited to further develop this research towards new frontiers—and to demonstrate that AI has the ability to enable novel, transformative diagnostics.

<https://health.google/health-research/imaging-and-diagnostics/>

Google Health   Our mission   Our products   Our partners



### Healthcare research & technology advancements

Our team of clinicians, researchers, and engineers are all working together to create new AI and discover opportunities to increase the availability and accuracy of healthcare technologies globally, to realize long-term health technology potential.



# Google Fit: Activity Tracking

Google LLC

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637K reviews

100M+  
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Pedometer - Step Counter App  
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Google Play Games Apps Movies & TV Books Kids

# Health Connect

Google LLC

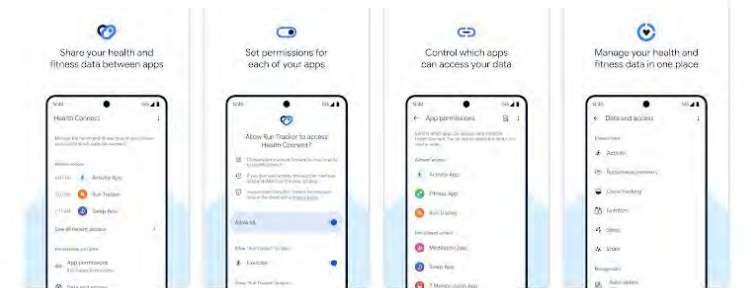
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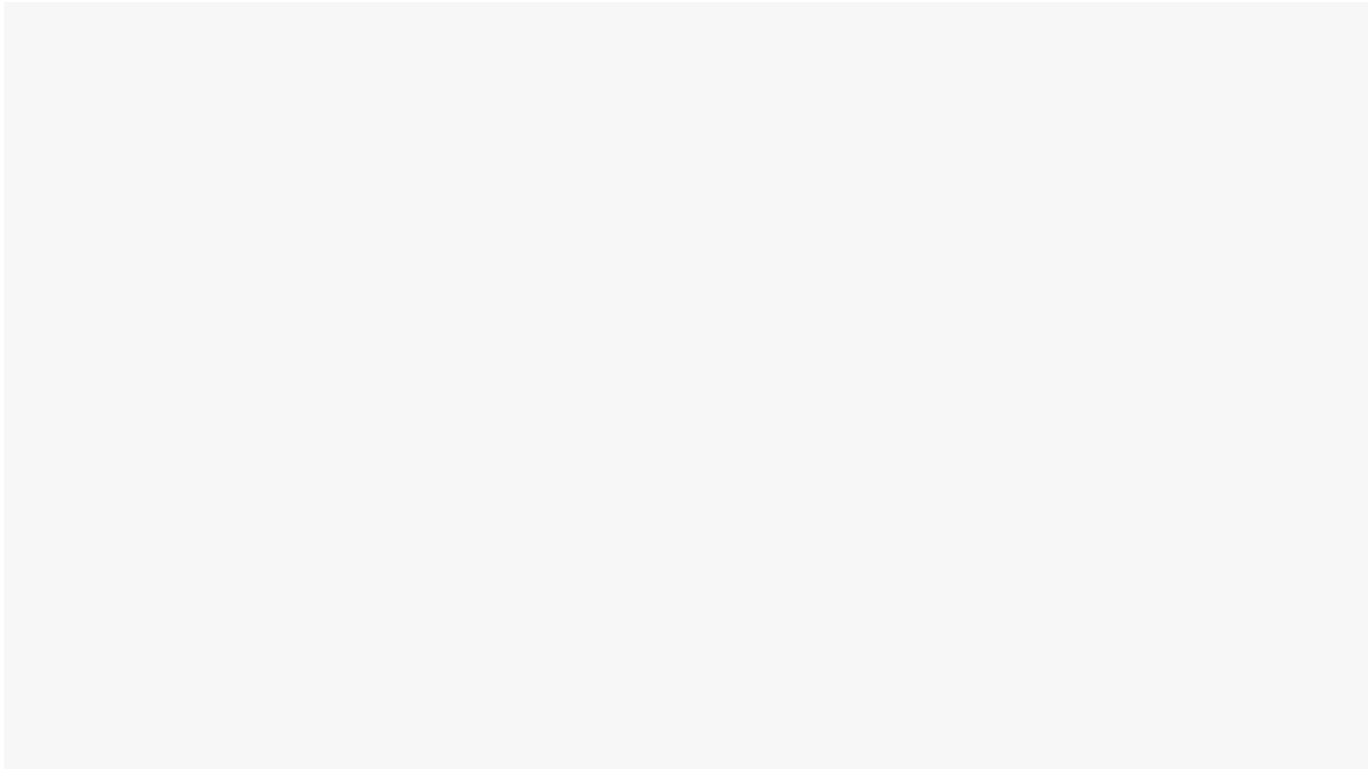
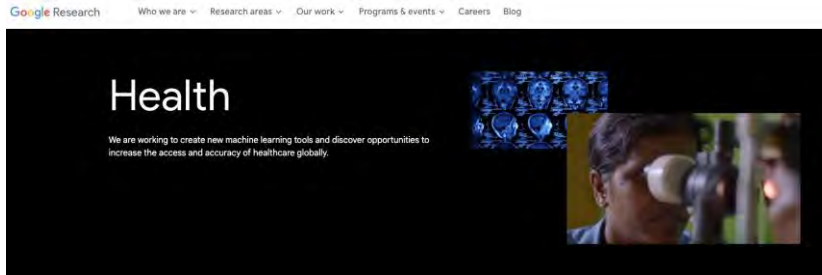
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HEALTHCARE TECHNOLOGY



