2026 EDITION · FREE GUIDE

The AI Advantage

For healthcare

How providers and health organizations can use AI to reduce paperwork, support clinicians and improve patient care.

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INTRODUCTION

Where AI pays off first

AI is changing healthcare fastest where the paperwork is heaviest. Ambient documentation, prior authorization support and smarter scheduling are already giving clinicians and staff hours back each week.

This guide covers ten questions healthcare leaders ask most, each with a scenario, what AI can do, and an example tool. Patient data rules apply to every one of them, so privacy and clinical oversight come first.

1. Take the checklist
Ten yes-or-no questions show where you stand today.

2. Read the ten answers
Each pairs a common problem with what AI can do about it.

3. Pick one place to start
The last page shows how to turn a good idea into a working result.



ABOUT THE AUTHOR

Toby S. Reeves

Toby has spent about 30 years in technology sales and executive leadership. He founded IndyLogic Technologies, which helps mid-market companies find where AI creates practical value and put it to work, starting with how work actually gets done.

He holds an MBA in Information Technology Management and has studied generative AI through Vanderbilt University and Google Cloud. He leads the Indiana chapter of the International Trade Council, teaches Google AI Essentials to business and community leaders through Ivy Tech Career Link, and wrote *The Quantum Leap: Transforming Commerce for the Future*.

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AI READINESS CHECKLIST

Ten questions to answer before you spend

Answer each one honestly for your organization today. The goal is not a perfect score. It is a clear view of where AI could help first.

01	Do clinicians spend more time on documentation than they want to?	☐ Yes ☐ No
02	Is AI-assisted imaging analysis available to your radiology team?	☐ Yes ☐ No
03	Is prior authorization and claims work partly automated?	☐ Yes ☐ No
04	Are staff schedules built around predicted patient demand?	☐ Yes ☐ No
05	Can patients check symptoms and book visits online at any hour?	☐ Yes ☐ No
06	Do you screen claims and billing for unusual patterns?	☐ Yes ☐ No
07	Does your EHR use AI to summarize charts and draft messages?	☐ Yes ☐ No
08	Do you use data to identify patients who need follow-up care?	☐ Yes ☐ No
09	Does every AI vendor sign a business associate agreement (BAA)?	☐ Yes ☐ No
10	Do you have a process to review AI tools for safety, bias and accuracy?	☐ Yes ☐ No

0 to 3 yes
You are early. Start with one high-volume, low-risk task.

4 to 7 yes
You are building. Connect your wins and put a policy in writing.

8 to 10 yes
You are ready to scale. Focus on measurement and governance.

THE TOP 10 QUESTIONS, ANSWERED

What leaders ask most

01

How can AI support diagnosis and early detection?

THE SITUATION

Radiologists face growing image volumes, and findings can wait in the queue.

WHAT AI CAN DO

AI imaging tools review X-rays and CT scans alongside radiologists and flag likely findings, so urgent cases get read first. The clinician makes the call.

Worth a look: Nanox.AI, AI imaging analysis, formerly Zebra Medical Vision.

02

How can AI help personalize care?

THE SITUATION

A provider wants to tailor care plans to each patient's history but lacks the analytics to do it at scale.

WHAT AI CAN DO

AI-driven analytics combine clinical and claims data to identify patients who need outreach and suggest care gaps to close.

Worth a look: Merative, healthcare data and analytics, formerly IBM Watson Health.

03

How can AI reduce prior authorization and billing work?

THE SITUATION

Staff spend hours on prior authorizations and claim denials, delaying care and payment.

WHAT AI CAN DO

AI revenue cycle tools check eligibility, predict denials before claims go out, and automate authorization requests and appeals.

Worth a look: Waystar, revenue cycle software with AI for claims, denials and prior authorization.

04

How can AI improve scheduling and patient flow?

THE SITUATION

A hospital struggles with staff burnout, bottlenecks in discharge and operating room time left unused.

WHAT AI CAN DO

AI operations tools predict demand, flag discharge barriers and fill open schedule slots, easing pressure on staff.

Worth a look: Qventus, AI-powered patient flow and operating room scheduling.

05

Will AI replace doctors and nurses?

THE SITUATION

Clinicians worry AI will replace their judgment, and many are already burned out by documentation.

WHAT AI CAN DO

The clearest win so far is ambient documentation: AI listens to the visit with consent and drafts the note, so clinicians face patients instead of screens.

Worth a look: Microsoft Dragon Copilot, ambient clinical documentation, combining DAX Copilot and Dragon Medical One.

06

How can AI improve virtual care and triage?

THE SITUATION

Patients call with symptoms after hours, and the nurse line cannot keep up.

WHAT AI CAN DO

AI triage tools ask structured symptom questions and guide patients to the right level of care, from self-care to the emergency room.

Worth a look: Infermedica, AI-driven symptom checking and patient triage.

07

How can AI detect healthcare fraud?

THE SITUATION

A health plan sees rising suspicious claims, raising costs for everyone.

WHAT AI CAN DO

AI models compare billing patterns across providers and patients to flag unusual claims for investigation before payment.

Worth a look: H2O.ai, an AI platform used to build fraud detection and risk models.

08

What role does AI play in robotic surgery?

THE SITUATION

A surgical center wants to offer minimally invasive procedures with faster recovery.

WHAT AI CAN DO

Robot-assisted systems give surgeons greater precision, with the surgeon in full control. Newer systems add data and analytics that help teams review and improve technique.

Worth a look: da Vinci 5 by Intuitive, a robot-assisted surgical system with built-in data and analytics.

09

How can AI help with electronic health records?

THE SITUATION

Clinicians lose time hunting through long charts and answering inbox messages.

WHAT AI CAN DO

AI features inside the EHR summarize charts, draft replies to patient messages and help with coding, with clinicians reviewing before anything is sent.

Worth a look: Epic, EHR software with built-in generative AI features.

10

How can AI predict outbreaks and public health risks?

THE SITUATION

A health agency needs earlier warning of infectious disease threats.

WHAT AI CAN DO

AI scans global health reports, travel patterns and other data to spot emerging outbreaks and estimate where they may spread.

Worth a look: BlueDot, AI-driven infectious disease intelligence and early warning.

Ground rules for any AI project

- Keep customer and employee data out of tools your company has not approved.
- Put a short AI use policy in writing, and train people on it.
- Keep a person responsible for decisions that affect customers, money or safety.
- Measure the before and after, so you know what actually paid off.

Tools change quickly. The examples in this guide were checked in October 2026 and are starting points, not endorsements. IndyLogic is vendor-neutral and earns no commissions from any vendor named here.

WHERE TO START

From a good idea to a working result

In healthcare, AI should give time back to clinicians and staff without putting patients or data at risk. Start with documentation or revenue cycle work, require a BAA from every vendor, and keep clinicians in charge of clinical decisions.

1. **Look at the work, not the tools**
   Map the tasks that take the most time or cause the most errors. That is where the payoff is.

2. **Pick one use case and size it**
   Estimate the hours or dollars at stake, and the risk if it goes wrong. Start where the payoff is high and the risk is low.

3. **Run a small pilot and measure it**
   Test with a few people for a few weeks. Compare the results with how the work was done before.

4. **Write the rules, then scale**
   Document what the AI may and may not do, who reviews it, and how it is monitored. Then roll it out.

Want a second opinion on where to start?

Run the free AI opportunity scan at indylogic.com. Enter your website and see three places AI could pay off first, in about 20 seconds. Or book a short call with Toby.

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