

State of Digital Health 2024

A Global
Report by

IGF Internet
Governance
Forum
Dynamic Coalition on Digital Health

Supported
by



Digital Health Associates

Disclaimer

- This report is based on an online survey.
- The results may be biased as a result of the reach and limitations of the 'online' survey.

Acknowledgement

Report ideated and supervised by: Dr. Rajendra Pratap Gupta, PhD

Author: Dr. Rajendra Pratap Gupta, PhD, Ms. Tanishka Sanwaria, Ms. Mevish P. Vaishnav

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Foreword

The rapid evolution of Digital Health is undeniably reshaping the global healthcare landscape, promising more accessible, personalized, and data-driven care for all. Innovations like Artificial Intelligence (AI), digital consultations, and wearable technologies are transforming healthcare delivery and empowering early detection, continuous monitoring, and predictive interventions. The COVID-19 pandemic further solidified the role of digital consultations and virtual care, reducing the need for in-person visits and enabling remote access to quality medical advice.

This report, "IGF Digital Health 2024," explores the current state of Digital Health adoption and perception. Conducted from June 2024 to June 2025, a comprehensive global online survey involved 38 diverse countries and a wide range of demographics, providing a truly global perspective. Our findings reveal a fascinating dynamic: medical professionals demonstrate a stronger grasp of Digital Health and AI integration, while non-medical respondents show increasing curiosity and openness to learning. By segmenting data across professional and geographical lines, this report aims to inform future policy, training initiatives, and technology development within our increasingly digitally connected health ecosystem. It emphasizes the critical need to bridge knowledge gaps and foster equitable access to these transformative technologies to ensure that the promise of Digital Health reaches every individual.

In a world facing ecological and epidemiological volatility, our future will depend not only on how we treat the planet but also how we digitally care for its people. Therefore, UN Member States and agencies must act now to fund, scale, and safeguard Digital Health as core infrastructure.



Dr. Rajendra Pratap Gupta, PhD

Chairman

Dynamic Coalition on Digital Health

E: founder@parliament.health

Introduction

Digital Health is rapidly transforming the healthcare landscape, with its growing importance in delivering more accessible, personalized, and data-driven care. Innovations in Artificial Intelligence (AI), telemedicine, and wearable technologies are revolutionizing how healthcare is delivered and how decisions are made, enabling early detection, continuous monitoring, and predictive healthcare interventions.

A growing focus on Digital Health equity is ensuring that technological advancements reach to all, helping to close gaps in healthcare access. The vast amount of data generated through digital platforms is now being harnessed for precision medicine, clinical research, and health systems planning—contributing to faster breakthroughs and better resource allocation.

Patients today enjoy greater control over their health data, supporting a more collaborative and patient-centred approach to care. As Digital Health literacy improves, individuals are increasingly capable of making informed health choices, which leads to improved outcomes and reduced healthcare costs.

Findings from this study examine the current state of Digital Health, and shows that while medical professionals show a stronger grasp of Digital Health and AI integration, non-medical respondents are increasingly curious and open to learning. By analysing the responses, this report offers insights to shape future policy, training, and technology development in a digitally connected health ecosystem.

Methodology

This study was conducted through a global online survey hosted on the SurveyMonkey platform, accessible via a shared web link. The survey was live from June 2024 to June 2025, allowing for an extended data collection period to capture a broad and representative dataset.

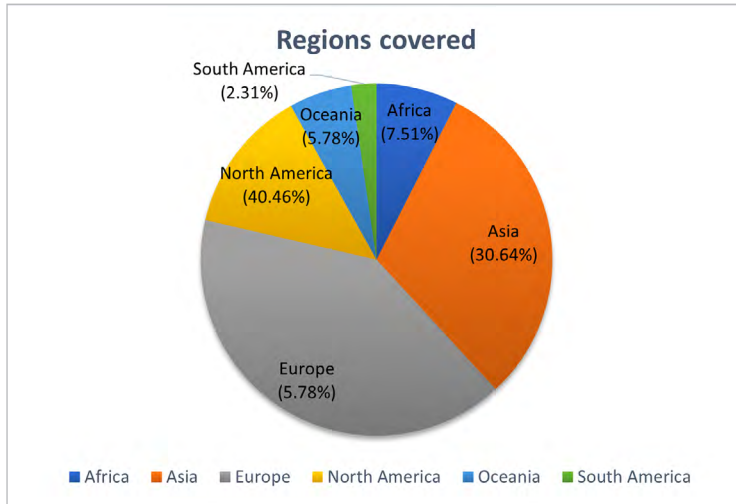
Participants from 38 countries took part in the study, contributing to its global scope and diversity. The respondent pool included individuals from a wide range of age groups, gender identities, professions, and geographic backgrounds. This inclusivity enabled the study to reflect a wide spectrum of perspectives on Digital Health.

The responses were systematically reviewed and analysed to uncover emerging patterns and trends. The data were segmented by profession (medical and non-medical) to offer deeper insights into the level of awareness, perceptions, and trust in digital technologies in healthcare.

This methodology ensured that the findings provide a comprehensive and globally relevant understanding of the current landscape and future potential of Digital Health.

Study Findings

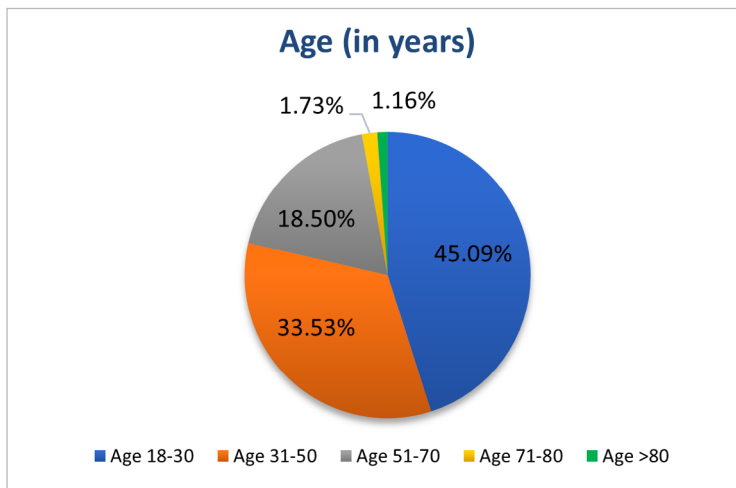
Regions Covered



Responses were received from across the following continents: Africa, Asia, Europe, South America, North America, and Oceania. The largest participation was from Europe (40.46%), followed by Asia (30.64%). Lower participation was observed from North America (13.29%), Africa (7.51%), Oceania (5.78%), followed by South America (2.31%).

Figure 1: Regions Covered

Age Distribution (in years)



Most respondents, 45.09%, were aged between 18 and 30 years, followed by 33.53% in the 31–50 age group and 18.50% in the 51–70 age group. Those in the 71–80 age group accounted for 1.73%, while older adults aged over 80 years made up 1.16% of the participants.

Figure 2: Age Distribution

Gender Distribution

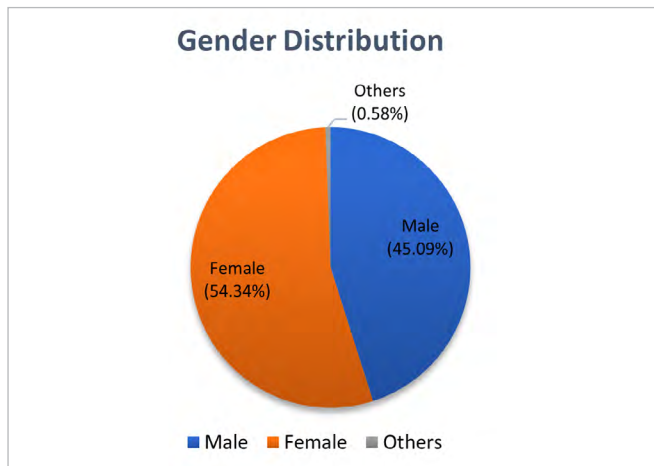


Figure 3: Gender Distribution

Out of 173 respondents, 54.34% identified as female and 45.09% as male. There was 0.58% representation from other gender categories. The data indicates a higher representation of female participants, with male respondents forming a slightly smaller proportion.

Geographic Distribution

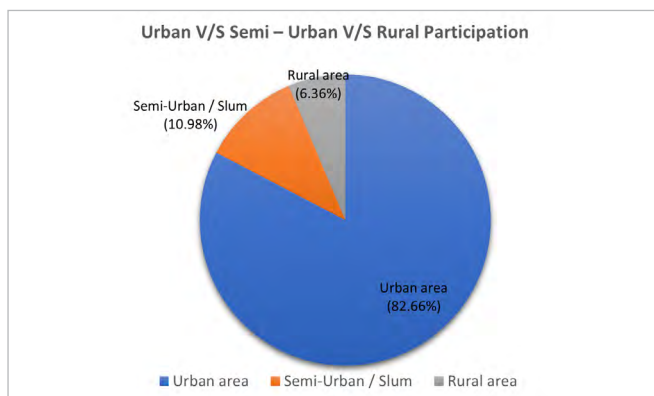


Figure 4: Geographic Distribution

Out of all respondents, 45.09%, were aged between 18 and 30 years, followed by 33.53% in the 31–50 age group and 18.50% in the 51–70 age group. Those in the 71–80 age group accounted for 1.73%, while older adults aged over 80 years made up 1.16% of the participants.

Professional Distribution

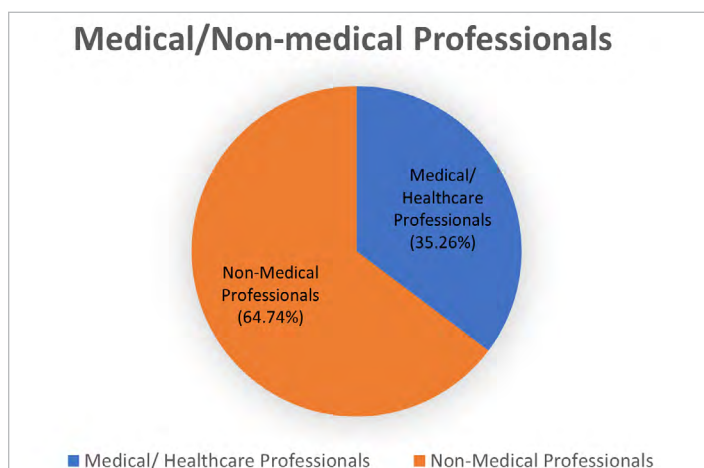
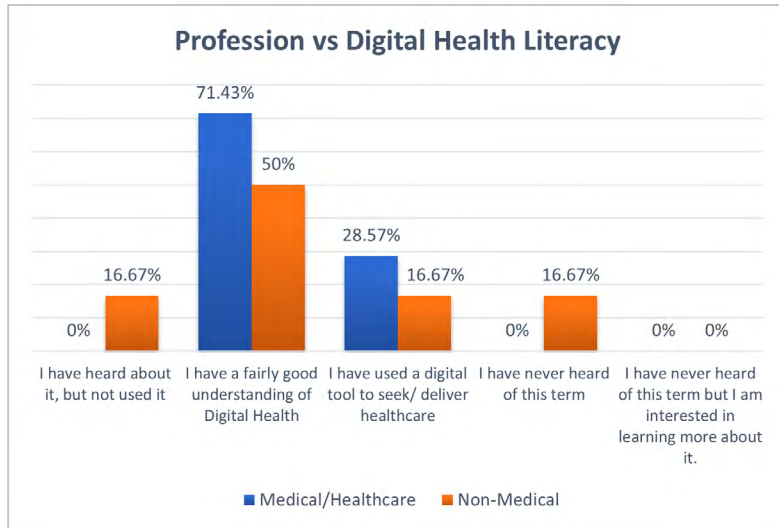


Figure 5: Professional Distribution

The majority of the respondents, 64.74%, identified as non-medical professionals, while 35.26% were from medical or healthcare fields.

Africa

Digital Health Literacy



There was a significant disparity in Digital Health literacy between participants from medical and non-medical professions.

Figure 6: Profession vs Digital Health Literacy

Medical/Healthcare Professionals:

- 71.43% of medical professionals reported having a fairly good understanding of Digital Health while 28.57% reported using digital tools to seek/ deliver healthcare.
- None of the medical respondents reported never having heard of the term.

Non-Medical Professionals:

- 50% of non-medical respondents reported having a fairly good understanding of Digital Health.
- Only 16.67% of the non-medical respondents have used it to seek/deliver healthcare while an equal 16.67% of non-medical professionals either had never heard of it or had heard about it but never used it. This suggests a knowledge and usage gap between the two groups.
- No respondents expressed interest in learning more about Digital Health, which may suggest a lack of awareness or perceived relevance.

Artificial Intelligence in Healthcare

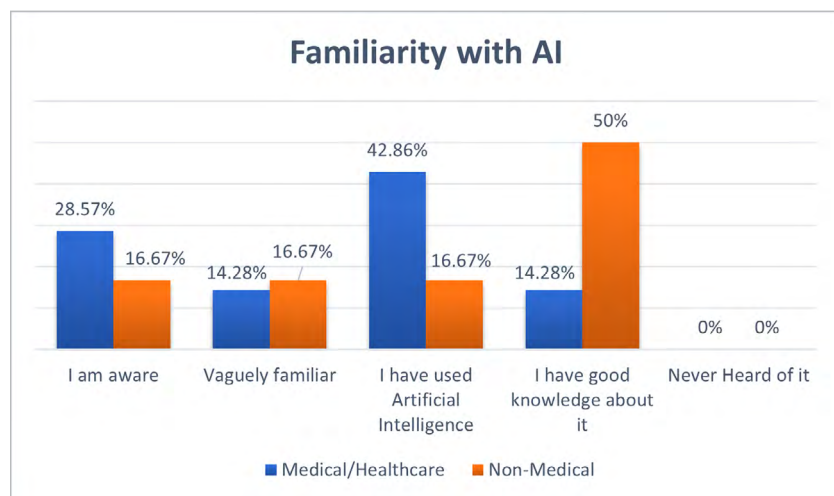


Figure 7: Familiarity with AI

Medical/Healthcare Professionals:

- 28.57% of the medical/ healthcare professionals stated they are aware of AI.
- 14.28% are vaguely familiar with it, and an equal 14.28% reported having a good knowledge of it, indicating varied levels of understanding within the healthcare sector.
- 42.86% of medical/ healthcare professionals reported actually using AI.

Non-Medical Professionals:

- 16.67% reported being fully aware of AI, and an equal 16.67% are vaguely familiar with it.
- Another 16.67% of the participants have used AI
- Half of the non-medical professionals (50%) claimed to have good knowledge of AI, suggesting a strong conceptual understanding, even if direct usage is limited.

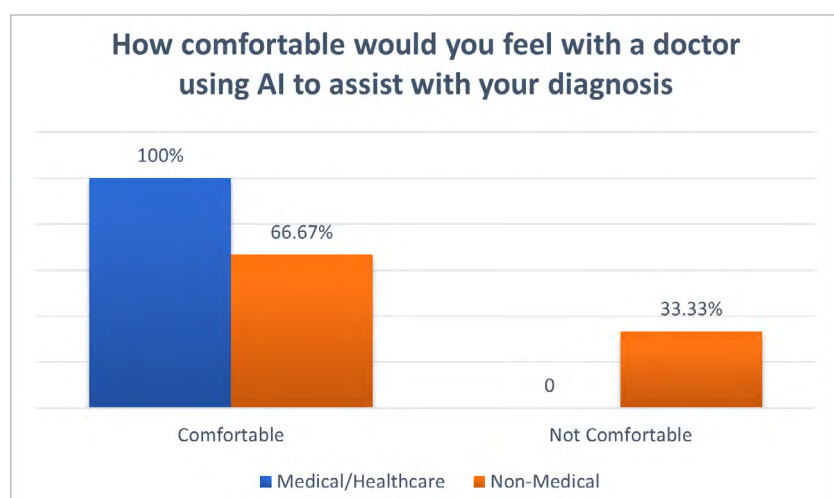


Figure 8: Level of comfort with a doctor using AI to assist in diagnosis

Medical/Healthcare Professionals:

- All medical and healthcare respondents (100%) reported feeling comfortable using AI which shows a high level of acceptance and confidence in AI.

Non-Medical Professionals:

- Only 66.67% of non-medical participants felt comfortable, while 33.33% expressed discomfort. This indicates a potential hesitation or lack of familiarity in the non-medical group, which can be addressed through further awareness and exposure.

