



Do what matters

# Imagine what you will do with an AI Copilot

Discover how Microsoft Copilot powers productivity and turns data into knowledge



Analyze patient data

Create better treatment guidelines



Saving more lives



# Be more with copilot by your side

We face a catalyst moment in healthcare to create a workplace that amplifies the skills of each doctor, nurse and healthcare worker. With Microsoft Copilot by their side, healthcare professionals are one step closer toward a future where technology is a partner to help improve how we work, collaborate and do what matters most.



**90%**

of healthcare professionals believe the impact of AI on people-focused processes and roles will make them more efficient and increase satisfaction in their roles.



About **2x more** professionals in healthcare - out of eight industries surveyed - believe AI copilot will reduce their workload.

Source: [Avanade AI Research - Healthcare](#)

# Often a lagging indicator, healthcare is gaining recognition as a leading force in AI

Artificial intelligence (AI) is helping to reshape how healthcare works more than ever before. In fact, it is often considered a top industry for AI due to the number of potential use cases - from generating reports and expediting hospital discharges to compiling inpatient clinical summaries before providers review and finalize the drafts in the electronic health record.

## So why is AI gaining traction in healthcare?



By 2030, the World Health Organization estimates there will be a global shortage of approximately 18 million health workers – 20% of the workforce needed to keep healthcare systems going.



The current healthcare state is not sustainable. Staffing shortages often exceed patient demand and the people who remain are left with little time to take care of themselves as well as their patients.

## Be more with Microsoft Copilot

In this guide, you will learn how Microsoft Copilot helps providers and care teams boost productivity and save precious time. You will read how this AI digital assistant makes work easier because it is in the applications many healthcare workers already use every day. You will also find out how providers and healthcare workers can transform mounds of disparate data into useful knowledge in a matter of seconds.

### What is Microsoft Copilot?

Microsoft Copilot combines the power of large language models (LLMs) with your organization's data – all in the flow of work – to turn your words into one of the most powerful productivity tools on the planet.

# Your copilot for the healthcare workplace

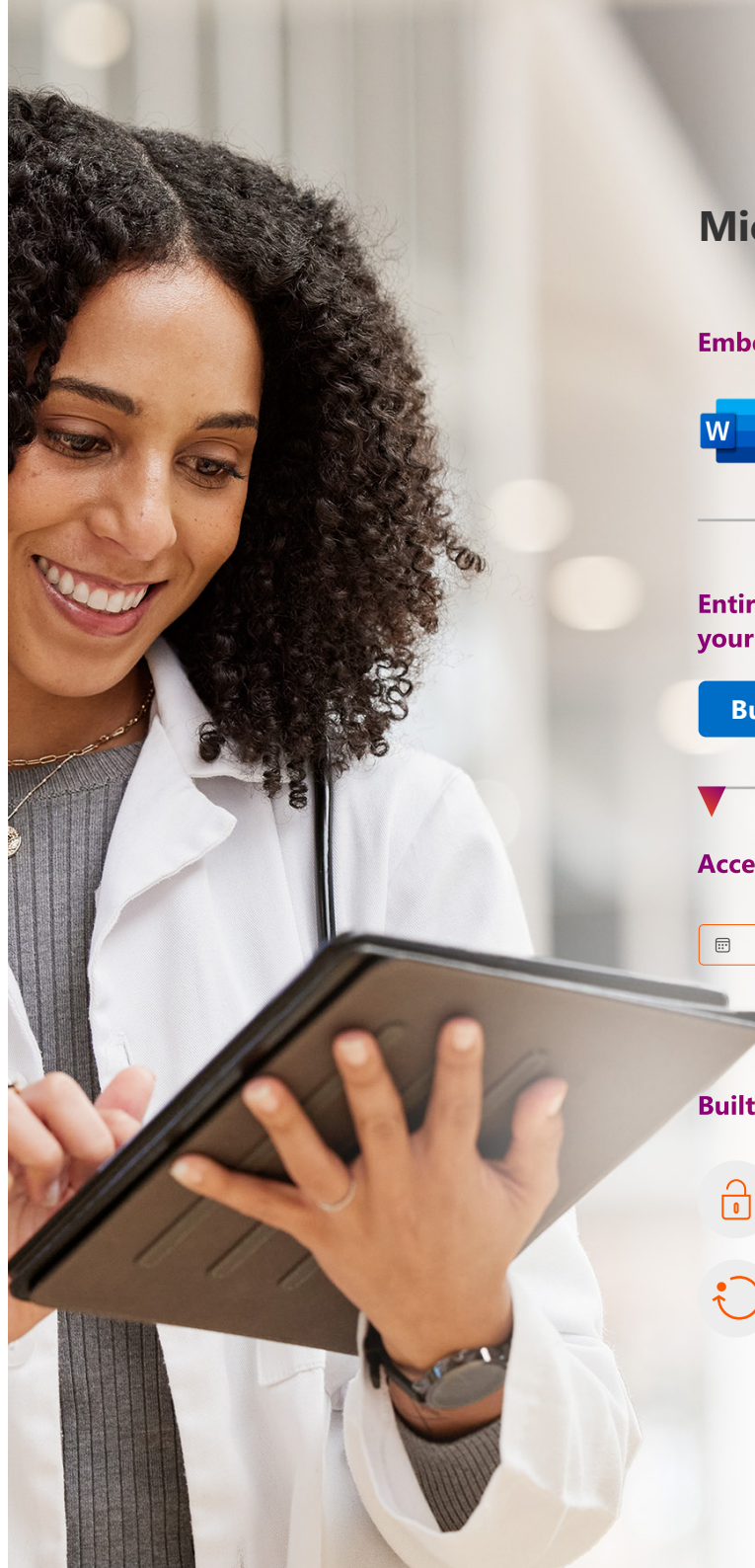
[Microsoft 365 Copilot](#), sometimes referred to as 'copilot', allows users to interact with their crucial tools, from Microsoft Word to PowerPoint, using everyday language "prompts" or inputs. **Its fundamental purpose is to act as a digital assistant.**

