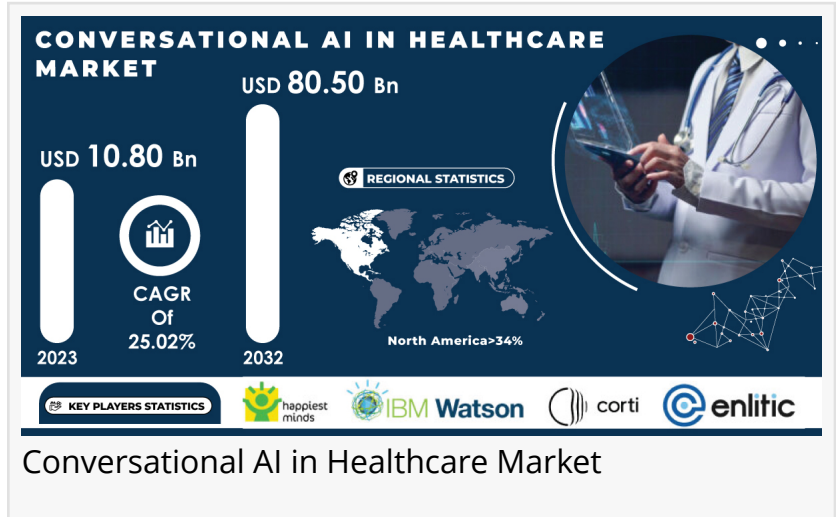


Conversational AI in Healthcare Market is Expected to Reach USD 80.50 Billion by 2032, Growing at a CAGR of 25.02%

Global Conversational AI in Healthcare Market Growth is Driven by Rising Chronic Disease and Elderly Population

AUSTIN, TX, UNITED STATES, December 2, 2024 /EINPresswire.com/ --

According to Research by SNS Insider, The Global [Conversational AI in Healthcare Market](#) is estimated to be USD 10.80 billion in 2023 and is anticipated to reach USD 80.50 billion by 2032, at a CAGR of 25.02% during forecast period 2024–2032



The healthcare industry is undergoing a significant transformation, with conversational AI emerging as a vital tool in enhancing patient care and operational efficiency. Leveraging natural language processing (NLP) and machine learning, these AI-driven systems streamline healthcare interactions by providing personalized support and automating administrative tasks. AI-powered chatbots, in particular, offer 24/7 healthcare assistance, enabling better patient engagement and allowing professionals to focus on critical responsibilities. These tools address major challenges like managing chronic conditions, mental health support, and improving routine processes.

Conversational AI reduces the administrative burden with features like appointment scheduling and medication reminders, increasing efficiency and accessibility while lowering operational costs. Its adoption is fueled by rising chronic diseases and an aging population. Conditions such as diabetes, cancer, and heart disease require continuous management—needs effectively met by AI. Chronic diseases account for 70% of U.S. deaths and cost USD 4.5 trillion annually, underscoring the critical role of conversational AI in healthcare evolution.

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Key Conversational AI in Healthcare Market Players:

RDMD
Happiest Minds Technologies
IBM Watson Health
Corti
Enlitic
Fortis Healthcare
Butterfly Network
Google Health
Behold.ai
CloudMedX Health
iCarbonX
Oncora Medical
Recursion Pharmaceuticals
Arterys
Atomwise
Caption Health
Turbine
Babylon Health
Deep Genomics

The Impact of an Aging Population on Healthcare AI

The aging population is growing rapidly all over the world. The population of elderly people is likely to double from 900 million to 2 billion by 2050, as per WHO. This trend will significantly influence healthcare demands and thus require scalable and efficient solutions. Conversational AI promises to meet these demands because it can offer round-the-clock assistance for elderly individuals who need to be cared for continuously. Such tools perform very well in daily routine healthcare tasks, including reminders to take medication and schedule appointments with the elderly.

As the pressure on healthcare systems from age-related challenges increases, conversational AI becomes a critical solution in improving service delivery. While conversational AI improves the quality of care, it helps reduce the workload of healthcare providers, making it an essential component of modern healthcare infrastructure.

Segment Analysis: Driving Forces in Conversational AI

By Type

NLP was dominating in 2023 with a 46% revenue market share. The reason behind the dominance of NLP is that it can handle big volumes of unstructured medical data, including patient records and clinical notes, helping healthcare providers to offer personally relevant and context-sensitive information. For example, IBM Watson Health uses NLP to help diagnose difficult cases, and Microsoft's Healthcare Bot uses NLP to help evaluate symptoms and schedule

appointments. Progress in NLP models like GPT-4 and BERT have further helped strengthen their accuracy and efficacy in healthcare applications.

By Application

In 2023, the medical record mining segment dominated 35% of the market share, underlining its essential position in contemporary healthcare. Leveraging AI to extract and analyze patient data from EHRs, medical record mining makes a difference in patient care and clinical workflows. For instance, Nuance Communications' Dragon Medical One platform uses NLP to transcribe and analyze clinical notes, freeing healthcare professionals to focus on caring for patients rather than documentation.

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Key Market Segments

By Type

Natural Language Processing (NLP)

Machine Learning (ML)

Others

By Application

Medical Record Mining

Medical Imaging Analysis

Medicine Development

Emergency Assistance

Others

Regional Insights

North America dominated the market for the largest share of 34% in 2023, due to its high adoption rate of digital technologies in healthcare. The adoption of AI-powered chatbots has highly enhanced patient engagement and efficiency in healthcare across the region. NLP and AI firms based in the United States have greatly contributed to the advancement of chatbot accuracy and effectiveness in overcoming some of the key challenges, such as rising healthcare costs and accessibility. The region's strong technology infrastructure and focus on innovation make it a leader in conversational AI integration within healthcare systems.

Asia-Pacific was the fastest-growing region, holding 28% of the market share in 2023. Increased healthcare demands in the region, significant investment in digital health infrastructure, and commitment to innovation are driving growth in the region. Countries like China, Japan, and India are at the forefront, using conversational AI for telemedicine, medical record mining, and personalized treatment plans. For instance, Indian AI-driven start-ups, like Haptik and

HealthifyMe, are transforming the face of patient engagement and chronic disease management through premium conversational AI solutions.

Recent Developments in the Market

- In March 2024, Google Health launched Med-PaLM 2, a generative AI model tailored for healthcare professionals. This innovative tool provides medically accurate responses to clinical queries and streamlines administrative workflows, significantly enhancing operational efficiency in healthcare settings.
- In January 2024, IBM introduced IBM Consulting Advantages, an AI-driven platform designed to assist consultants in delivering consistent and efficient healthcare solutions. Early adopters of this platform reported up to 50% productivity improvements, highlighting its transformative potential in healthcare service delivery.

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