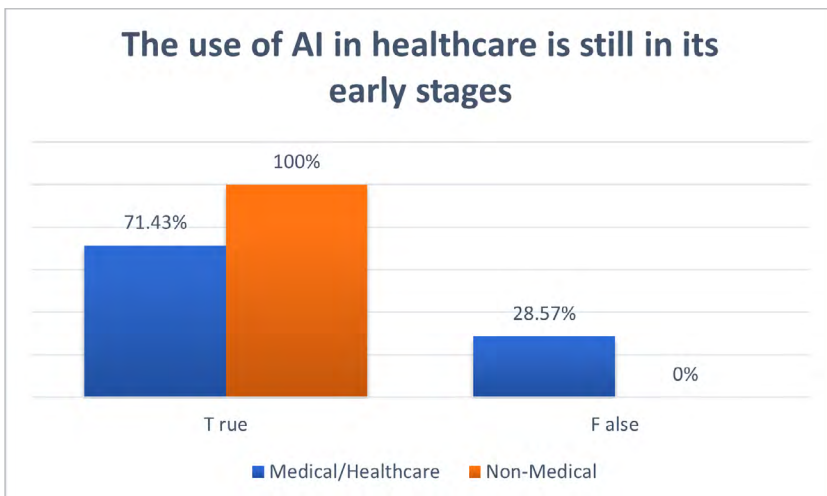


Figure 9: The use of AI in healthcare

Medical/Healthcare Professionals:

- A majority (71.43%) believe that the use of Artificial Intelligence (AI) in healthcare is still in its early stages. 28.57% of the respondents disagree on this statement.

Non-Medical Professionals:

- All non-medical professionals (100%) agreed that AI in healthcare is still in its early stages.

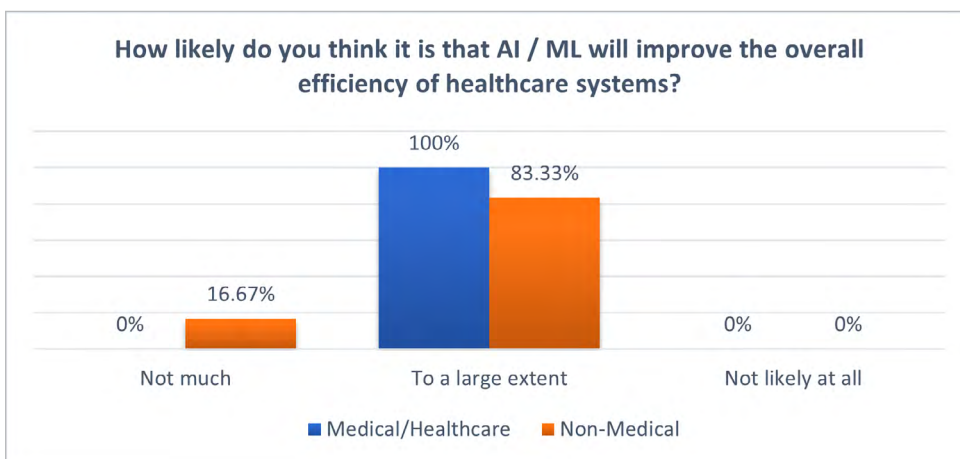


Figure 10: Artificial Intelligence (AI)/ Machine Learning (ML) in improving the overall efficiency of healthcare systems

Medical/Healthcare Professionals:

- 100% of the medical and healthcare respondents believe that AI/ML will significantly improve the overall efficiency of healthcare systems, showing strong confidence in the potential of AI and ML.

Non-Medical Professionals:

- 83.33% of the non-medical respondents also believe that AI/ML will improve healthcare efficiency to a large extent. 16.67% chose selected “Not much,” suggesting some reservations or limited confidence in its impact.

Large Language Models

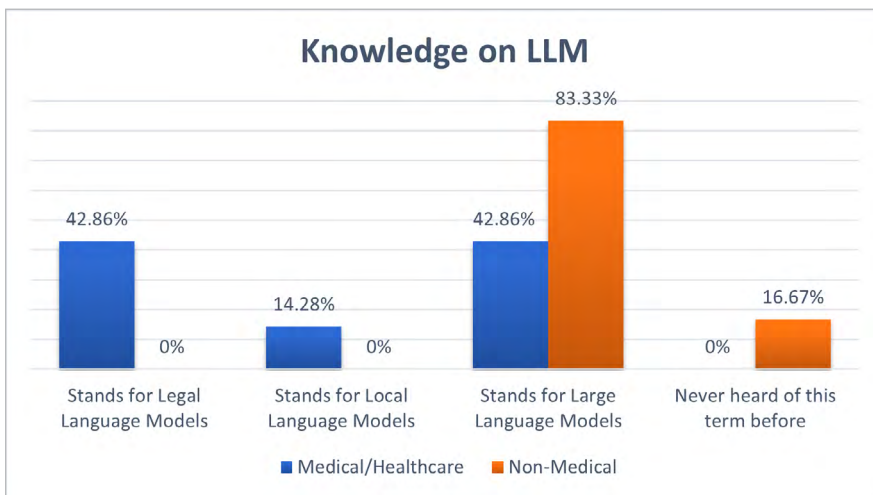


Figure 11: Knowledge on LLM

Medical/Healthcare Professionals:

- 42.86% correctly identified LLMs as Large Language Models. An equal 42.86% responded for Legal Language Models, which can mean confusion in the understanding and likely relates to the term’s relevance in the legal field.
- 14.28% selected Local Language Models, again indicating a lack of clarity about the terminology among the medical/ healthcare professionals.

Non-Medical Professionals:

- 83.33% of non-medical respondents correctly identified LLMs as “Large Language Models,” indicating strong awareness of AI-related terminology.
- 16.67% reported never having heard the term before, indicating a knowledge gap within the group.

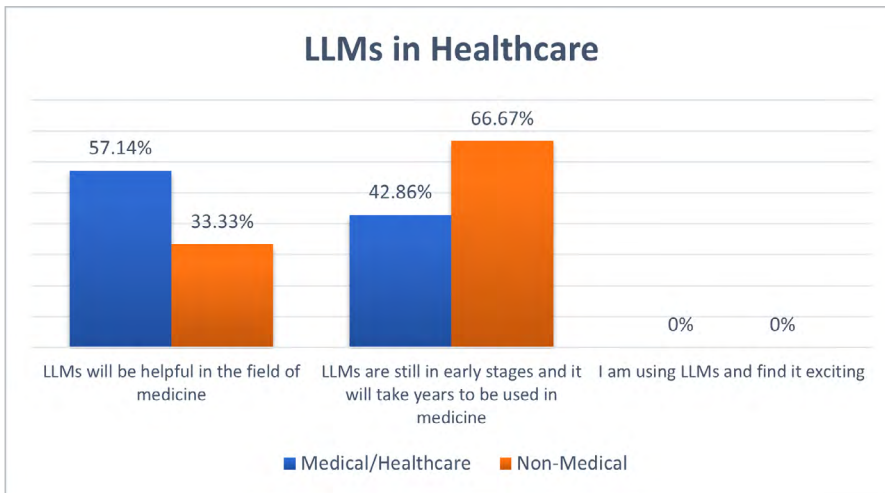


Figure 12: LLM in healthcare

Medical/Healthcare Professionals:

- 57.14% of medical professionals believe that Large Language Models (LLMs) will be helpful in the field of medicine, showing optimism about their potential applications.
- 42.86% feel that LLMs are still in the early stages and will take years to be effectively utilized used in medicine.
- None of the respondents reported currently using LLMs, which shows either limited hands-on exposure or lack of access.

Non-Medical Professionals:

- 66.67% of professionals view LLMs as still emerging technologies that will take time to be integrated into medical use.
- 33.33% believe LLMs will be helpful in the field.
- Similar to the medical group, no respondents reported actively using LLMs.

Trust in Healthcare

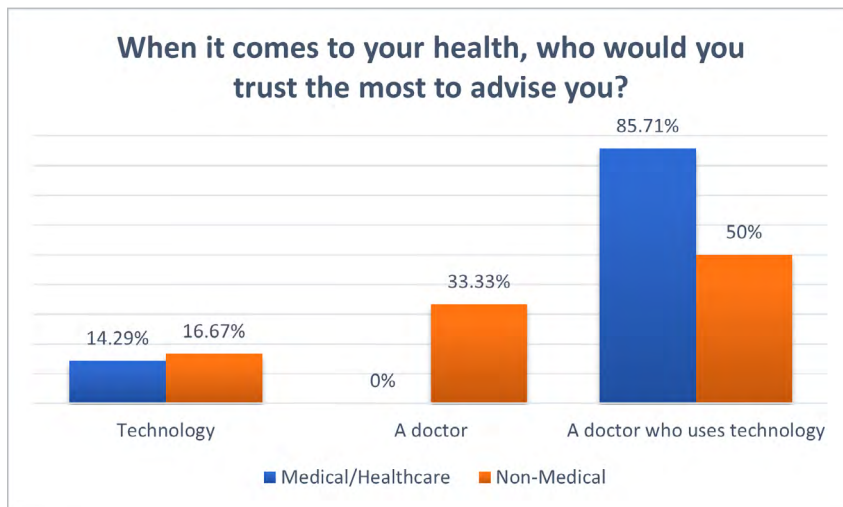


Figure 13: Trust in Health Advisors: Preference for Doctors, Technology, and Technology-Assisted Doctors

Medical/Healthcare Professionals:

- 14.29% of respondents expressed a preference for technology only for health advice.
- None of the medical/healthcare professionals chose to rely solely on a doctor without technological support, which may indicate that they see technology as an essential tool in informed decision-making.
- The majority placed their trust in doctors who use technology, reflecting confidence in tech-enhanced medical expertise.

Non-Medical Professionals:

- 16.67% of non-medical professionals are comfortable trusting technology for health advice which indicate curiosity or growing trust in tech-based health solutions
- 33.33% of respondents still trust traditional medical consultation without technological integration, which shows a reliance on human expertise over digital tools.
- Half of the respondents (50%) expressed trust in a doctor who uses technology. This shows a strong preference for a mixed approach.

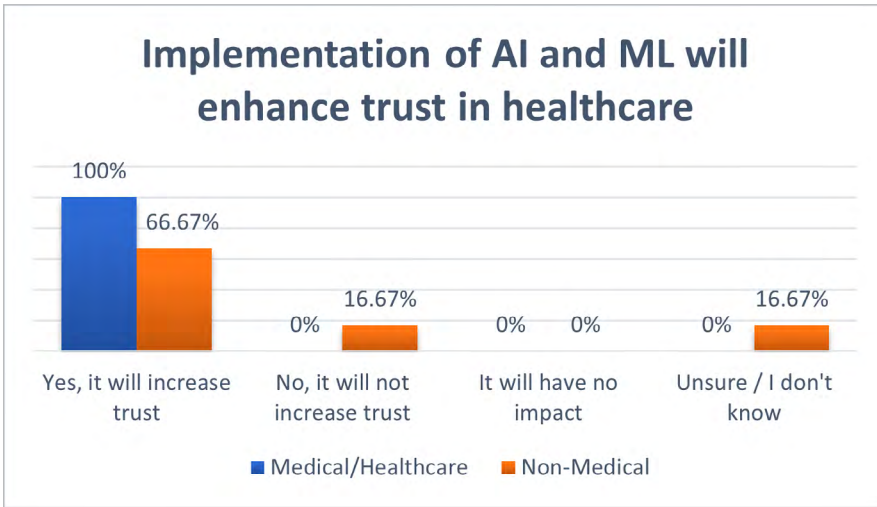


Figure 14: The implementation of AI and ML will enhance trust in healthcare

Medical/Healthcare Professionals:

- All respondents (100%) from the medical/healthcare background believe that the implementation of AI and ML will enhance trust in healthcare

Non-Medical Professionals:

- Among non-medical respondents, 66.67% think that AI and ML will increase trust in healthcare, indicating a generally positive outlook.
- 16.67% do not believe these technologies will enhance trust.
- An equal 16.67% are unsure of the impact of AI and ML on trust in healthcare which shows a need for increased awareness.

Healthcare and Robotics

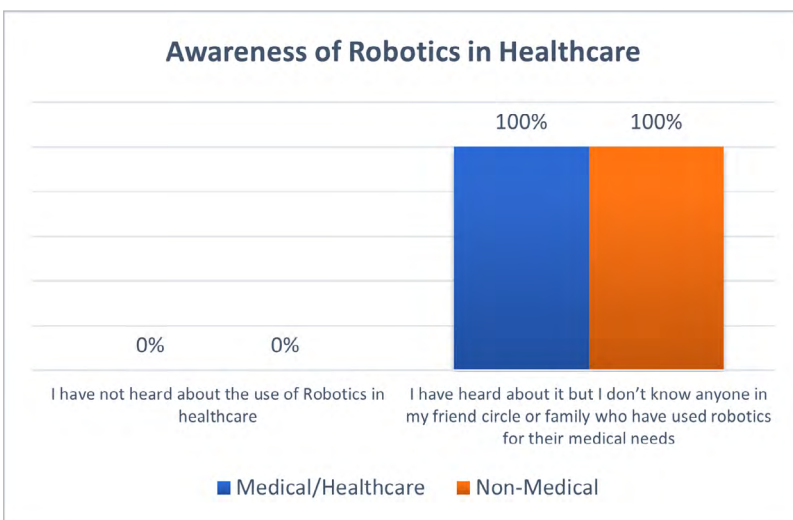


Figure 15: Awareness of Robotics in Healthcare

All the respondents from the Medical/Healthcare profession and Non-medical profession have heard about the use of Robotics in healthcare but are not aware if their family or friend circle have used robotics for their medical needs.

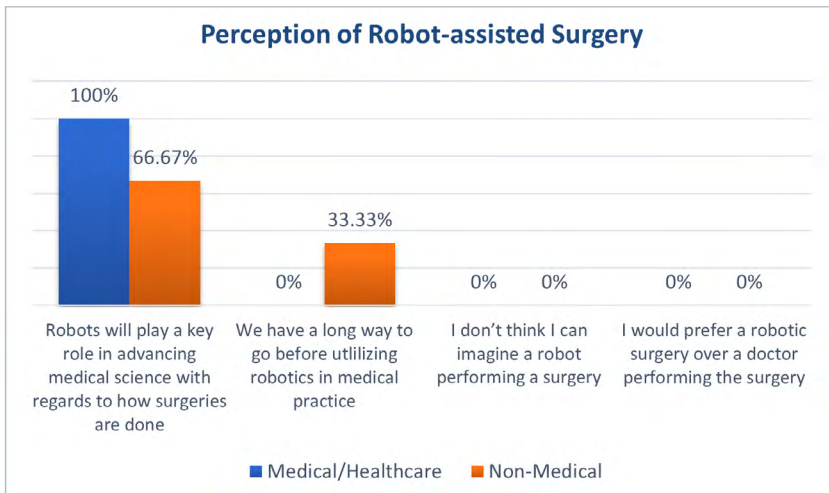


Figure 16: Perception of Robot-assisted Surgery

Medical/Healthcare Professionals:

- 100% of the respondents believe that robots will play a key role in advancing surgical procedures. This reflects strong acceptance of technological integration and an understanding of its potential to improve precision, outcomes, and efficiency in clinical practice.

Non-Medical Professionals:

- While a majority (66.67%) agree that robots will be key to the future of surgical advancement, 33.33% believe that there is still a long way to go before robotics can be fully integrated into routine medical practice.

Technology in Healthcare

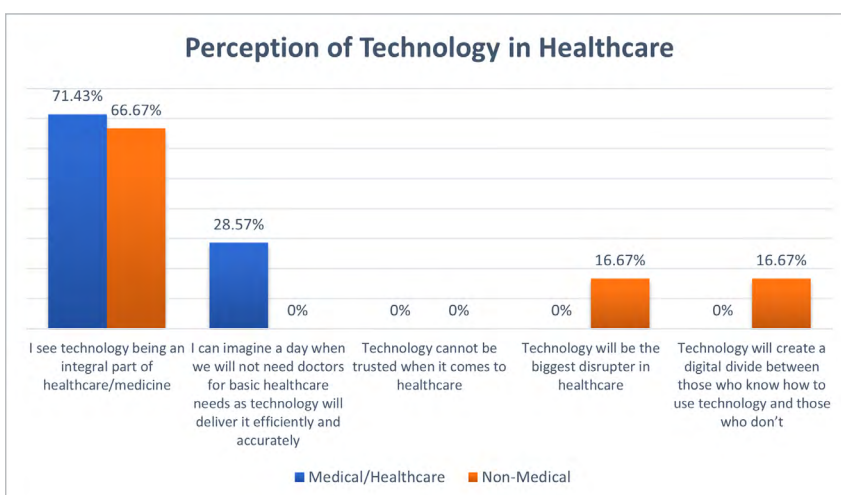


Figure 17: Perception of technology in Healthcare

Medical/Healthcare Professionals:

- The majority of the medical/ healthcare respondents, (71.43%), view technology as an integral part of healthcare and medicine.
- Only 28.57% envision a future where they will not need doctors for basic healthcare needs, as technology will deliver care effectively and accurately.
- No one expressed distrust toward technology or concern about its potential to create inequality or disruption, which shows a generally positive and confident outlook toward digital transformation in the healthcare sector.

Non-Medical Professionals:

- Among non-medical respondents, 66.67% recognise technology as an integral part of healthcare and medicine.
- 16.67% feel that technology will be the biggest disruptor in healthcare, and another 16.67% showed concern that it will create a digital divide between those who know how to use technology and those who don't.

