

## Overview

Paytient is an AI-powered software solution designed to improve engagement for patients, doctors and nurses. Recognizing that doctors and nurses spend 30–50% of their shift on manual documentation and there exists a communication gap between patients and their family members when they are hospitalised. This is where Paytient comes in- Paytient increases engagement between patients to family members, patients to doctors and increased operational efficiency so that healthcare members can focus on what's truly important.

## Pain Points

- **Excessive Documentation Time:** Medical staff currently dedicate a significant portion of their time to updating electronic health records (EHRs), manually noting vital signs, and transcribing doctor-patient interactions during and post consultation.
- **Patient and Family Communication:** Inadequate real-time updates result in families feeling worried or anxious when they are not physically present with patients
- **Operational Inefficiencies:** The heavy administrative burden reduces face-to-face engagement and a workload strain on healthcare staff

## The Paytient Solution

Paytient leverages Generative AI (GenAI) technologies to automate and streamline documentation processes:

- **High-Accuracy Speech-to-Text:** Utilizing tools like Deepgram API and Deepseek V3, the platform transcribes medical conversations in real time with medical-grade accuracy.
- **Structured Summaries:** The AI agent generates concise, structured summaries that integrate seamlessly into EHRs, reducing manual input and transcription errors.
- **Real-Time Updates:** Patients' families benefit from real-time updates of patients' well-being and medical check-ups by nurses.

## Value Proposition and Outcomes

- **Enhanced Efficiency:** By reducing manual documentation, healthcare professionals can reclaim up to 18 extra hours per week to focus on patient care.
- **Improved Patient Engagement:** Real-time AI summaries and clear communication increase trust in the healthcare system and enhance patient satisfaction.
- **Financial Impact:** Hospitals may experience additional monthly revenue gains ranging from \$3,400 to \$8,400 due to improved operational efficiencies.
- **Operational Efficiency:** Reduced call volumes, fewer unresolved concerns, and improved diagnostic accuracy helps junior doctors and nurses to achieve more.

## Expansion Opportunities

- **Significant Market Potential:** With a Total Addressable Market (TAM) of \$490 billion, a Serviceable Available Market (SAM) of \$136 billion, and a Serviceable Obtainable Market (SOM) of \$100 billion in Asia Digital Health, Paytient is well positioned within the global AI healthcare landscape.
- **Growth Prospects:** Future enhancements include strengthening family-doctor interactions and post-discharge care, as well as leveraging GenAI to offer personalized medical summaries, dietary recommendations, and exercise plans based on individual patient records.

## References

Campbell, D. (2024, Sept 2). Many patients leave GP appointment without discussing all worries, survey shows.

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