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Medical Technology



# Microsoft expands AI capabilities to shape a healthier future

OVERVIEW

## Deliver meaningful outcomes

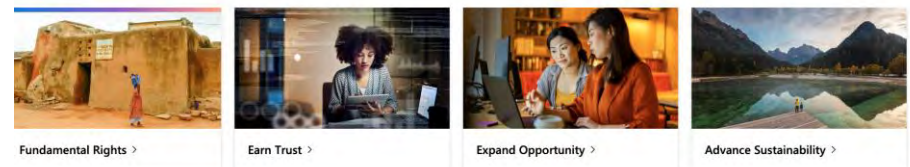
Accelerate innovation and improve healthcare experiences with AI-powered solutions, actionable insights, and trusted capabilities.

**Create connected experiences**  
Deliver exceptional experiences across healthcare.

**Empower your workforce**  
Give your teams the AI-powered tools to boost productivity and collaboration.

**Unlock the value of your data**  
Realize savings and drive better outcomes through clinical and operational data insights.

### Initiatives



INDUSTRY

## Microsoft Cloud for Healthcare

Deliver meaningful outcomes across the healthcare journey.

## AI for Health Research and collaborations contributing to the Microsoft AI for Health program

AI for Health is a philanthropic program launched by Microsoft, which aims to support nonprofits, researchers, and organizations working on global health challenges. The program provides access to artificial intelligence (AI) technology and expertise in three main areas:

**Population health**

By integrating data from various health sectors and utilizing AI and visualization techniques, the program aims to offer decision-makers valuable insights into the factors driving diseases.

**Imaging analytics**

AI is applied to image-based data to improve clinical decision-making processes, extend the reach of imaging tools, and enhance their precision and accuracy.

**Genomics & proteomics**

AI is utilized to analyze genomic and proteomic data. It can help predict disease risks and identify specific areas in proteins that require further investigation for potential disease intervention.



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Industry / Healthcare & Life Sciences

## Generative AI in Healthcare & Life Sciences

From pharma R&D to the point-of-care, learn how generative AI can accelerate health innovations and improve patient experiences.

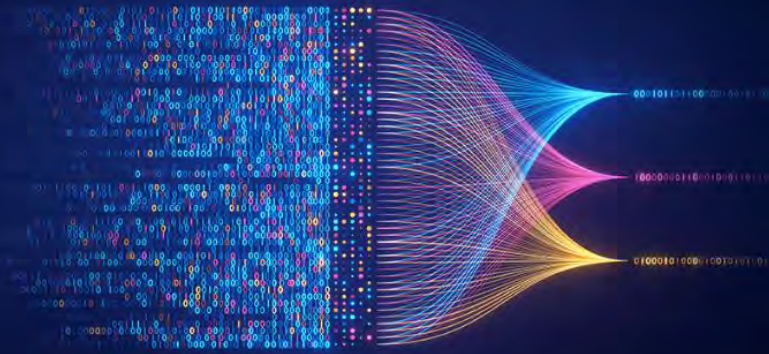
[Talk to a specialist](#)

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LIFE SCIENCES CUSTOMER STORIES

HEALTHCARE USE CASES

HEALTHCARE CUSTOMER STORIES



Apr 17, 2023

Philips joins forces with AWS to bring Philips HealthSuite Imaging PACS to the cloud and advance AI-enabled tools in support of clinicians

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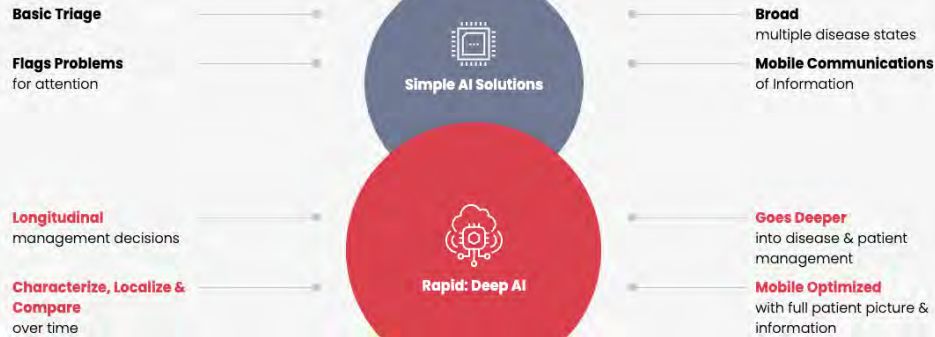