Asia

Digital Health Literacy

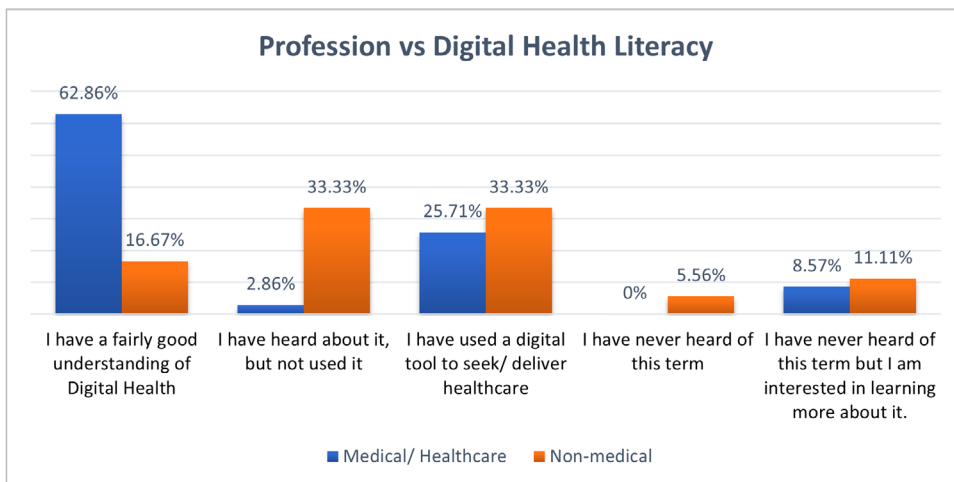


Figure 18: Profession vs Digital Health Literacy

Medical/Healthcare Professionals:

- Among the medical/ healthcare respondents, 62.86% reported having a fairly good understanding of Digital Health, which shows a high level of familiarity and conceptual clarity within the sector.
- A 25.71% of the respondents have used digital tools to seek or deliver healthcare, highlighting practical exposure, and only 2.86% have heard of Digital Health but not used it.
- 8.57% of the medical/ healthcare professionals expressed a willingness to learn despite having no prior exposure.

Non-Medical Professionals:

- Only 16.67% reported having a fairly good understanding of Digital Health.
- 33.33% reported having heard of it but not used it, and another 33.33% have used digital tools to seek healthcare.
- A small portion (5.56%) have never heard of the term, and 11.11%, while not having heard of the term, expressed interest in learning more.

Artificial Intelligence in Healthcare

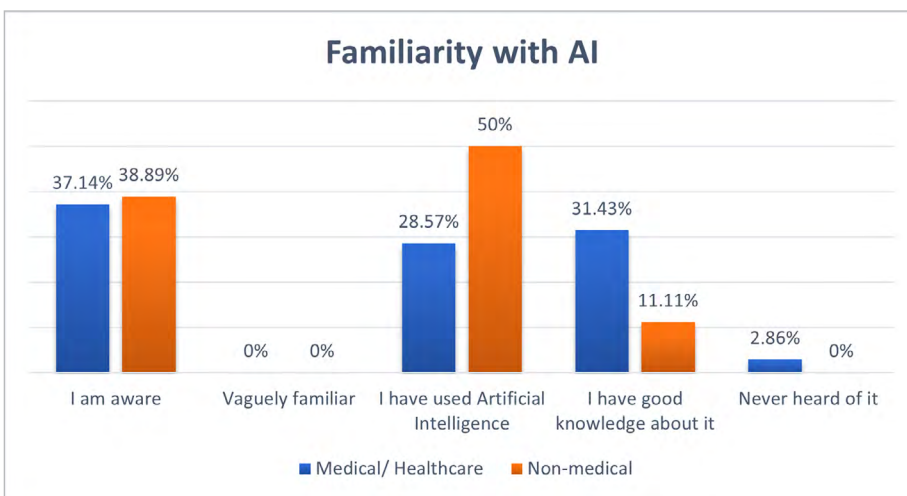


Figure 19: Familiarity with AI

Medical/Healthcare Professionals:

- About 37.14% of the respondents indicated they are aware of AI, and 31.43% of respondents stated they have good knowledge of AI which shows general awareness and interest.
- 28.57% reported actual usage of Artificial Intelligence, which shows a growing level of practical integration in healthcare settings.
- Only 2.86% of medical/healthcare professionals reported that they have never heard of Artificial Intelligence.

Non-Medical Professionals:

- A similar proportion to medical/ healthcare respondents; 38.89% of the non-medical respondents are aware of AI.
- Only 11.11% report good knowledge about AI, pointing to a potential knowledge gap.
- 50% of the participants have used AI tools, showing significant level of hands-on exposure.

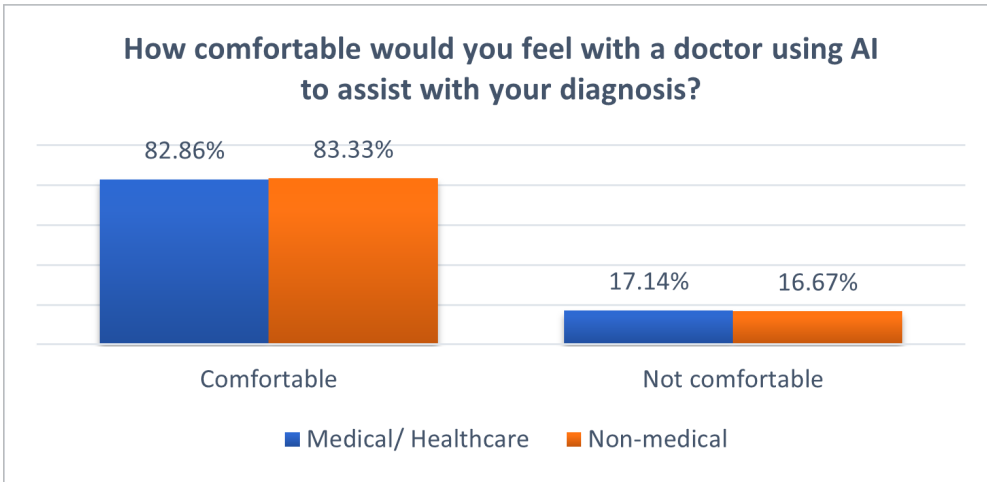


Figure 20: Level of comfort with a doctor using AI to assist in diagnosis

Medical/Healthcare Professionals:

- The majority of medical and healthcare professionals - 82.86% reported feeling comfortable with a doctor using AI which shows a high level of acceptance and adaptability within the sector.
- Only 17.14% expressed discomfort with their doctor using AI to assist with diagnosis.

Non-Medical Professionals:

- Similarly, 83.33% of non-medical professionals feel comfortable which shows that technology is not limited to healthcare settings and reflects broader societal trends.
- 16.67% of the non-medical professional respondents showed discomfort with a doctor using AI to assist in diagnosis.

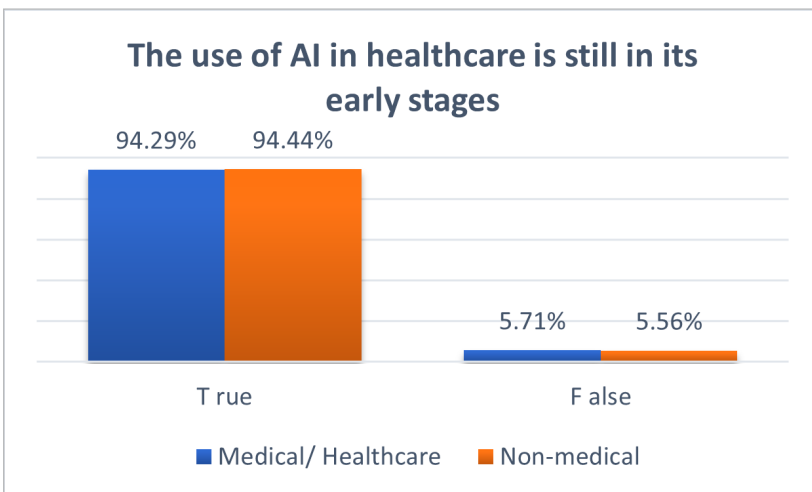


Figure 21: The use of AI in healthcare

Medical/Healthcare Professionals:

- 94.29% of medical and healthcare professionals agree that the use of Artificial Intelligence in healthcare is still in its early stages.
- Only 5.71% believe otherwise, indicating that very few consider AI to be mature or fully integrated in current healthcare systems.

Non-Medical Professionals:

- Similarly, 94.44% of non-medical professionals believe that AI in healthcare is still in its early stages, while only 5.56% disagree.

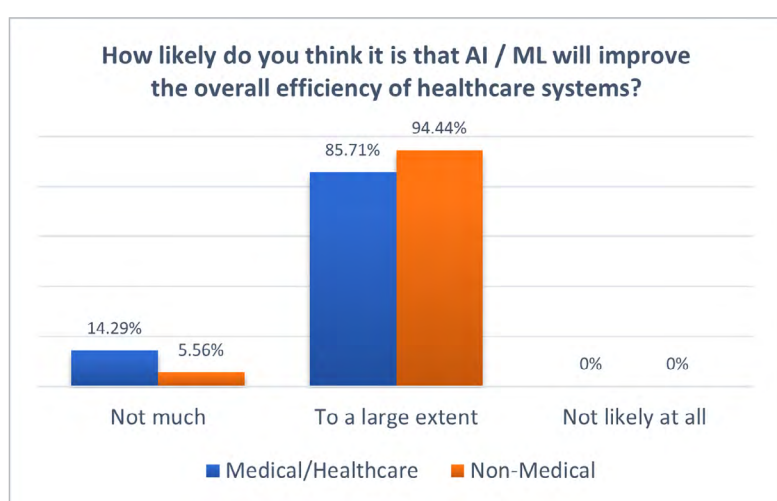


Figure 22: Artificial Intelligence/ Machine Learning in improving the overall efficiency of healthcare systems

Medical/Healthcare Professionals:

- 14.29% of the respondents believe that AI/ML will only slightly improve the efficiency of healthcare systems, which could reflect some scepticism or concern about practical implementation.
- The majority of the respondents, 85.71%, believe that AI/ML will significantly enhance healthcare system efficiency. This shows strong confidence in the potential of technology in clinical settings.

Non-Medical Professionals:

- 5.56% of non-medical respondents felt that AI/ML would not much improve the overall efficiency of healthcare systems.
- 94.44% of the respondents believe that AI/ML will greatly improve healthcare efficiency, which shows high public optimism about the role of technology in transforming healthcare services.

Large Language Models

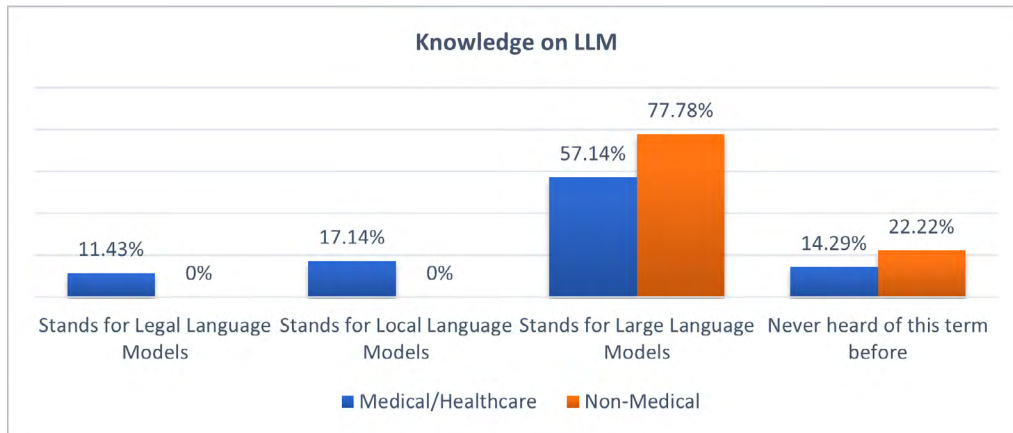


Figure 23: Knowledge on LLM

Medical/Healthcare Professionals:

- A majority (57.14%) correctly associate LLM with Large Language Models, showing a fair level of AI-related awareness.
- 11.43% and 17.14% believe LLM to stand for Legal Language Model and Local Language Models, respectively.
- 14.29% of the respondents have never heard of the term, indicating a small but important knowledge gap within the medical field.

Non-Medical Professionals:

- 77.78% correctly identified LLM as Large Language Models and none of the respondents selected LLM as Legal Language Model/Local Language Models.
- However, 22.22% report never hearing the term, which can mean a lack of awareness amongst the non-medical respondents.

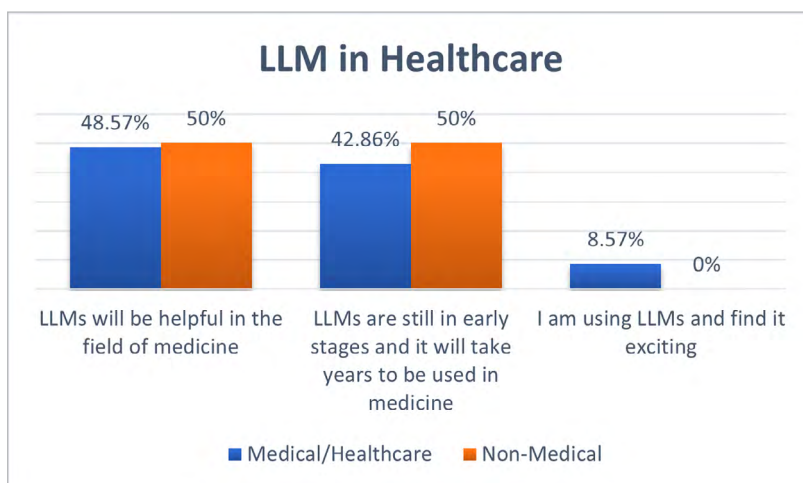


Figure 24: LLM in healthcare

Medical/Healthcare Professionals:

- 48.57% of the medical/healthcare professionals believe that LLMs (Large Language Models) will be helpful in the field of medicine, which shows optimism about their future utility.
- 42.86% think that LLMs are still in early stages and will take years to be used widely in medicine, indicating a cautious yet realistic understanding of current limitations.
- A small percentage of respondents, (8.57%) of them are already using LLMs and find them exciting.

Non-Medical Professionals:

- Half of the respondents from the non-medical field; 50% share the view that LLMs will be helpful in the field of medicine, while the other 50% believe that LLMs are not yet mature enough for widespread medical use, indicating scepticism about immediate impact.

Trust in Healthcare

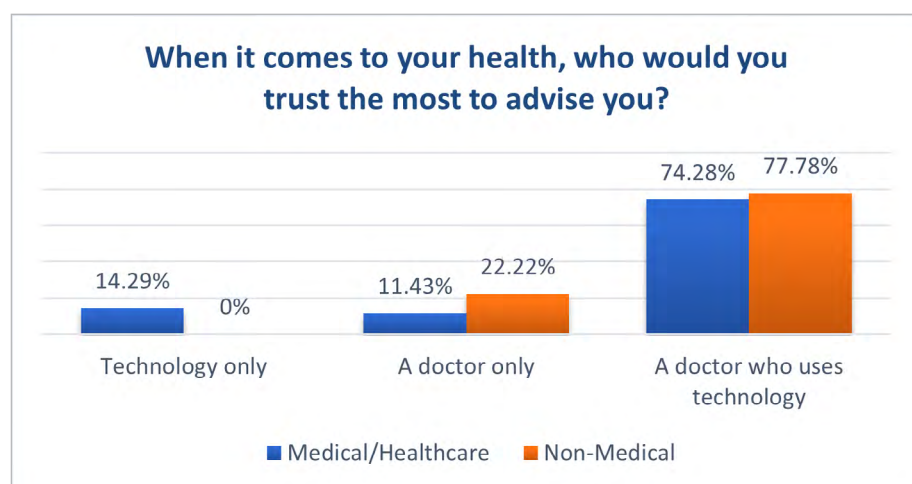


Figure 25: Trust in Health Advisors: Preference for Doctors, Technology, and Technology-Assisted Doctors

Medical/Healthcare Professionals:

- A majority of the respondents - 74.28% would trust a doctor who uses technology the most, which shows support for technology-assisted healthcare
- 14.29% trust technology only for health advice, whereas 11.43% trust a doctor only, without the use of technology.

Non-Medical Professionals:

- 77.78% of the respondents prefer a doctor who uses technology—even more than the medical group.
- 22.22% trust only a doctor, without technology. This response is twice as high as the medical group's response, which shows some individuals still hesitate to embrace technology in health.

