

TAILWINDS

THE UI FOR AI

BUILT ON  **Amazon Bedrock**
POWERED BY  **IBM watsonx Assistant**



MedOauth

MedOauth, a pioneering healthcare technology company, specializes in secure patient identity verification and streamlined healthcare access solutions. Recognizing the challenges patients face in understanding their medical records across multiple providers, MedOauth partnered with Innovative Solutions to validate an AI-powered solution that would make medical records more accessible and comprehensible to patients, even when those records are complex, come from different sources, and when patients themselves aren't trained to ask medical questions in a specific way.

MedOauth engaged Innovative to build a proof of concept (POC) to demonstrate how generative AI technologies from leading AI technologies, such as Amazon Bedrock and IBM watsonX Assistant, might allow patients to have natural conversations about their medical data in a secure, private, and accurate application.

BUSINESS OBJECTIVES

- 1** Enable patient access to consolidated medical records from multiple providers
- 2** Empower patients to better understand their medical history through conversational AI
- 3** Ensure accurate and secure retrieval of medical information
- 4** Improve patient-doctor communications through better informed patients
- 5** Validate scalable architecture for future deployment



THE CHALLENGE

Patients often struggle to understand their medical records, which are typically scattered across multiple healthcare providers and filled with complex medical terminology. This lack of understanding can lead to:

- ✓ Difficulty in making informed healthcare decisions
- ✓ Less productive conversations with healthcare providers
- ✓ Increased anxiety about medical conditions
- ✓ Challenges in managing ongoing healthcare needs

MedOauth needed a solution that could not only aggregate medical records but also make them accessible and understandable to patients through natural conversation.

WHAT THE CUSTOMER IS SAYING

"Innovative helped us understand how generative AI technologies from companies like AWS and IBM can help patients better understand their health history while maintaining the highest standards of security privacy, and accuracy," said Stephen Ward, CTO, MedOauth. *"They successfully demonstrated an approach to transforming complex medical records into conversations that patients can actually understand."*

THE SOLUTION

- ✓ **Intelligent Data Retrieval:** a specialized AI worker that accurately searches and filters FHIR-standard medical records based on patient questions
- ✓ **Conversational Interface:** a user-friendly chat experience through IBM watsonx Assistant that makes complex medical information accessible
- ✓ **Multi-Provider Integration:** aggregation and processing medical records from multiple healthcare providers

The POC showcased how AI can transform complex medical records into understandable conversations while maintaining accuracy.



FUTURE VISION AND EXPECTED KPIS

As of the result of this project, MedOauth has a foundation for AI-augmented medical record access, which if implemented, is expected to result in the following:

60% improvement in patient satisfaction

80% increase in accurate patient recollection of their medical history

40% reduction in wasted patient/doctor time reviewing prior medical history

These projections reflect early POC indicators and similar AI implementations in healthcare settings.

ABOUT INNOVATIVE SOLUTIONS

Innovative Solutions is a Premier Tier AWS Partner specializing in AI-driven digital transformations. With expertise in Amazon Bedrock, IBM watsonx Assistant, and their proprietary Tailwinds platform, Innovative Solutions helps businesses leverage cutting-edge AI technologies to solve complex challenges.

For more information about how Innovative Solutions can transform your business with AI, visit www.innovativesol.com/tailwinds.



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