



A **Perfios** Company

**Driving Digital Revolution
in Indian Healthcare**

IHX Blog

**Solving the plagued Indian healthcare system
with AI and Big Data Analytics**

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An EY-FCCI report titled “Re-engineering Indian Healthcare 2.0” (August 2019) reveals that 61 per cent patients believe hospitals did not act in their best interest. The Indian healthcare system needs to tailor its current model for inclusion and mass healthcare to deliver true care with a focus on primary care, wellness and health outcomes. EY conducted an online survey with 1,000 patients across India and found that the key gaps in patient experience which have contributed trust deficit are – poor hospital responsiveness and waiting times (63% respondents) and no concern for feedback (59% respondents). India offers the lowest cost healthcare services when compared to global peers, yet the services are overwhelmingly prohibitive to a majority population.

We are a Bengaluru based Indian start up, focused on solving some fundamental problems faced by the health care ecosystem in India through AI and Big Data analytics. Few of the major problems we are focusing are:

1. **Standardized vocabulary for everything medical:** Different hospitals, diagnostic labs, pharmaceuticals companies and other institutions refer different names and codes for diseases, medical procedures and products. Lack of standardization of data impacts the quality of healthcare delivery at multiple levels. We are building a proprietary standardized vocabulary to represent all the components of the Indian health system. It includes a nationalized directory of all the doctors or hospitals in India, a common directory of the pharmaceutical and medical products, and a uniform system of coding diseases and medical procedures.
2. **AI-based data fusion system:** The presence of large swathes of unstructured individual health care data in the Indian healthcare ecosystems restricts the interaction between different players in the system, as well as predictive analytics to improve the healthcare delivery overall. We use advanced Natural Language Processing (NLP) techniques to bring the data into the standardized vocabulary we are developing for India and generate pooled, anonymized and secure health care insights. Through the platform, hospitals will be able to use their own data to make more accurate estimates of bills, predict complications of diabetes or heart failure in a patient before they happen.

Our solutions aim to benefit patients, doctors, hospitals, payors and even governments through its AI based products and solutions. We also aim to develop data-driven digital avatars to inspire health consumers to take control of their own health and wellness in a proactive manner.

Due to the large data available in the Indian healthcare ecosystem, we as a country have an opportunity to leapfrog ahead of the world in healthcare systems by developing unique patient and individual centric solutions based on artificial intelligence. The National Digital Health Blueprint defines a very compelling roadmap and all stakeholders (public and private) should join hands to build the world’s most innovative and effective healthcare system here in India."

The EY-FCCI report is available [here](#).