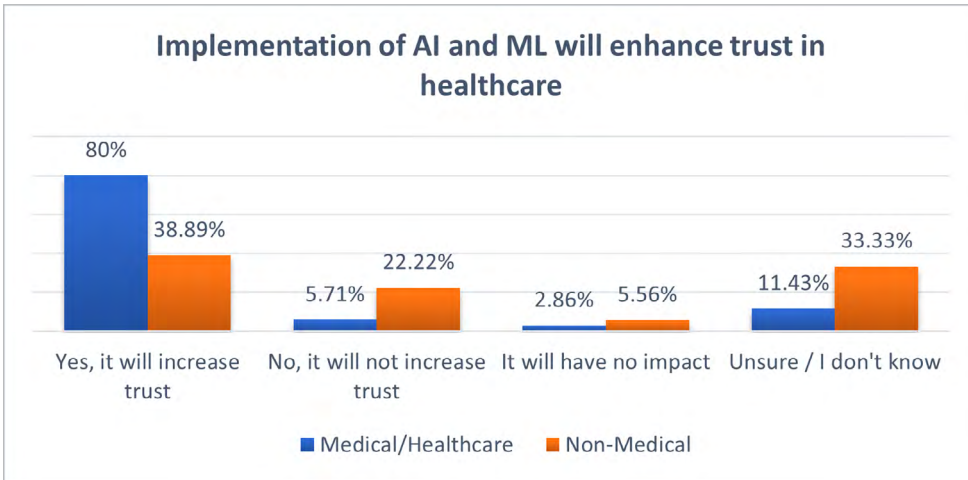


Figure 26: The implementation of AI and ML will enhance trust in healthcare

Medical/Healthcare Professionals:

- A large majority (80%) of medical respondents believe that AI and ML will increase trust in healthcare which shows high confidence among professionals in using Artificial Intelligence (AI) and Machine Learning (ML) to improve healthcare systems, diagnosis, and treatment.
- Only 5.71% believe that it won't increase trust, and an even fewer; (2.86%) feel it will have no impact.
- 11.43% showed uncertainty if the implementation of AI and ML will enhance trust in healthcare.

Non-Medical Professionals:

- Only 38.89% believe AI/ML will increase trust which is much lower than the medical group.
- 22.22% say AI/ML will not increase trust, and 5.56% believe it will have no impact.
- 33.33% of the respondents are unsure, which perhaps suggests a need for better awareness of how these technologies are applied in healthcare.

Healthcare and Robotics

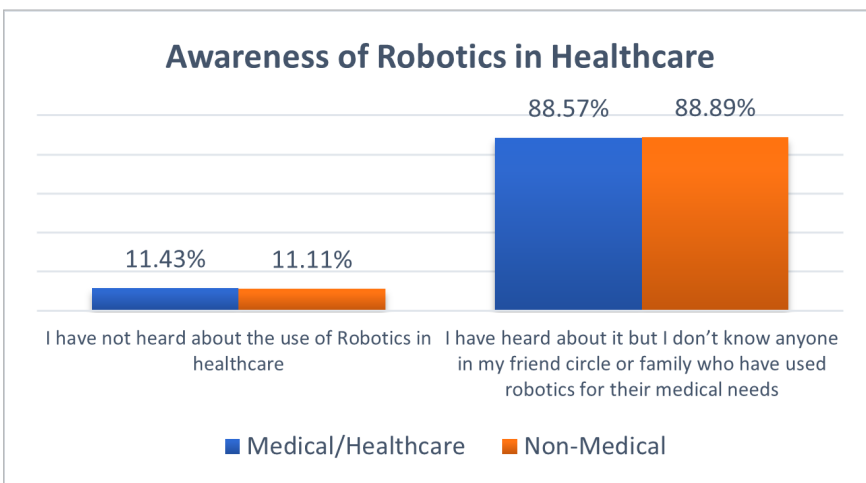


Figure 27: Awareness of Robotics in Healthcare

Medical/Healthcare Professionals:

- A large majority (80%) of medical respondents believe that AI and ML will increase trust in healthcare which shows high confidence among professionals in using Artificial Intelligence (AI) and Machine Learning (ML) to improve healthcare systems, diagnosis, and treatment.
- Only 5.71% believe that it won't increase trust, and an even fewer; (2.86%) feel it will have no impact.
- 11.43% showed uncertainty if the implementation of AI and ML will enhance trust in healthcare.

Non-Medical Professionals:

- Only 38.89% believe AI/ML will increase trust which is much lower than the medical group.
- 22.22% say AI/ML will not increase trust, and 5.56% believe it will have no impact.
- 33.33% of the respondents are unsure, which perhaps suggests a need for better awareness of how these technologies are applied in healthcare.

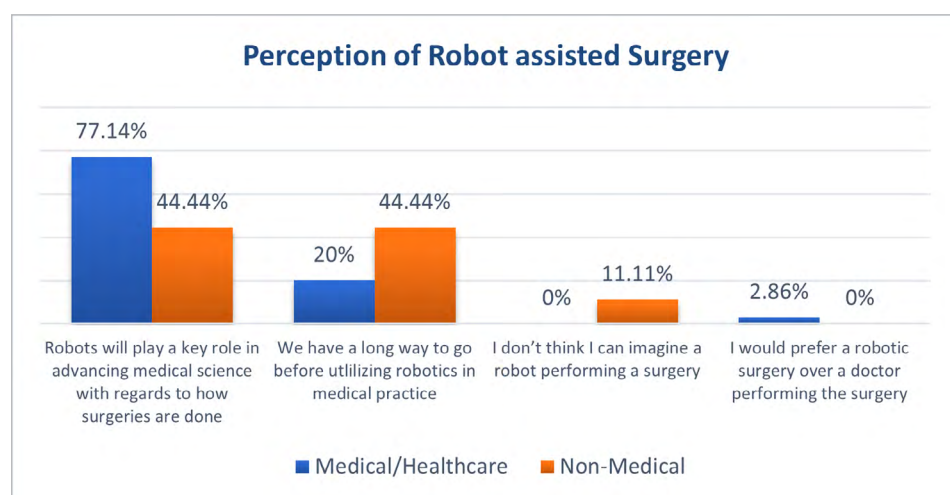


Figure 28: Perception of Robot-assisted surgery

Medical/Healthcare Professionals:

- 77.14% believe robots will play a key role in advancing medical science, especially in how surgeries are performed.
- 20% of the medical/healthcare professionals feel that we still have a long way to go before utilizing robotics in medical practice.
- 2.86% said they would prefer robotic surgery over a doctor performing it, suggesting very limited preference for fully automated surgery, even among experts.

Non-Medical Professionals:

- 44.44% of the respondents from non-medical professions believe that robots will play a key role in the advancement of medical sciences with regard to how surgeries are done.
- Another 44.44% believe that there is still a long way to go before utilising robotics in medical practice.
- A 11.11% of respondents stated they can't imagine a robot performing surgery which shows lack of comfort or trust in technology replacing or assisting human surgeons.

Technology in Healthcare

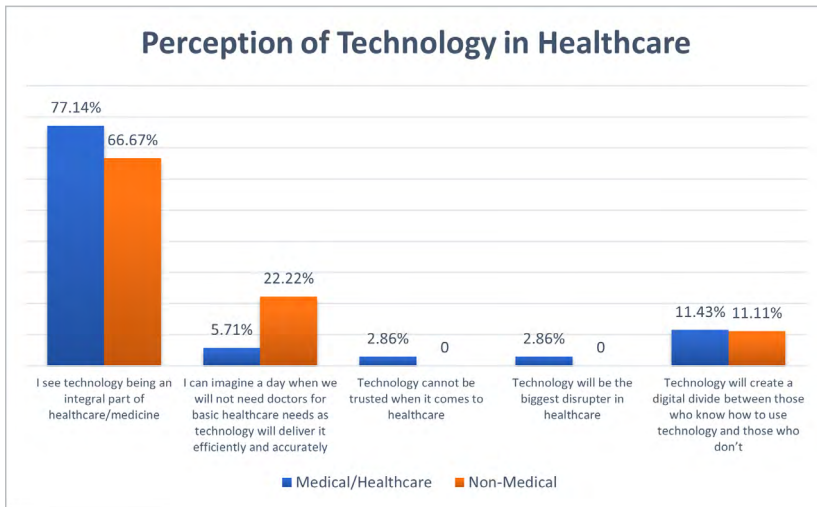


Figure 29: Perception of Technology in Healthcare

Medical/Healthcare Professionals:

- A significant majority, 77.14% of medical/healthcare respondents, believe that technology is becoming an integral part of healthcare and medicine, showing acceptance of digital tools in diagnosis, treatment, and healthcare management.
- 5.71% of medical/healthcare professionals believe that doctors may no longer be needed for basic healthcare needs, as technology will deliver care efficiently and accurately.
- 2.86% of medical/healthcare respondents expressed that technology cannot be trusted in healthcare.
- An equal 2.86% of healthcare respondents view technology as the biggest disrupter in healthcare maybe due to concerns about changing roles, systems, or ethical issues.
- 11.43% of people said that technology will create a digital divide, showing concern that not everyone will have equal access to new healthcare tools.

Non-Medical Professionals:

- 66.67% of the respondents see technology being an integral part of healthcare/medicine which can indicate that individuals are aware how digital tools are helping in clinical settings.
- 22.22% think that in the future, technology could take over doctors for delivering basic healthcare needs.
- A small number of respondents showed concern technology will create a digital divide between those who know how to use technology and those who don't which shows lack of digital literacy.

Europe

Digital Health Literacy

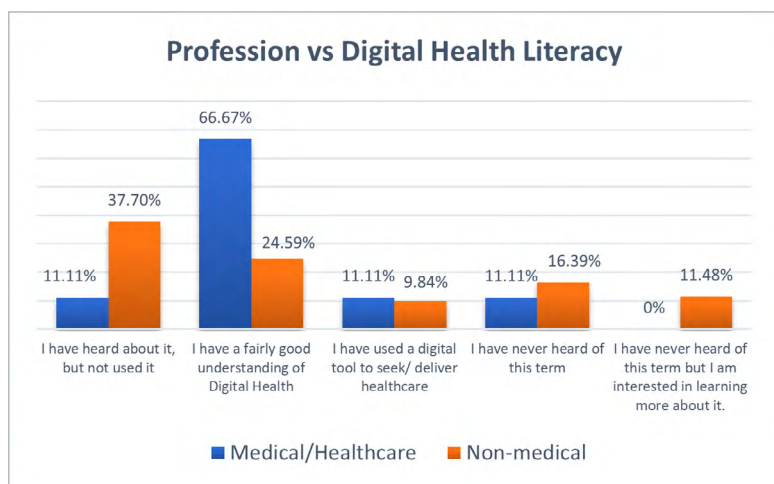


Figure 30: Profession vs Digital Health Literacy

Medical/Healthcare Professionals:

- The majority (66.67%) reported having a fairly good understanding of Digital Health, reflecting a strong foundational awareness.
- 11.11% of the respondents have heard about it but not used it and an equal 11.11% have used a digital tool to seek/deliver healthcare.
- 11.11% had never heard of the term “Digital Health,” reflecting a small knowledge gap even among healthcare professionals.

Non-Medical Professionals:

- 37.70% have heard about Digital Health but not used it, showing greater passive awareness but lower engagement.
- 24.59% claim to have a fairly good understanding, which is significantly lower than medical respondents, pointing to a knowledge gap.
- 9.84% have used a digital tool for healthcare, indicating limited but notable real-world exposure.
- 16.39% had never heard of Digital Health, while 11.48% had never heard of the term but are interested in learning more, reflecting curiosity and openness to new knowledge in this group.

Artificial Intelligence in Healthcare

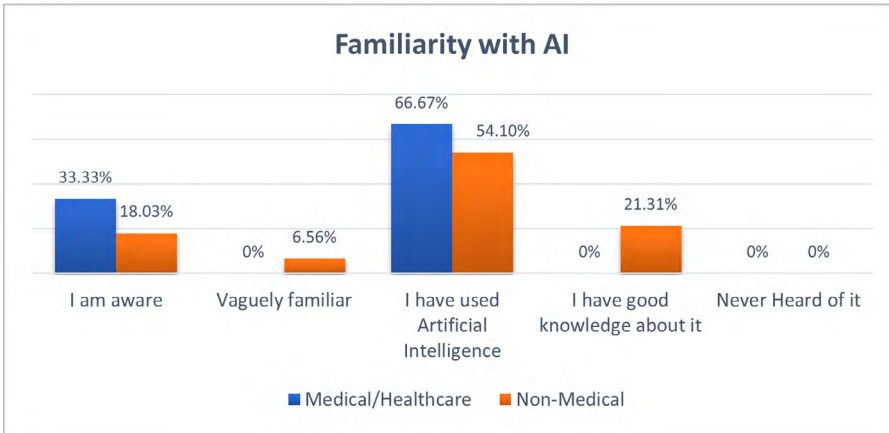


Figure 31: Familiarity with AI

Medical/Healthcare Professionals:

- 33.33% are aware of AI which shows a basic knowledge but not a deeper understanding
- 66.67% have used Artificial Intelligence, indicating active engagement and exposure to AI tools in their professional or academic settings.

Non-Medical Professionals:

- 54.10% have used Artificial Intelligence, which is lower than medical respondents indicating growing interaction with AI technologies in general sectors.
- 21.31% claim to have good knowledge about AI, showing a stronger theoretical understanding than those in the medical field.
- 18.03% are aware and 6.56% are only vaguely familiar with AI, which can interpret that the concept has reached most people but not all in depth.

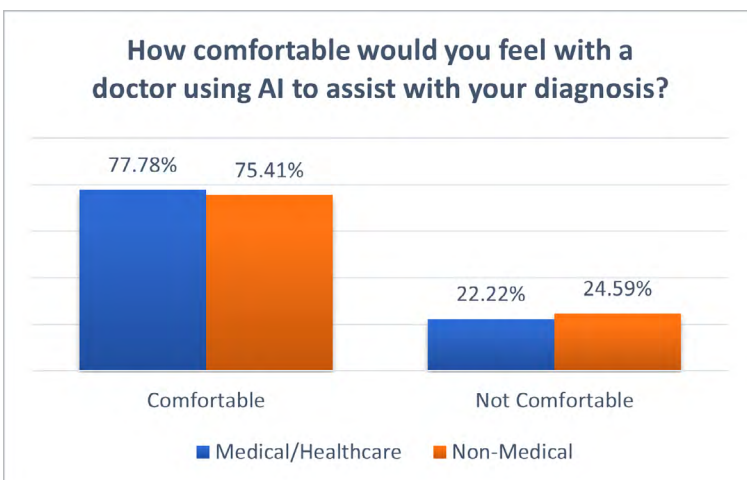


Figure 32: Level of comfort with a doctor using AI to assist in diagnosis

Medical/Healthcare Professionals:

- A majority, 77.78% feel comfortable with doctors using AI to assist in diagnosis. This likely reflects their familiarity with clinical tools and confidence in AI’s supportive role.
- Only 22.22% express discomfort with a doctor using AI to assist with their diagnosis.

Non-Medical Professionals:

- 75.41% are comfortable with doctors using AI, which shows growing trust in healthcare technology among the general public.
- 24.59% are not comfortable, possibly due to unfamiliarity with medical AI applications.

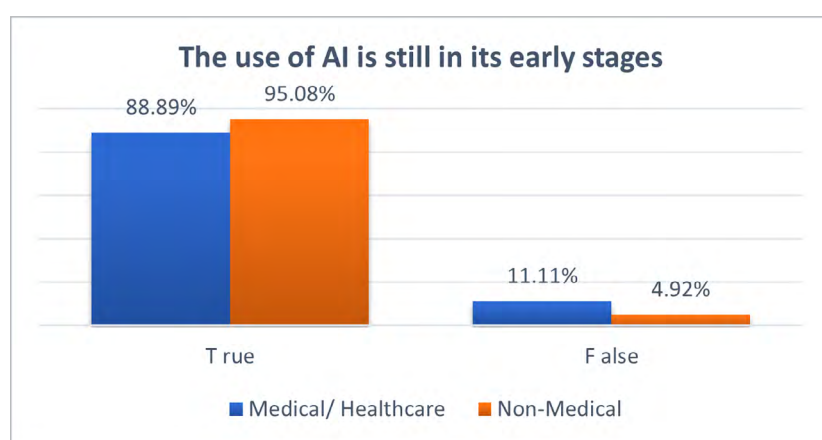


Figure 33: The use of AI in Healthcare

Medical/Healthcare Professionals:

- The majority agree that the use of AI is still in its early stages, with 88.89%.
- 11.11% do not believe that AI is still in its early stages. This minority view suggests that some individuals perceive AI as having already made significant strides in healthcare and beyond.

Non-Medical Professionals:

- 95.08% of non-medical professionals agree that the use of AI is still in its early stages, while 4.92% do not share this view.