When users type queries into the chatbot input field, the data is routed through the Microsoft system, a platform that connects multiple services and devices, for analysis and interpretation. Then, prompts are forwarded to the GPT language model. The GPT, a large language model that generates text outputs, creates text and content in a conversational manner for a rapid response.

With every inquiry, Copilot is learning about your documents, schedule, and communications, so it gets smarter as you use it.

## What would you do with a copilot?

Imagine what you would do with a copilot at work. You can ask the copilot to find emails from a patient and summarize what was said and discussed. And the chat function can summarize across everything, answering questions like "summarize all the communications and information from a specialist consultation. **The use cases are almost overwhelming so let's explore a few in this guide.**



## Microsoft 365 Copilot

Embedded across Microsoft 365 apps



Entirely new experience that works across all your data and apps

Business Chat

Access to your business content and context



calendar, emails, chats, documents, meetings, and contacts

Built on Microsoft's comprehensive approach



Security



Privacy



Compliance



Responsible AI

# Imagine what you could do with AI

So much is possible with AI Copilot that it can be difficult to identify where to start. Here are several 'starter' use cases for more immediate results to improve productivity and turn data into knowledge in minutes.



## Provider Experience

- **Structured Clinical Data Generation**  
Extract information from unstructured data sources, such as clinical notes, scans, lab work etc. and convert it into structured data (e.g., FHIR, C-CDA) to trigger workflows and downstream automation / analysis.
- **AI-Assisted Clinical Documentation**  
Capture clinical encounters, including medical device readings and patient observations and automatically generate clinical notes. This can be applied to support both nurse and doctor documentation needs.
- **Medical History Summarization**  
Review and generate a summary of a patient's medical record prior to a provider visit. The summary can compile multiple structured and unstructured sources and cover medical history, active medications, allergies, etc.



## Patient Experience

- **Patient/Member Service**  
Use AI powered digital assistants that can rapidly answer questions with member specific claims and benefits; use chatbots to address member questions about claims, reimbursement, billing and related information.
- **Patient Response Drafting**  
Generate a draft customized response to patient inbox inquiries made to physicians and present to physicians to review, customize and approve prior to sending. This can reduce the burden of physician-patient messaging.
- **Health Literacy Patient Translator**  
Translate medical information into a patient's preferred language and degree of medical knowledge. This can also involve customizing tonality to ensure that the intended message is delivered accurately and with empathy.

Most health industry leaders view AI as a partner for improving access to care for patients and making the experience as seamless as possible.

**67%** of responding healthcare professionals ranked the digital entry point as the top use case worthy of future investments.

Source: Avanade AI Research 2023





## Make sure your data is secure and protected

Copilot is integrated into Microsoft 365 and automatically inherits all your company's valuable security, compliance, and privacy policies and processes. Two-factor authentication, compliance boundaries, privacy protections, and your data never leaves its secure partition, and it is never used for training purposes.

Ensuring data is protected and primed for AI requires operating within a cloud environment. [Avanade Cloud Impact](#) is a service powered by a dynamic platform that helps you get the best value from your cloud investment. It uses AI and machine learning to understand your cloud usage, benchmark against external sources and identify your unique challenges and opportunities.

We've spent over a decade helping clients to use AI to achieve things never possible before

### Johns Hopkins and Answer ALS offer new hope to ALS patients

#### Business situation

A group of 1,000 ALS patients are participating in Answer ALS, a revolutionary medical research program founded and run by Johns Hopkins and the Robert Packard Center for ALS Research. Answer ALS is bringing together global research centers, leading technology companies, world-class researchers and ALS patients for one goal: leverage cloud computing, machine learning, an enormous amount of patient data, and a powerful, interactive data infrastructure with the ability to harness artificial intelligence, all to help determine what causes ALS and identify potential treatments.