Medical Technology



# RAPIDAI

## Clinical Depth Matters



**EARLY. FAST. EFFECTIVE. PIONEERING.**

## Clinically Driven Detection for Better Equity of Care

Rapid NCCT Stroke delivers fast analysis of value-based CT images for accelerated door-to-decision time at centers of all levels of care. And, when compared to that of general radiologists, Rapid NCCT Stroke has demonstrated a 55% increase in sensitivity - aiding clinicians at various facility types in identifying possible ICH or LVO.\*

## Clinicians

RapidAI innovations are focused on patient equity-of-care and delivering clinical support data within minutes. Speed up your triage decision making and facilitate better patient outcomes

### Enhance Decision-Making Speed

- 98.1% sensitivity / 99.7% specificity for ICH and 97% sensitivity / 96% specificity for LVO
- Only Rapid delivers clinical depth with Hyperdensity, Hypodensity, CTA, ASPECTS and Aneurysm, along with EMR integration for clinical context

## Extended Care Teams

Whether on the go with a mobile device or via a web browser on a desktop or laptop, stroke team members can align and initiate workflow prior to patient arrival, preview images and Rapid results, and securely communicate throughout the patient care journey.

### Streamline Care Coordination

- Get images, results and patient data at your fingertips anywhere, at anytime
- HIPAA-compliant communication enables faster alignment and team activation

## Rapid NCCT Stroke

## Faster Triage & Transfer Decisions Based on CT Imaging

The only, premiere, FDA-approved AI-based medical device that determines suspicion of ICH and LVO based on non-contrast CT (NCCT) imaging. Rapid NCCT Stroke's triage and notification algorithm is the first of its kind to give integrated suspicion output based on multiple stroke-related indicators, helping physicians make early and time-sensitive stroke workflow decisions with faster notification of suspected ICH or LVO.

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# FIRST DERM

## AI Dermatology Powered: Skin Image Search™ for Identifying Skin Diseases

**AI Dermatologist** at your fingertips: Get insights on potential skin conditions from your photos and take informed next steps



## How To Use Our Online Dermatology Service

Our board-certified dermatologists answer patients across the world every day, 24 hours a day. We can check up on any skin concern within hours and give you peace of mind on the move or from the comfort of your own home.

**I. SNAP 2 PHOTOS**  
Take two pictures of your skin problem and

**III. REVIEW**  
Within 48 hours a board-certified Dermatologist will

Response Time	Price
8 hours	\$69.95
24 hours	\$49.95
48 hours	\$34.95

Response Within a Desired Timeframe



Primary Care Physician



Eye Care Specialist



Vision Screening Providers

## We make eye care simple.

We blend technology and user centric design to craft beautiful digital solutions for your ophthalmic screening and diagnosis.



**Portable Slit Lamp PSL-D20**

- Handheld slit imaging
- Variable filter color
- Adjustable slit angle and width



**Fundus On Phone NM-10**

- Non-mydratric fundus imaging
- 45° Field of view
- Internal fixation and auto-capture



**Medios DR**

- Offline AI that screens for RDR
- 93% Sensitivity and 92.5% Specificity
- Works offline



**Instaref R-20**

- Shack-Hartmann aberrometer technology
- Light and compact
- Bluetooth printing



# Mental Health

AI-powered chatbots and virtual therapists can provide support and guidance to people with mental health conditions. This can help to address the growing shortage of mental health professionals.

ARTIFICIAL INTELLIGENCE

## AI Will Make Mental Healthcare More Human

Personal Perspective: AI brings efficiency, equity, and balance to mental healthcare.

Posted April 8, 2024 | Reviewed by Monica Vilhauer

### Can AI help fill the therapist shortage? Mental health apps show promise and pitfalls

60  
MINUTES  
Overtime

By Jon LaPook, Aliza Chasan, Andy Wolff, Tadd Lascari  
April 7, 2024 / 7:00 PM EDT / CBS News



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Medical Technology



## Mental health that meets people where they are

Completely anonymous.

No stigma. No limits.

Wysa's clinically validated AI gives immediate support as the first step of care, and human coaching for those who need more. Transform how supported your teams and families feel.

## Mental health needs have multiplied. Support hasn't. Until now.

Woebot Health Copilot is an enterprise solution that aims to increase access to mental health support and improve your business outcomes

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Medical Training, Inc.

60  
MINUTES

**Thank You for attending this session**

**Contact**

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Medical Telehealth