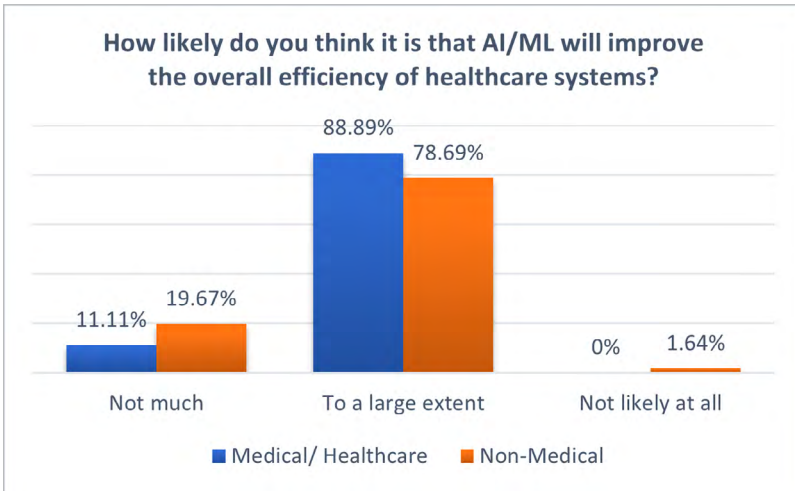


Figure 34: Artificial Intelligence/ Machine Learning in improving the overall efficiency of healthcare systems

Medical/Healthcare Professionals:

- 88.89% believe that AI/ML will improve efficiency to a large extent. This high level of optimism suggests that those directly involved in healthcare delivery recognize the transformative potential of these technologies.
- Only 11.11% believe that AI/ML will not much improve the overall efficiency of the healthcare system.

Non-Medical Professionals:

- 78.69% expect AI/ML to improve efficiency to a large extent. This indicates a broad understanding of the potential benefits of technological advancements,
- 19.67% believe the improvement will not be much, while 1.64% believe it is not likely at all.

Large Language Models

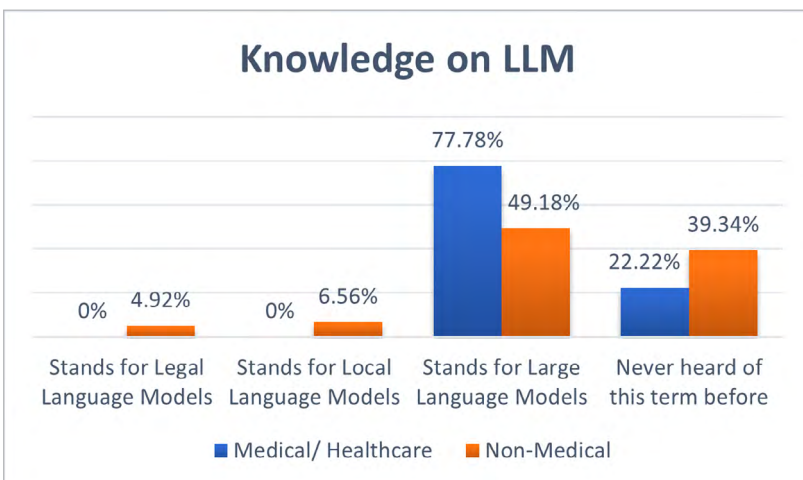


Figure 35: Knowledge on LLM

Medical/Healthcare Professionals:

- A significant majority, 77.78%, correctly identify “LLM” as Large Language Models. This indicates growing awareness and potential engagement with AI advancements within the healthcare sector.
- Despite the majority understanding, 22.22% report that they have never heard this term before, which highlights a segment within the healthcare community that may require further exposure to current AI terminology.

Non-Medical Professionals:

- 49.18% identify “LLM” as Large Language Models, while 4.92% believe it stands for Legal Language Models and 6.56% for Local Language Models.
- 39.34% have never heard of this term before. This significantly higher percentage points to a greater need for awareness in non-medical sectors.

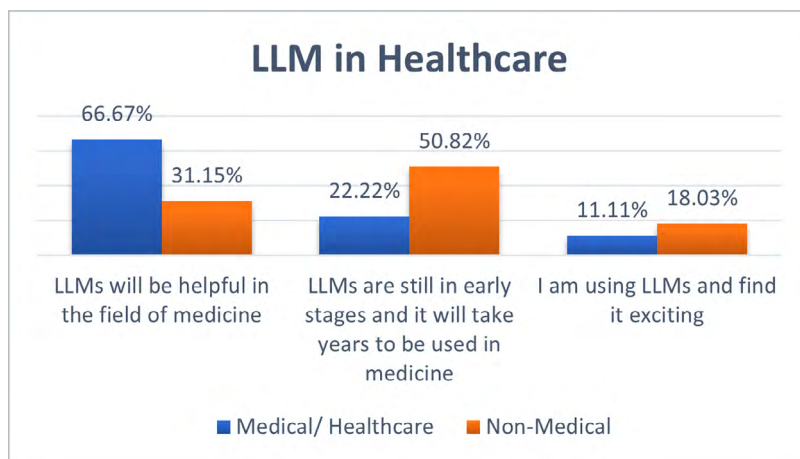


Figure 36: LLM in Healthcare

Medical/Healthcare Professionals:

- A significant majority, 66.67%, believe LLMs will be helpful in medicine, which indicates a positive outlook and recognition of AI.
- 22.22% hold the view that LLMs are in early stages for medical use, and it will take years to be used in medicine.
- Only 11.11% report currently using LLMs and find it exciting. This indicates that direct and hands-on adoption with LLMs is still relatively low within this group.

Non-Medical Professionals:

- 31.15% believe LLMs will be helpful in medicine.
- A substantial 50.82% perceive LLMs as being in early stages for medical application.
- 18.03% of non-medical professionals are currently using LLMs and find it exciting.

Trust in Healthcare

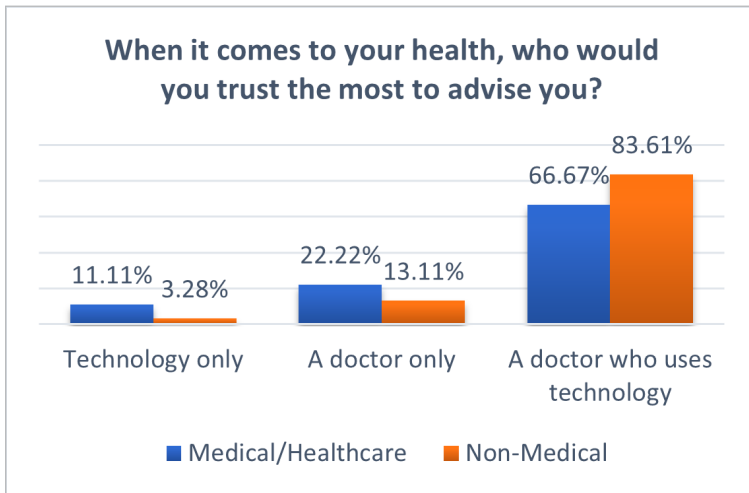


Figure 37: Trust in Health Advisor: Preference for Doctors, Technology and Technology-assisted doctors

Medical/Healthcare Professionals:

- A substantial 66.67% would trust a doctor who uses technology the most for health advice.
- 22.22% would trust a doctor only for health advice. This suggests a significant segment still places primary trust in traditional human medical expertise, even without explicit technology integration.
- Only 11.11% would trust technology only for health advice which indicates a clear reservation about relying solely on technology for complex health guidance, emphasising the irreplaceable role of human judgment.

Non-Medical Professionals:

- The majority of 83.61% would trust A doctor who uses technology the most. This indicates a high level of confidence in tech-enabled medical advice.
- Only 13.11% of respondents would trust a doctor’s advice for their health. This is significantly lower than medical professionals, suggesting that non-medical individuals are highly inclined towards technology-supported healthcare interactions.
- A very small percentage, 3.28%, of non-medical professionals would trust “Technology only” for health advice.

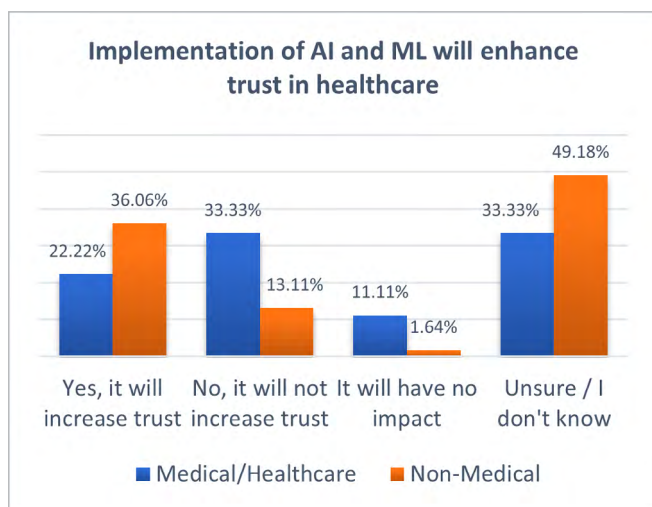


Figure 38: The implementation of AI and ML will enhance trust in healthcare

Medical/Healthcare Professionals:

- 22.22% believe that AI and ML implementation will increase trust in healthcare. This indicates some optimism but also a significant degree of caution within the medical community regarding AI's impact on trust.
- 33.33% of the respondents believe AI and ML will not increase trust, which shows concerns about potential ethical issues or data privacy.
- 11.11% of respondents anticipate that AI and ML will have no impact on trust.
- Another 33.33%, are unsure about the AI/ML's impact on trust. This reflects uncertainty, possibly due to limited exposure to AI in practice.

Non-Medical Professionals:

- 36.06%, believe AI and ML will increase trust in healthcare which shows optimism about technological advancements among general public.
- Only 13.11% believe AI and ML will not increase trust, significantly lower than medical professionals.
- 1.64% believe AI and ML will have no impact on trust, indicating that most non-medical individuals foresee some level of influence from these technologies.
- With nearly half 49.18% reported unsure/I don't know about AI/ML's impact on trust in healthcare.

Healthcare and Robotics

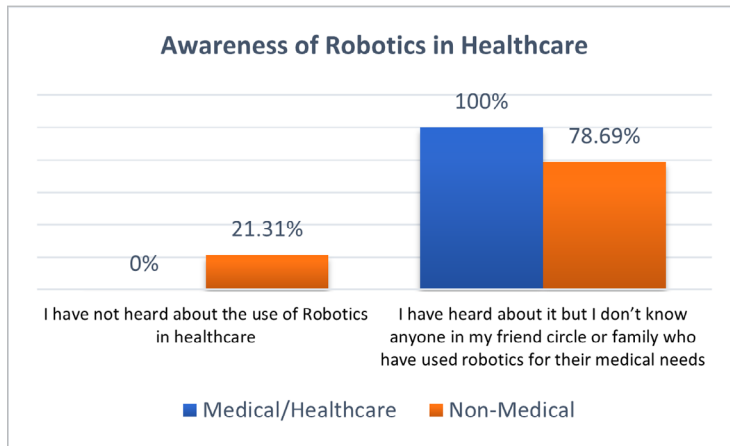


Figure 39: Awareness of Robotics in Healthcare

Medical/Healthcare Professionals:

- 100% have heard about robotics but don't know anyone in their friend circle or family who has used robotics for their medical needs. This signifies awareness of robotics within the professional medical community.

Non-Medical Professionals:

- A large majority, 78.69%, have heard about it but don't know anyone in their friend circle or family who has used robotics for their medical needs.
- A considerable 21.31% have not heard about the use of Robotics in healthcare, which shows a lack of awareness.

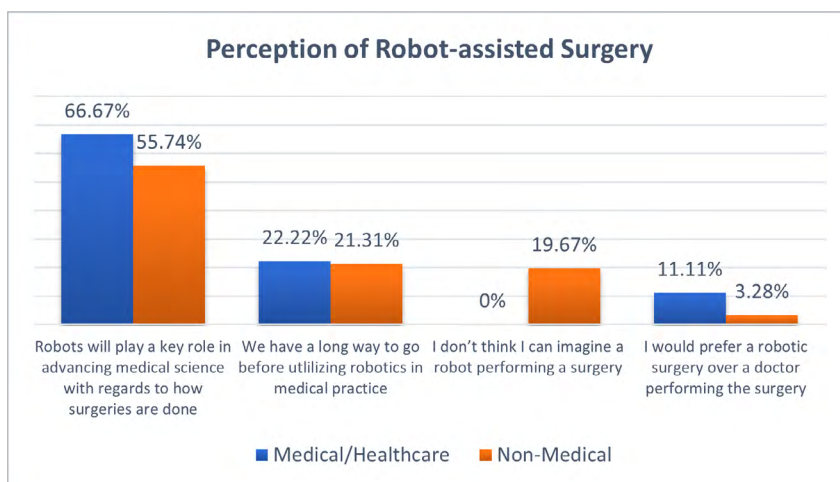


Figure 40: Perception of Robot-assisted Surgery

Medical/Healthcare Professionals:

- 66.67% believe that robots will play a key role in advancing medical science with regard to how surgeries are done, which shows a strong acceptance of robotics in the medical field from those directly involved.
- 22.22% of respondents believe that there is a long way to go before utilising robotics in medical practice which shows concerns about the limitations that still might be needed to overcome.
- Out of all the respondents, 11.11% would prefer a robotic surgery over a doctor performing surgery.

Non-Medical Professionals:

- 55.74% are in favour that robots will play a key role in advancing medical science with regard to how surgeries are done.
- 19.67% struggle to imagine a robot performing surgery, highlighting a significant level of discomfort or scepticism among the general public.
- 21.31% believed that we still have a long way to go before utilizing robotics in medical practice while a very few, around 3.28%, would prefer a robotic surgery over a doctor performing the surgery.

Technology in Healthcare

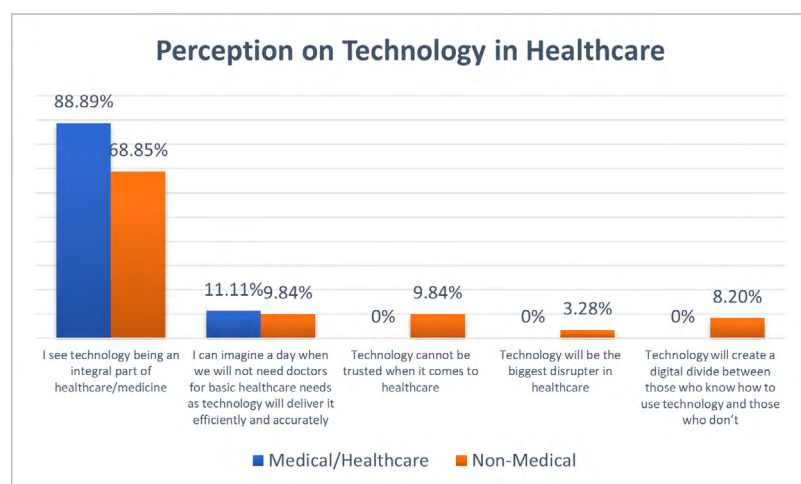


Figure 41: Perception of Technology in Healthcare

Medical/Healthcare Professionals:

- 88.89% respondents favour that technology is becoming an integral part of healthcare and medicine which reflects their direct exposure to digital tools in their field.
- 11.11% of respondents believe that doctors may no longer be needed for basic healthcare needs as technology will deliver it efficiently and accurately which could be due to advancements in AI tools that already assist with routine tasks.

Non-Medical Professionals:

- 68.85% respondents favour that technology is becoming an integral part of healthcare and medicine which shows a less direct exposure in the field.
- 9.84% believe that doctors may no longer be needed for basic healthcare needs as technology will deliver it efficiently and accurately.
- An equal 9.84% expressed that technology cannot be trusted in healthcare which shows scepticism, possibly due to concerns over accuracy or privacy.
- 3.28 % respondents perceive technology as a major disruptive force in healthcare.
- 8.20% have shown worry about technology creating a digital divide, between those who know how to use technology and those who don't. This shows concerns about unequal access or ability to use new healthcare technologies.

North America

Digital Health Literacy

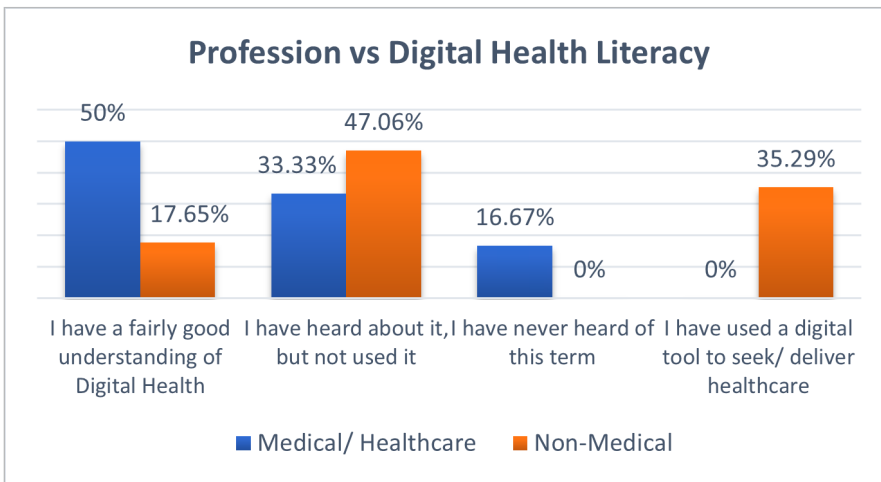


Figure 42: Profession vs Digital Health Literacy

Medical/Healthcare Professionals:

- 50% report a strong understanding of Digital Health, reflecting their direct exposure and relevance to evolving healthcare technologies.
- 33.33% of the respondents have heard about it but not used it, and a minority of 16.67% are completely unfamiliar with the term which shows a gap between awareness and practical application.