#### Solution

Once the Answer ALS consortium selected Azure as the backbone for the data research infrastructure, Azure expert Avanade was selected to lead phase one of the project. We began with a designed workshop that focused largely on deciding the functionality required. Once objectives were prioritized, a roadmap was developed. Using agile methodology, we built a powerful, secure data query engine that allows researchers to use tools they are already familiar with, one that is ready by design to expand as the project continues to build momentum.

#### Results

- Participating researchers are able to query a database of thousands of petabytes of new ALS-specific information.
- For quicker insights, queries can now return results within minutes or hours vs. weeks.
- Researchers hope the new insights will serve as the foundation for new clinical trials, which may lead to the development of successful treatment protocols.
- The project is already producing results. Sharing the Answer ALS data with a research group based in the Netherlands, scientists have identified a gene linked to ALS.

We typically achieve up to 50%  
of **savings on cloud costs.**

## Unlock your true potential.

To get started, Avanade provides a [free, two-hour virtual workshop](#) to help organizations define the best pathway forward.

## Client Story

### **Biotech company uses generative AI to reduce hundreds of hours of manual effort into minutes**

A biotech company, a pioneer and leader in immune-driven medicine was looking to automate the process of summarizing and rewriting hundreds of standard operating procedure (SOP) documents which take hundreds of hours of human efforts. They also wanted to provide a comprehensive understanding of how generative AI can be used to optimize enterprise functions to improve productivity, reduce cost and accelerate innovation in various business areas.

The client chose Avanade for our expertise and deep ecosystem of Microsoft technology. Avanade helped write a script by implementing OpenAI, ChatGPT4 (Azure AI service) to automate the process of summarizing and rewriting hundreds of patients of statement of procedure documents, cutting the time taken for this task from hundreds of hours to three to four minutes.

Recent survey data shows that Copilot for Microsoft 365 makes people more productive and faster overall in tasks like searching and writing.

Use AI, no matter what type or scale, with confidence, inspired by sound digital ethics.

Avanade works with clients to help them uncover the ethical implications of any project or system. We example policies and procedures to assure sound ethical practices and we delivery the capabilities of Microsoft's Responsible AI tools to improve the fairness, privacy and explainability of your AI solutions.





# Get immersed in AI

## Choose the path that is right for you

1

### Two hours learn and discuss

Generative AI introduction and Microsoft products and use case overview based on OpenAI. Identify questions and brainstorm use cases for your industry.

2

### Two days hands-on workshop / design thinking

Workshop focusing on deeper dive to prioritize use cases, journeys to explore, and building trust considerations.

3

### Depending on Workshop Outcomes

### Two weeks proof of concept (PoC) / two months minimum viable product (MVP)

Directly build a PoC or MVP to prove the technology and value for one use case based on readiness and use case.

OR

### Six weeks strategy assessment

Strategy assessment to help define data readiness, and multiple complex use cases while also reviewing use cases through responsible AI frameworks, defining a roadmap, and return on investment.

## Learn | Explore | Build

Avanade will join your team on-site (or remotely) to go in-depth on the business value of AI, the latest tools from Microsoft including the latest OpenAI technologies, the technical architecture and use cases that can be realized today.

We will partner with you to assess the readiness of your employees, providers, patients and ecosystem partners, so you can prioritize actions that enable them to adapt and evolve with AI. We also help you to establish governance and operating models to sustainably scale and realize value from AI.



# Why Avanade?

## Unparalleled Microsoft, data and AI expertise

Avanade has partnered with Microsoft on AI for almost a decade and hundreds of clients rely on us to help them responsibly innovate and work with AI to achieve things never possible before.

Our privileged access to the development of Microsoft's new [Copilot solutions](#), combined with our long-standing experience of how to make the most of your existing Microsoft investments, enables us to bring unique capabilities to help you more quickly ready your people, processes and platforms for AI and to responsibly scale AI to unlock more value and growth and transform your business.

### End-to-end services



Industry Expertise



Emerging Technology



Experience Services



Advisory Services



Solution Delivery



Managed Services

## Industry

**41 of the 100**

top hospitals as ranked in the US by Thomson Reuters

**Trusted by 90%**

Of Fortune 500 life sciences companies

**All top 10**

global pharmaceutical companies

**21 out of 25**

largest US Health Plans

**3 out of the 6**

largest biotech companies

**Winner, Microsoft Healthcare**

Partner of the Year (2020)

## Data and AI

**40K+**

Data & AI professionals

**20K+**

Years of data management experience

**4K**

Data scientists

**18x**

Consecutively names Microsoft Partner of the Year 2022

**2.2K**

Certified data architects

**6**

4 Data Innovation Centers + 2 Data Studios



**Do what matters**

## **Contact Us**

Avanade is a recognized leader in delivering Microsoft solutions to healthcare and life sciences organizations. For more than 20 years, we have worked with organizations worldwide developing and implementing solutions. Contact us today.

### **Contact Avanade**

[avanade.com/contacthealth](https://www.avanade.com/contacthealth)

**[www.avanade.com/ai](https://www.avanade.com/ai)**

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 60,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at [www.avanade.com](https://www.avanade.com)

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