



AI-enhanced search

As artificial intelligence (AI) continues to evolve, having a trusted solution partner is critical for your healthcare organization.

As leaders in clinical decision support (CDS) for over 30 years, the team at UpToDate® is committed to the responsible development of AI innovation in collaboration with the clinical community—especially when it pertains to supporting safe healthcare delivery.

Our trusted CDS solution has been enhanced with AI features for years, and we're just getting started. Learn about our new AI-enhanced search feature and explore our long-term vision and perspective on responsible clinical AI in decision support.

[Learn more about our vision on AI in healthcare decision support →](#)



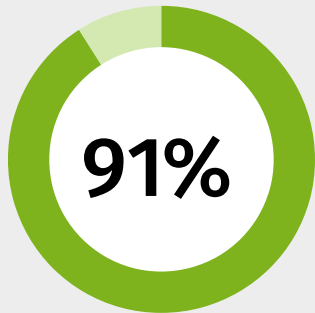
Healthcare teams need faster speed-to-answer

Healthcare professionals across the care ecosystem continue to face a number of challenges, including:

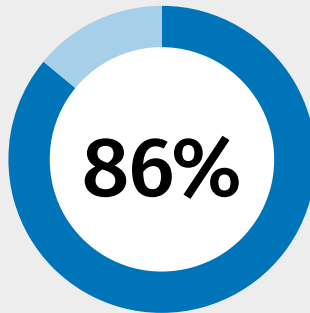
- ✓ Increasingly complex medical information and drug therapies informing health policies
- ✓ New and evolving evidence influencing health journeys and recommendations
- ✓ Shifting expectations from pharmacy patients and continued industry burnout
- ✓ More complex solution workflows and operations

They need faster speed-to-answer to trusted healthcare and drug recommendations in a way that's surfaced responsibly and accurately, and within existing workflows.

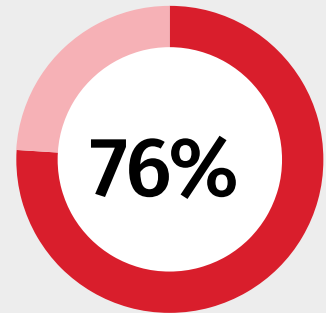
User trust in AI is increasing, what would make them comfortable?



Source content for AI should be created by doctors and medical experts



Vendors should be transparent about where information came from, who created it, and how it was sourced



AI-powered technology should be from an established company

Wolters Kluwer survey of US physicians in large hospitals or health systems. February 2024. N= 100. Data on file.



Responsibly developed AI can augment human abilities

AI is rapidly evolving and integrating into healthcare systems. It has the potential to unlock new opportunities in healthcare decision-making and delivery with responsible, tested processes. UpToDate users can access AI-enabled features and tools to help them arrive at an answer more quickly, complementing their expert knowledge and experience.

Keys to successful AI adoption:

Transparency in technology development

Solution partners have a responsibility to be transparent about the development and testing of AI-enhanced features, especially in patient-facing settings where care quality and safety are paramount.

Identify a solution that the healthcare industry knows and trusts

UpToDate—trusted for decades—is expanding beyond keyword searches to include AI-enabled natural language searches for faster speed-to-answer and improved workflows and satisfaction via desktop, mobile web, and mobile app.

Trusted human-generated content surfaced more quickly

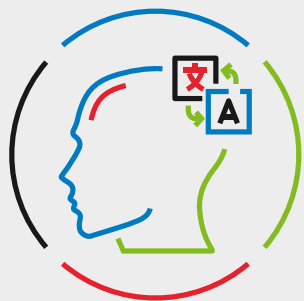
With new AI-enhanced search capabilities and rigorous testing, the trusted, human-generated content is surfaced verbatim with direct links to source articles and research. Verbatim passages are high-lighted, helping users quickly navigate to the exact location where the guidance was sourced.



“I’ve looked at other CDS vendors who have included AI in their solution. We selected UpToDate because of the superior content quality, and we can trust that the underlying content is indeed up to date, as UpToDate applies AI to the CDS process”

Rohith Saravanan, MD,
Chief Medical Officer,
Midland Health, TX, USA

How AI-enabled search improves the UpToDate experience



Users ask a natural language or multi-concept question

- Natural question-asking is easier versus thinking about keywords
- Types of questions can be those a user would ask a colleague
- Improves team satisfaction, workflow, and speed-to-answer



AI-enhanced search returns verbatim passages from UpToDate topics

- Search results showcase AI-surfaced passages in addition to traditional search results
- Directly links back to referenced articles and specific passages surfaced by AI
- Available links to supporting research and human clinician authors



Continual human-in-the-loop feedback improves search performance

- Users and healthcare partners provide regular feedback
- In-app feedback for ease and immediate input
- Transparent, responsible development of AI capabilities in collaboration with the healthcare community

The screenshot shows the UpToDate search interface. At the top, there is a search bar with the query "What are the indications of the new RSV vaccine?". Below the search bar, there are navigation tabs for "All", "Adult", "Pediatric", "Patient", and "Graphics". The search results are displayed under the heading "Showing results for what are the indications of the new RSV vaccine (Respiratory syncytial virus vaccines)". The first result is "AI Suggested Results BETA", which includes a "Feedback" button. The text of the result reads: "... All of these vaccines have been approved by the US Food and Drug Administration (FDA) for persons 60 years and older. In addition, for persons who are at increased risk for lower respiratory tract disease caused by RSV, the adjuvanted subunit vaccine has been approved for use in persons 50 to 59 years old, and the bivalent vaccine has been approved for persons 18 to 59 years of age. In the United States, recommendations for the use of these vaccin...". Below this text is a "Read More" button. At the bottom of the screenshot, there is a "SOURCE: Res" label. A red box highlights the search bar and the "AI Suggested Results" section, with a red line connecting the search bar to the "AI Suggested Results" section.

Mitigating risks and a commitment to prioritizing safety

With any technology innovation, prioritizing safe, responsible development and deployment is critical to user trust and adoption. Introducing AI into operational workflows requires:

- ✓ Rigorous testing and transparency by any solution partner
- ✓ Providing consistent prompt responses and verbatim passage returns with source information
- ✓ Pulling information from trusted data sets to prevent hallucinations
- ✓ Including regular human-in-the-loop feedback and iterations
- ✓ Providing options for users to choose the search experience that best fits their immediate need

The UpToDate team works in partnership with the healthcare community to rigorously test new AI innovations and confirm that the surfaced content is unaltered from the original content authored by clinician authors and editors. The team is also committed to continuous clinical validation and identifying the best practice computational science calculations.

As new innovations come to market and are introduced into workflows, it's crucial that your teams reference evidence-based, tested healthcare content for decisions—the same content the industry has trusted for decades, surfaced in new, faster methods.

“The information is from a trusted source, but here it’s giving you a new method for querying the data and getting it to point-of-care”

Clinician, Internal Medicine, 20+ years of practice



Want more information?

Learn more about equipping teams across your organization with UpToDate, [contact our team](#).



UpToDate:
Trusted by clinicians
for over 30 years

99%

I would recommend UpToDate to a colleague

95%

I trust UpToDate as a point-of-care clinical information resource

93%

UpToDate improves the quality of care I provide to patients

87%

UpToDate is integral to my practice

UpToDate individual subscriber survey, September 2024, N=11,118