Non-Medical Professionals:

- Only 17.65% have a fairly good understanding of Digital Health, which shows lower exposure or limited relevance in their day-to-day work.
- Nearly half of the respondents, 47.06%, have heard about it but haven't used it, which shows general awareness but limited hands-on interaction.
- 35.29% have used digital tools for healthcare, which shows practical adoption among the general population for personal use like teleconsultations or health apps.

Artificial Intelligence in Healthcare

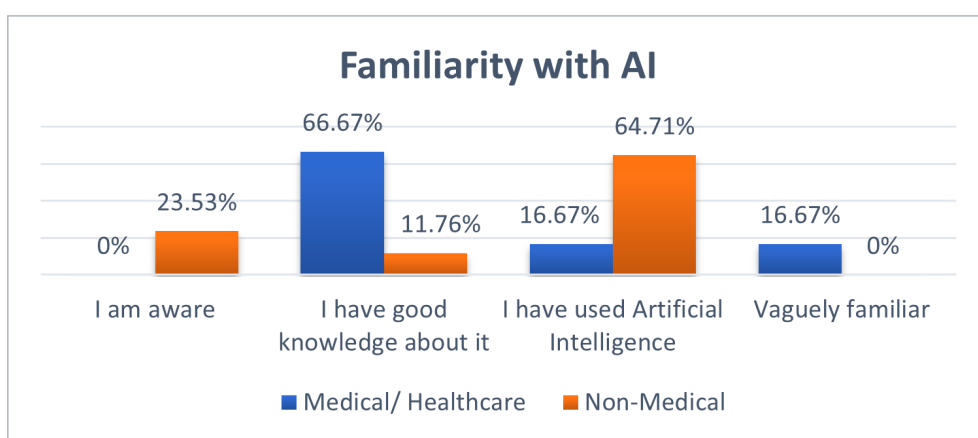


Figure 43: Familiarity with AI

Medical/Healthcare Professionals:

- 66.67% of the respondents have good knowledge about AI and 16.67% have used AI.
- Another 16.67% are only vaguely familiar, indicating a mixed level of exposure within the medical field.

Non-Medical Professionals:

- A general awareness amongst respondents is 23.53%, and 11.76% reported having good knowledge about it.
- The majority of the participants, 64.71%, have used Artificial Intelligence.

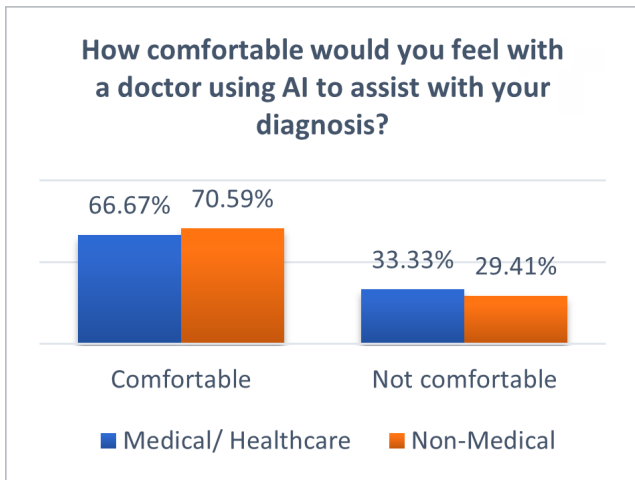


Figure 44: Level of comfort with a doctor using AI to assist in diagnosis

Medical/Healthcare Professionals:

- The majority, 66.67%, are comfortable with AI-assisted diagnosis, indicating trust in AI as a supportive tool in clinical decision-making.
- 33.33% expressed discomfort, possibly due to a lack of firsthand experience with AI in practice.

Non-Medical Professionals:

- A slightly higher percentage of 70.59% express comfort with doctors using AI, showing openness to technology in healthcare delivery.
- 29.41% are uncomfortable with a doctor using AI to assist with diagnosis which again shows a lack of confidence.

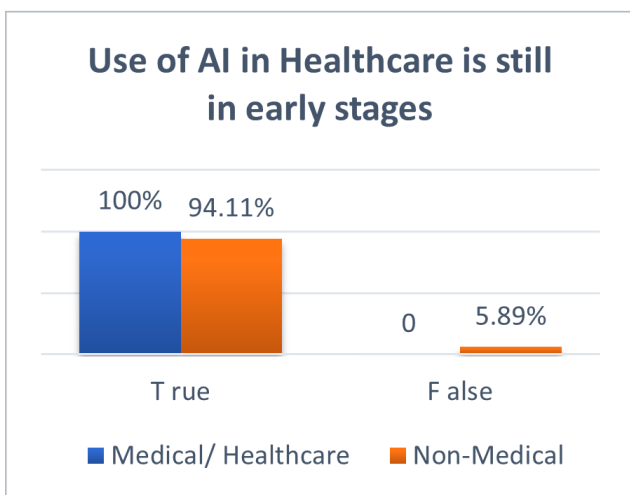


Figure 45: The use of AI in healthcare

Medical/Healthcare Professionals:

- 100% agree that AI in healthcare is still in its early stages. This reflects their informed understanding of its gradual pace of integration in clinical practice.

Non-Medical Professionals:

- A large majority of 94.11% of respondents believe AI in healthcare is at an early stage, showing awareness of its emerging role.
- 5.89% of respondents do not believe that AI is still in its early stages.

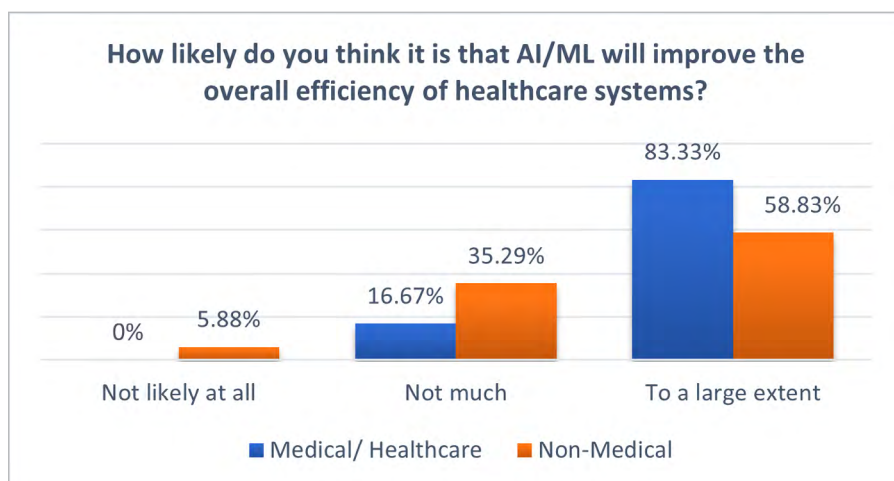


Figure 46: Artificial Intelligence/ Machine Learning in improving the overall efficiency of healthcare systems

Medical/Healthcare Professionals:

- 83.33% of the respondents believe that AI/ML has significant potential to enhance the efficiency of healthcare systems.
- Whereas, 16.67% of respondents are uncertain that it will improve the overall efficiency.

Non-Medical Professionals:

- Over half of the respondents, 58.83% believe that AI/ML's impact on healthcare efficiency, reflecting a generally favourable public perception.
- 35.29% or unsure, possibly due to limited exposure to AI in healthcare.
- 5.88% of the respondents believe that AI/ML will not likely improve the overall efficiency of the healthcare system.

Large Language Models

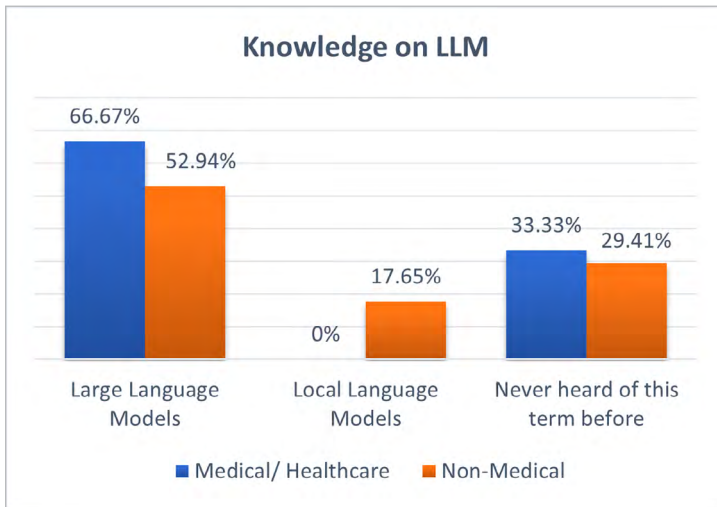


Figure 47: Knowledge on LLM

Medical/Healthcare Professionals:

- 66.67% correctly identified Large Language Models as the meaning of LLM, indicating a relatively good level of awareness in the medical field.
- 33.33% have never heard of the term.

Non-Medical Professionals:

- 52.94% correctly identified Large Language Models, whereas 17.65% thought LLM stands for Local Language Models, reflecting unfamiliarity with the term.
- 29.41% have never heard of the term, which again shows lack of familiarity.

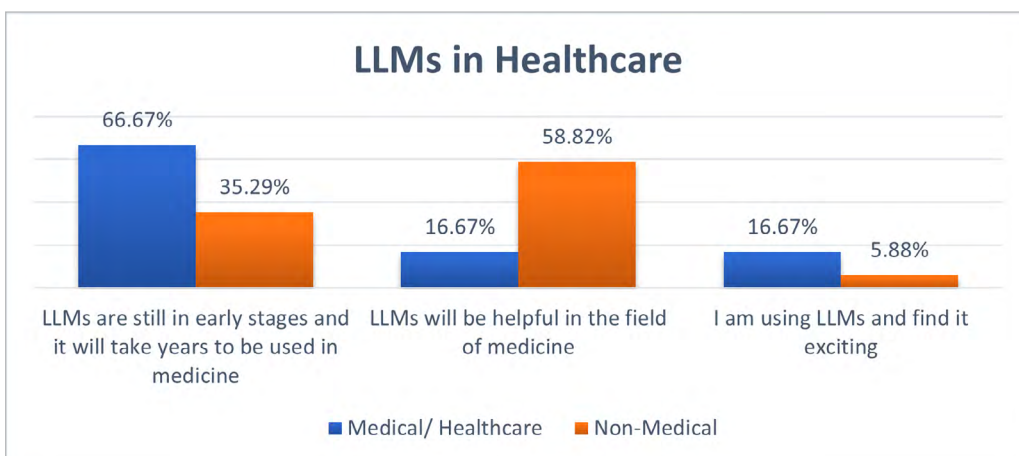


Figure 48: LLMs in Healthcare

Medical/Healthcare Professionals:

- 66.67% believe LLMs are still in early stages and will take years to be used in medicine
- 16.67% think LLMs will be helpful in medicine, showing potential for these tools.
- An equal 16.67% are already using LLMs and find them exciting, which shows a small engaged group within the medical profession.

Non-Medical Professionals:

- 58.82% believe LLMs will be helpful in medicine, which shows strong optimism and expectation of positive impact.
- 35.29% feel LLMs are still in early stages, showing awareness that their integration may take time.
- 5.88% are using LLMs and find them exciting, which suggests low hands-on exposure and engagement with these technologies among the non-medical group.

Trust in Healthcare

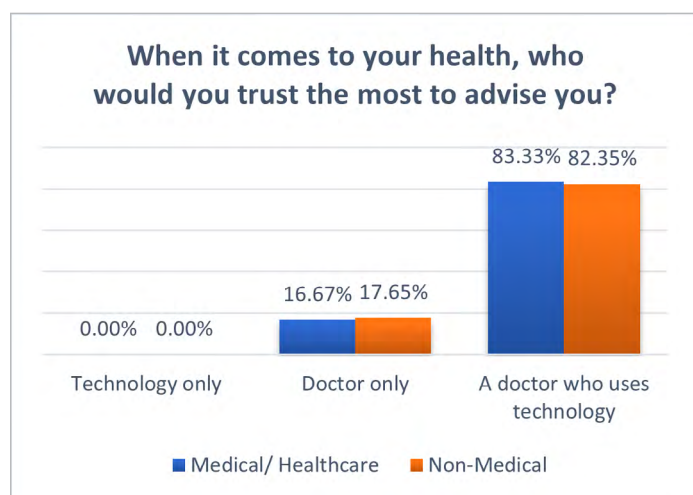


Figure 49: Trust in Health Advisor: Preference for Doctors, Technology and Technology-assisted doctors

Medical/Healthcare Professionals:

- 16.67% prefer advice from a doctor only, indicating a small group still values traditional, human-led consultation without technological input.
- 83.33% of the respondents trust a doctor who uses technology, which shows confidence in the blended approach where human expertise is supported by technological tools.
- None of the respondents trust technology alone, which shows that they feel the importance of human involvement in healthcare decisions.

Non-Medical Professionals:

- 17.65% prefer a doctor only, slightly higher than medical professionals, possibly due to lack of technical understanding or scepticism about technology.
- 82.35% trust a doctor who uses technology, reflecting similar comfort with a combined approach and belief in enhanced care through tech-supported decisions.

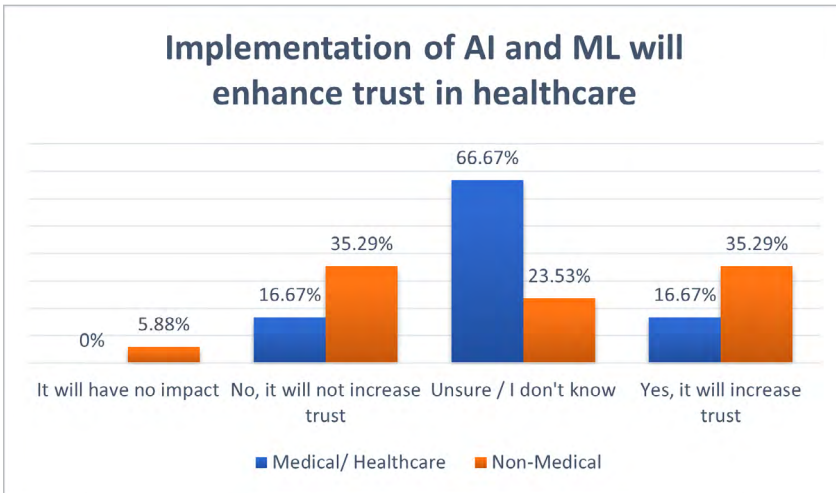


Figure 50: The implementation of AI and ML will enhance trust in Healthcare

Medical/Healthcare Professionals:

- 16.67% believe AI/ML will increase trust, indicating a small segment is optimistic about technology improving confidence in healthcare systems.
- 16.67% think it will not increase trust, suggesting skepticism regarding the trust-building potential of AI/ML.
- 66.67% are unsure, showing that a majority in the medical field are uncertain or cautious about the trust-related outcomes of implementing AI/ML.

Non-Medical Professionals:

- 35.29% believe AI/ML will increase trust, showing relatively greater optimism among the general public compared to medical professionals.
- 35.29% do not believe it will increase trust, indicating a divide in opinions on AI/ML's impact on credibility in healthcare.
- 23.53% are unsure, reflecting some uncertainty but to a lesser extent than medical professionals.
- 5.88% think AI/ML will have no impact, a small portion that believes AI/ML will not affect trust levels at all.

Healthcare and Robotics

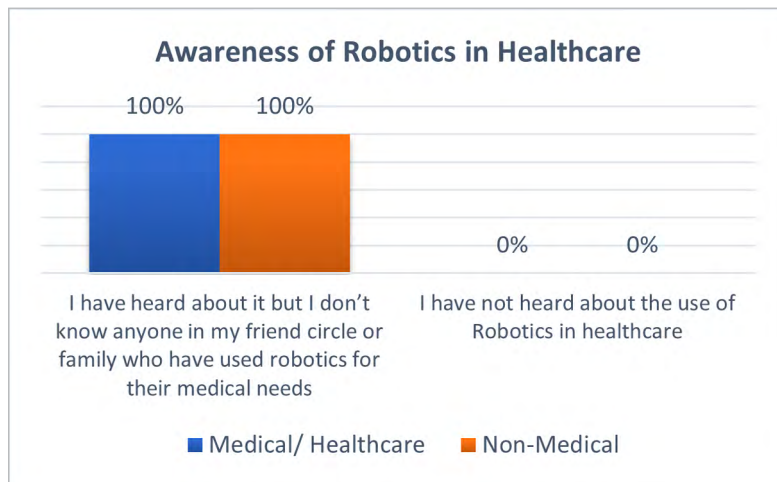


Figure 51: Awareness of Robotics in Healthcare

Medical/Healthcare Professionals:

- 100% have heard about robotics but don't know anyone in their friend circle or family who has used robotics for their medical needs.

Non-Medical Professionals:

- 100% have heard about robotics but don't know anyone in their friend circle or family who has used robotics for their medical needs. This signifies awareness of robotics amongst all.

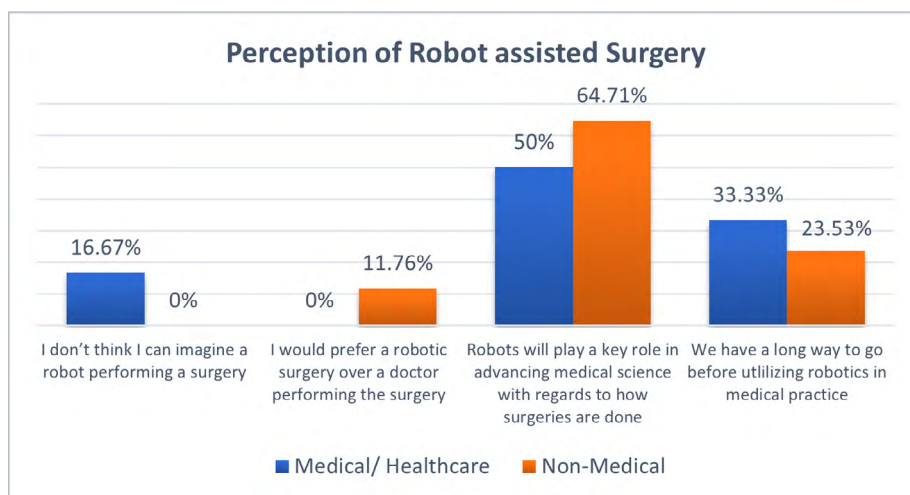


Figure 52: Perception of Robot-assisted Surgery

Medical/Healthcare Professionals:

- 16.67% cannot imagine a robot performing surgery, showing hesitation or discomfort about this advancement.
- 50% believe robots will play a key role in advancing surgery, showing openness to the potential of robotic technologies.
- 33.33% feel we still have a long way to go, reflecting caution or concern about the readiness and reliability of such technology.

Non-Medical Professionals:

- 11.76% would prefer a robotic surgery over a doctor, showing some trust in technology’s precision or neutrality.
- 64.71% believe robots will play a key role, reflecting optimism about its potential in medical advancements.
- 23.53% feel it’s still too early for widespread robotic use, showing mixed confidence.

Technology in Healthcare

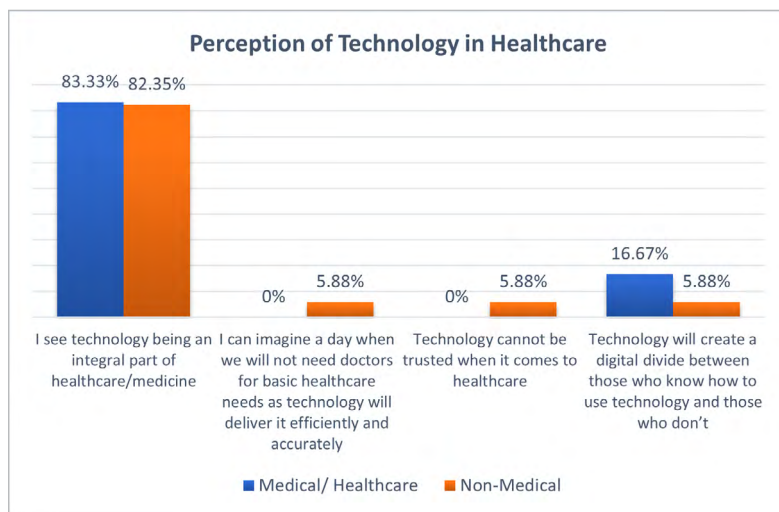


Figure 53: Perception of Technology in Healthcare

Medical/Healthcare Professionals:

- A large majority of 83.33% respondents see technology as an essential part of healthcare. This shows acceptance of digital tools and innovations across professions, with trust in their ability to support diagnosis, treatment, and efficiency.
- 16.67% are concerned that technology might create inequality between those who can and cannot use it.

Non-Medical Professionals:

- Majority of respondents, 82.35% see technology as an essential part of healthcare.
- 5.88% think doctors may not be needed in the future for basic healthcare.
- 5.88% expressed that technology cannot be trusted when it comes to healthcare, which shows an uncertainty about relying on technology for health-related decisions or care.
- 5.88% believe the same, which reflects awareness that while technology is advancing, not everyone may benefit equally due to access or literacy gaps.

Oceania

Digital Health Literacy

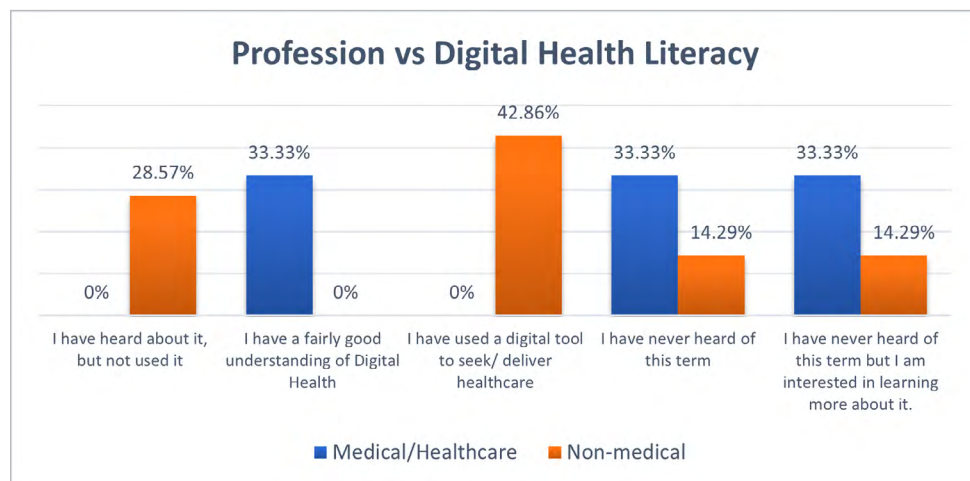


Figure 54: Profession vs Digital Health Literacy

Medical/Healthcare Professionals:

- One-third (33.33%) of the medical/healthcare respondents reported having a fairly good understanding of Digital Health, which reflects some foundational knowledge in the domain.
- However, none reported having used digital tools to seek or deliver healthcare.
- 33.33% of responses stated they had never heard of the term ‘Digital Health’ and another 33.33% showed interest in learning about it more, even though they haven’t heard about it.

These results may be attributed to the small number of respondents from the medical/healthcare professions, which limits the generalizability of the findings.

Non-Medical Professionals:

- Around 28.57% of non-medical respondents mentioned they had heard of Digital Health but had not used it.
- 42.86% reported having used digital tools to seek or deliver healthcare, likely as consumers through platforms such as teleconsultations, health apps, or wearable devices.
- None claimed to have a fairly good understanding of Digital Health, indicating that their engagement may be more user-driven rather than grounded in conceptual knowledge.
- 14.29% have not heard the term, and another 14.29% showed interest in learning more, even though they haven't heard about it.

Artificial Intelligence in Healthcare

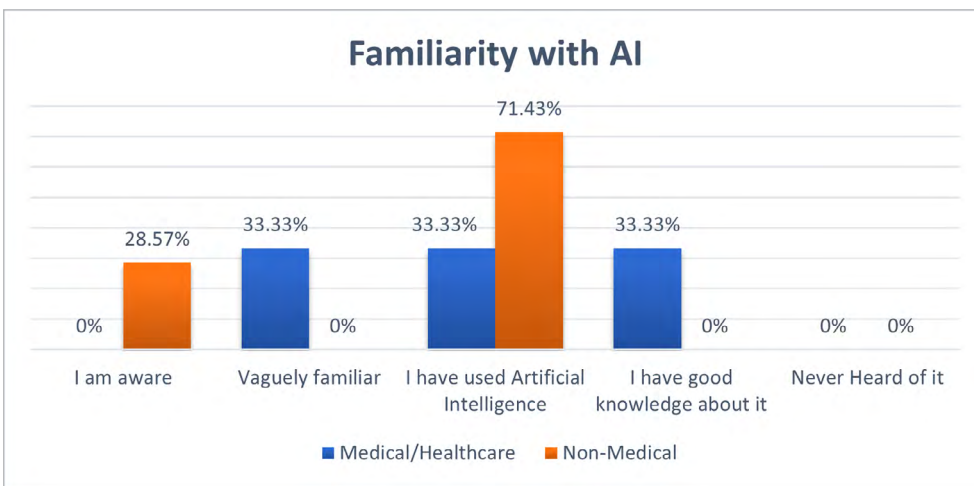


Figure 55: Familiarity with AI

Medical/Healthcare Professionals:

- About one-third, 33.33% of the respondents, consider themselves vaguely familiar with AI, which shows some conceptual knowledge, but lacking direct application or deeper understanding.
- Another 3.33% of medical respondents have used AI, indicating moderate adoption and an equal portion claim to have good knowledge of AI.

Non-Medical Professionals:

- 28.57% of the respondents are aware of AI, which shows knowledge but to some level.
- A majority (71.43%) have used AI, likely in the form of applications like smart devices, which may not be related to technical or conceptual understanding.

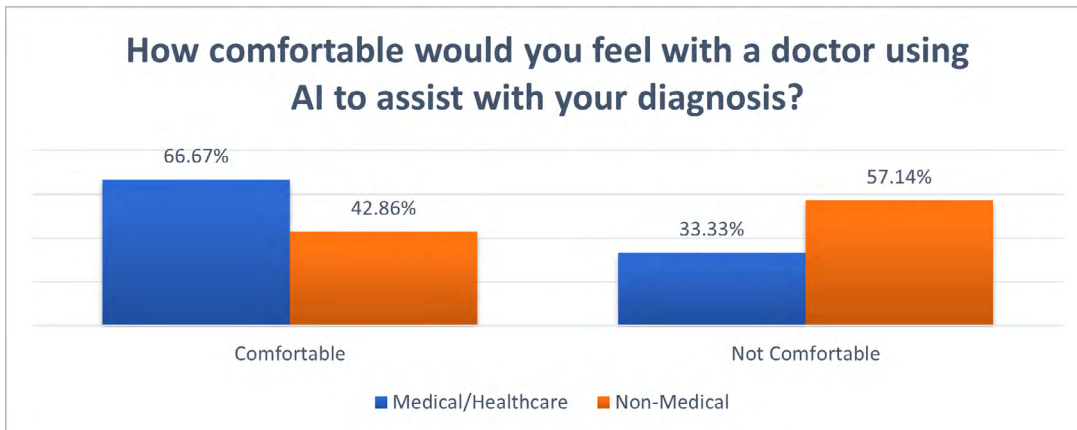


Figure 56: Level of comfort with a doctor using AI to assist with diagnosis

Medical/Healthcare Professionals:

- 66.67% of medical and healthcare professionals reported feeling comfortable with the use of AI. This suggests that exposure to AI in clinical, academic, or administrative settings is gradually translating into familiarity and confidence.
- 33.33% of the respondents still feel uncomfortable with AI which may be due to concerns around the reliability of AI in critical decision-making.

Non-Medical Professionals:

- Less than half of the non-medical respondents; 42.86%, expressed comfort with AI.
- 57.14% of non-medical respondents were not comfortable with AI, which may indicate a lack of trust and awareness.

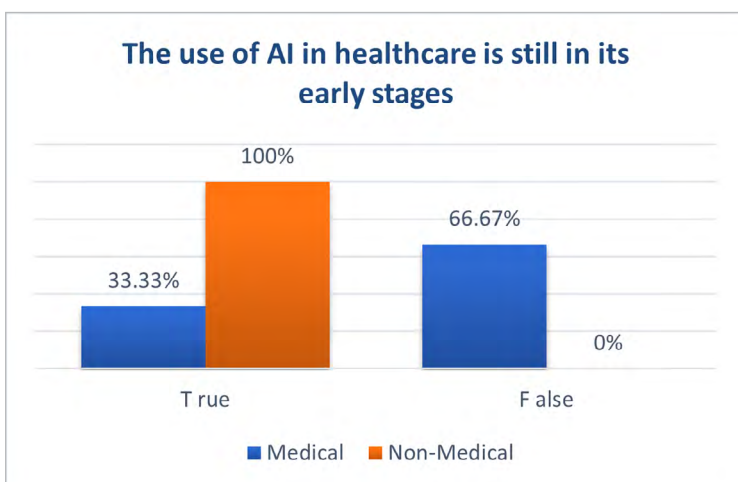


Figure 57: The use of AI in healthcare

Medical/Healthcare Professionals:

- 33.33% of the respondents from the medical and healthcare background agree that AI is still in its early stages.

- 66.67% believe that AI is no longer in its early stages. This perspective may stem from their exposure to AI-enabled tools in diagnostics (e.g., radiology, pathology).

Non-Medical Professionals:

- All non-medical participants agree that AI is still in its early stages. This could indicate limited exposure to practical applications of AI in their daily professional lives.

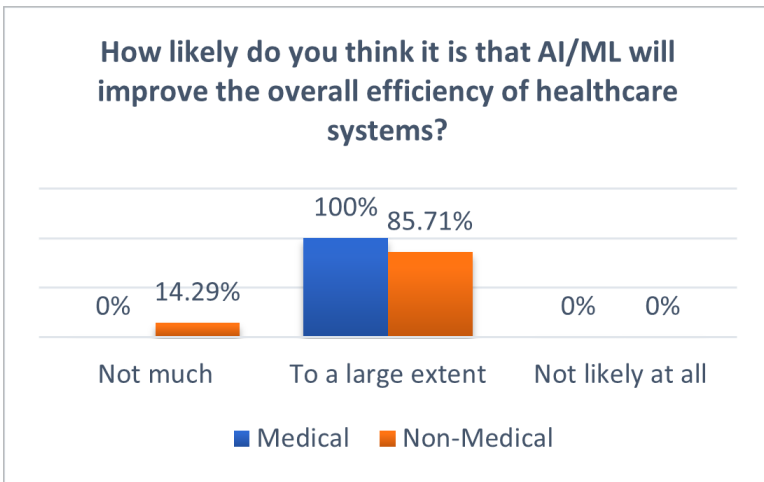


Figure 58: Artificial Intelligence/ Machine Learning in improving the overall efficiency of healthcare systems

Medical/Healthcare Professionals:

- All respondents (100%) from the medical/healthcare background strongly believe that AI/ML will significantly improve the efficiency of the healthcare system.

Non-medical Professionals:

- A large majority of non-medical professionals (85.71%) believe that AI/ML will improve the overall efficiency of the healthcare system to a large extent.
- 14.29% of non-medical participants believe that AI/ML will not improve healthcare system efficiency.

Large Language Models

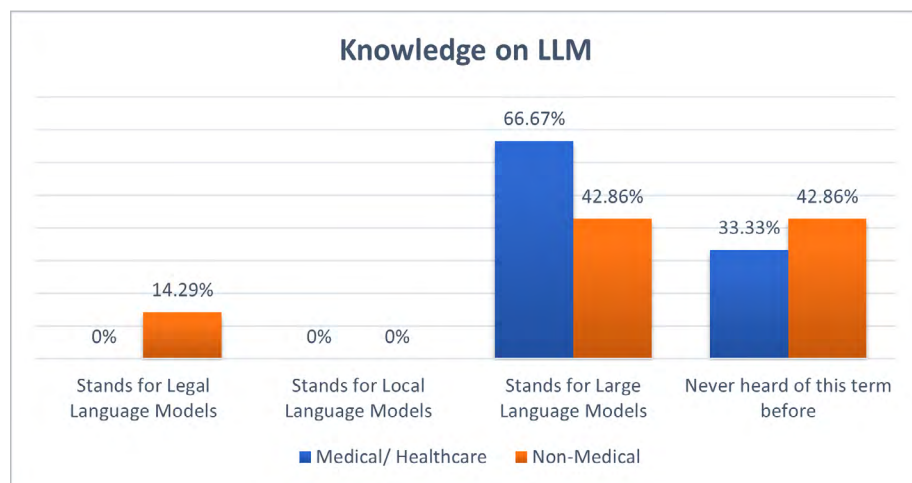


Figure 59: Knowledge on LLM

Medical/Healthcare Professionals:

- 66.67% identified LLM as Large Language Models indicating a fair level of awareness and familiarity with AI-related terminology.
- 33.33% reported they had never heard of the term which points to a knowledge gap that still exists even within the healthcare sector.

Non-Medical Professionals:

- 42.86% correctly identified LLM as Large Language Models showing moderate awareness, likely due to general exposure to generative AI tools like ChatGPT, but not necessarily technical depth.
- An equal 42.86% of the participants had never heard of the term before, revealing a lack of exposure to the terminology.
- 14.29% thought LLM stands for Legal Language Models, indicating confusion arising from acronyms used across disciplines.

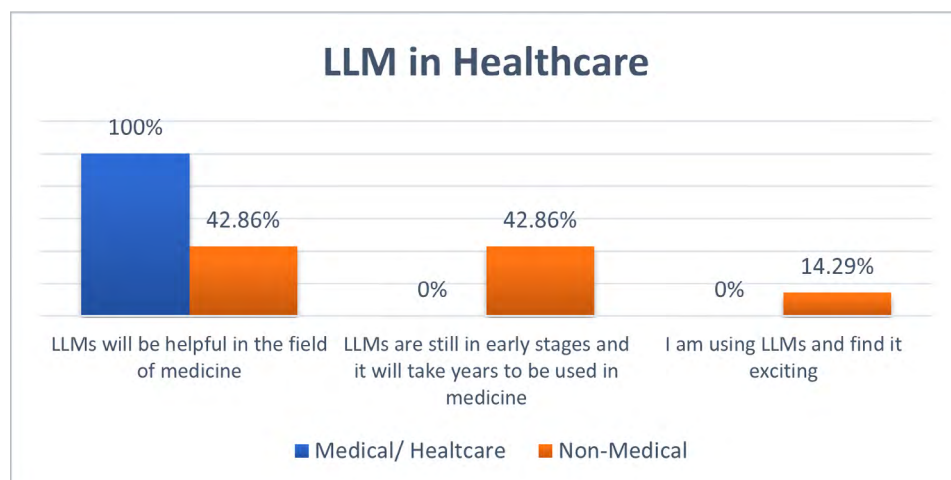


Figure 60: LLM in Healthcare

Medical/Healthcare Professionals:

- 100% believe LLMs will be helpful in the field of medicine. All medical respondents unanimously recognize the potential of LLMs in healthcare. This reflects optimism and a forward-looking perspective within the medical community regarding the integration of AI tools.

Non-Medical Professionals:

- About 42.86% of respondents believe that LLMs will be beneficial in the medical field, reflecting some recognition of their cross-sector impact.
- However, an equal proportion—42.86%—view LLMs as still being in early stages and believe it will take years before they are used meaningfully in medicine.
- 14.29% of non-medical respondents reported that they are currently using LLMs and find them exciting, suggesting that some individuals outside the medical field are already engaging with this technology and exploring its capabilities.

Trust in Healthcare

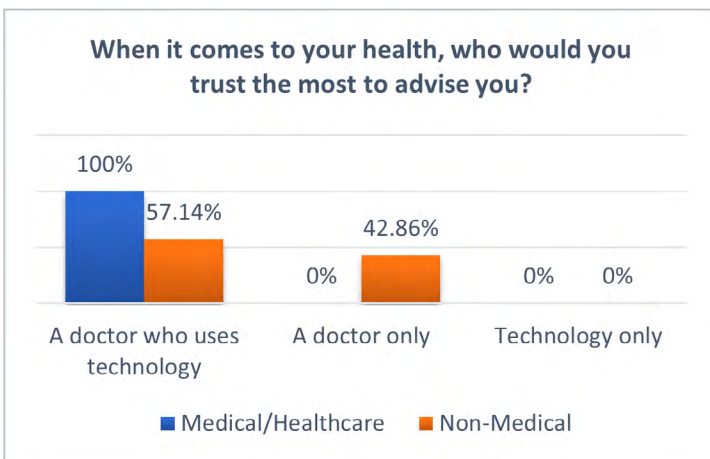


Figure 61: Trust in Health Advisors: Preference for Doctors, Technology, and Technology-Assisted Doctors

Medical/Healthcare Professionals:

- Among medical/healthcare respondents, there is unanimous trust in doctors who integrate technology into their practice, with 100% indicating they would prefer such professionals to advise them on health matters.

Non-Medical Professionals:

- 57.14% trusted a doctor who uses technology, showing a majority inclination toward tech-enhanced care.
- 42.86% preferred a doctor only, reflecting some hesitation or skepticism toward technology in healthcare.

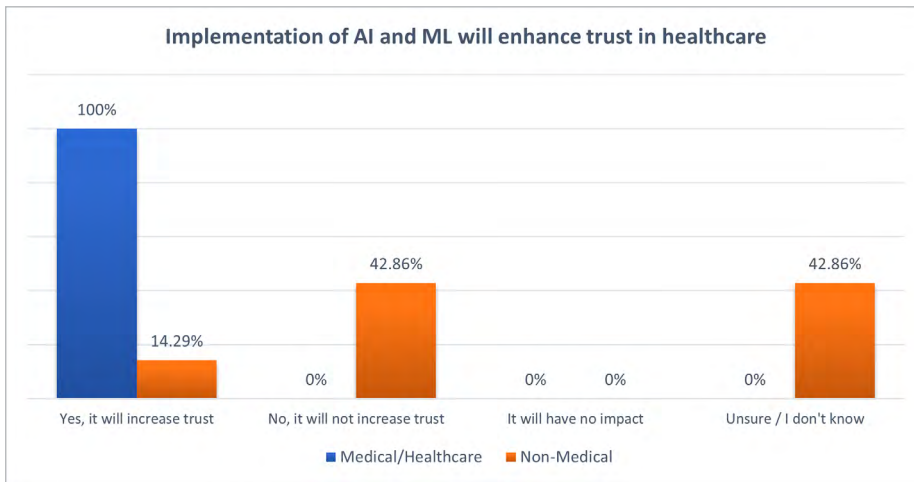


Figure 62: The implementation of AI and ML will enhance trust in healthcare

Medical/Healthcare Professionals:

- 100% believe that the implementation of AI and ML will enhance trust in healthcare. This shows strong confidence among healthcare professionals in the positive impact of these technologies.

Non-Medical Professionals:

- Only 14.29% agree that AI/ML will increase trust in healthcare.
- 42.86% feel it will not increase trust, and another 42.86% are unsure, reflecting an awareness gap that needs to be addressed through education and engagement.

Healthcare and Robotics

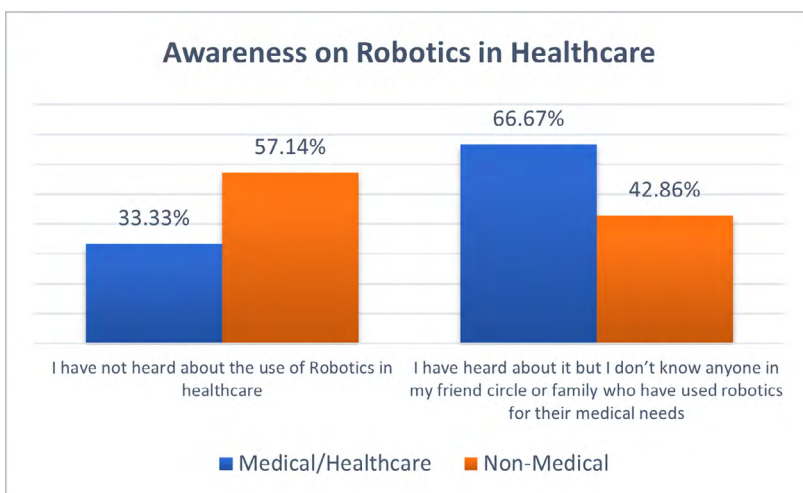


Figure 63: Awareness of Robotics in Healthcare

Medical/Healthcare Professionals:

- 33.33% have not heard about the use of robotics in healthcare, showing that despite being in the field, they are unaware of this technology.
- 66.67% have heard of robotics in healthcare, although they don't personally know anyone who has used it, indicating a moderate level of awareness but limited direct exposure or peer-level experience.

Non-Medical Professionals:

- A higher 57.14% have not heard about robotics in healthcare, suggesting limited outreach.
- 42.86% have heard of it but, similar to medical respondents, have no personal connection to its use—reflecting passive awareness.

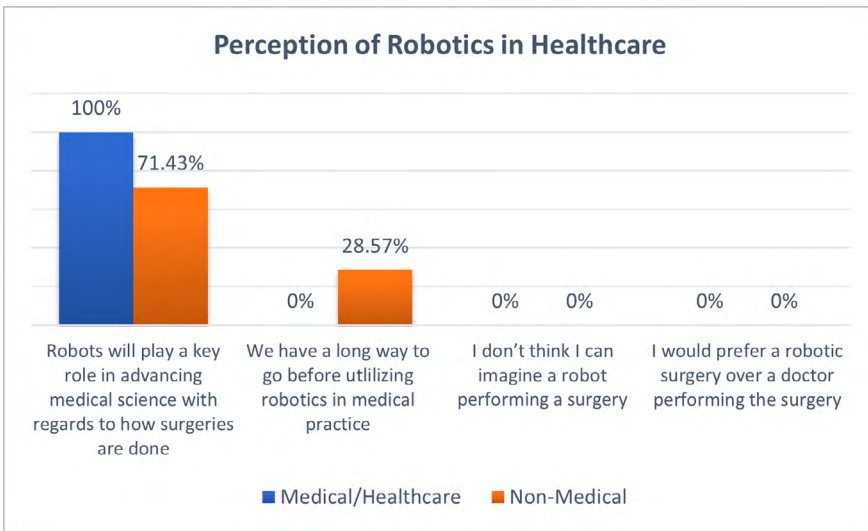


Figure 64: Perception of Robotics in Healthcare

Medical/Healthcare Professionals:

- Among medical respondents, 100% agree that robots will play a key role in advancing medical sciences with regards to how surgeries are done, indicating strong confidence and readiness to embrace robotics.

Non-Medical Professionals:

- In contrast, a significant majority (71.43%) of non-medical respondents share a positive outlook that robots will play a key role in advancing medical sciences.
- 28.57% believe that the field still has a long way to go before robotics can be widely utilised in practice.

Technology in Healthcare

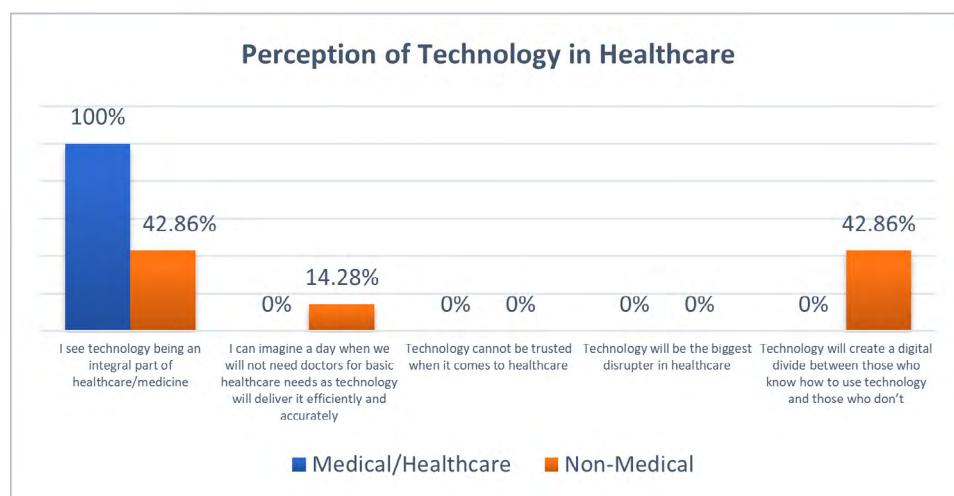


Figure 65: Perception of Technology in Healthcare

Medical/Healthcare Professionals:

- All (100%) respondents from the medical field believe that technology is an essential part of healthcare. This strong agreement likely comes from their firsthand experience.

Non-Medical Professionals:

- 42.86% of non-medical respondents believes that technology is an integral part of healthcare which may be due to limited knowledge and exposure to Digital Healthcare solutions.
- 14.29% of non-medical respondents believed that technology could eventually handle basic healthcare independently, without the need for doctors.
- 42.86% of non-medical respondents expressed concern that not everyone has equal access to or knowledge of healthcare technologies, which shows an awareness of the risks that advancements in technology can leave behind those without digital skills or access.

South America

Digital Health Literacy

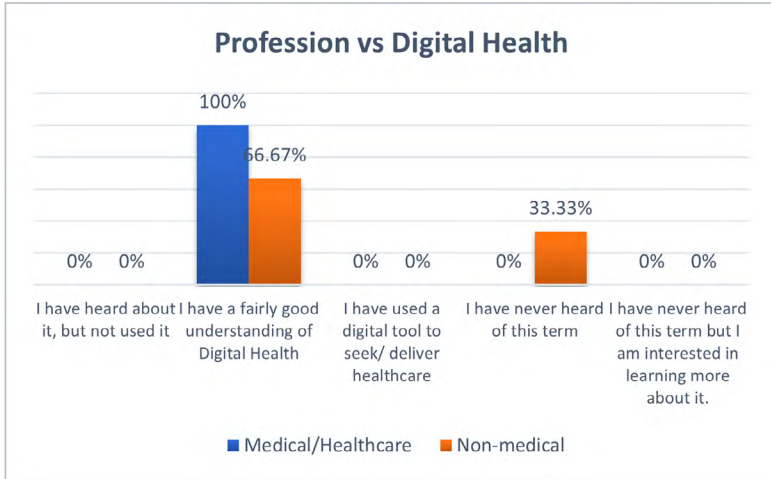


Figure 66: Profession vs Digital Health Literacy

Medical/Healthcare Professionals:

- 100% reported having a fairly good understanding of Digital Health. This indicates complete awareness and conceptual clarity among medical professionals regarding Digital Health.

Non-Medical Professionals:

- 66.67% of respondents reported a fairly good understanding of Digital Health, showing a strong awareness level.
- 33.33% had never heard of the term Digital Health reflecting a knowledge gap in the group.

Artificial Intelligence in Healthcare

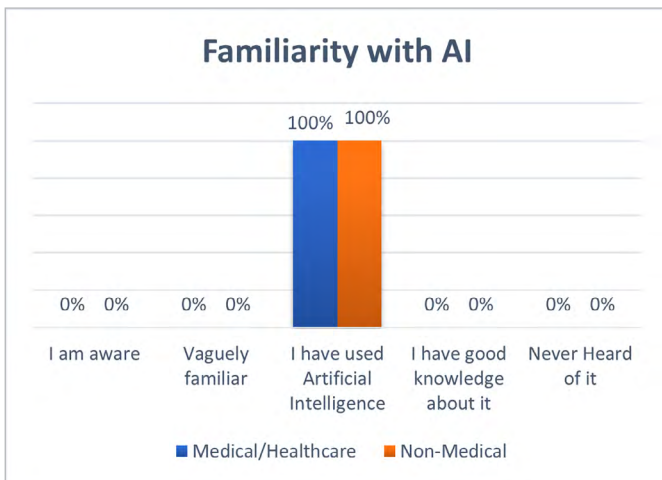


Figure 67: Familiarity with AI

Medical/Healthcare Professionals:

- 100% of respondents have used Artificial Intelligence (AI), which reflects complete exposure or interaction with AI tools or applications in some capacity.

Non-Medical Professionals:

- All respondents (100%) reported having used AI which depicts that its usage is equally prevalent among non-medical professionals.

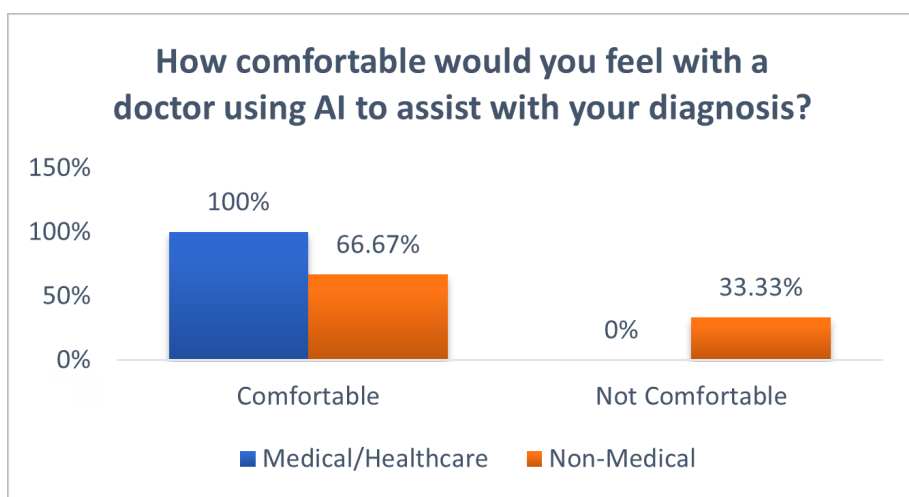


Figure 68: Level of comfort with a doctor using AI to assist in diagnosis

Medical/Healthcare Professionals:

- 100% reported being comfortable using digital technologies in healthcare, indicating a high level of acceptance and confidence in tech-enabled healthcare among experts.

Non-Medical Professionals:

- 66.67% reported feeling comfortable, suggesting a positive outlook.
- 33.33% expressed discomfort, indicating some hesitation or lack of familiarity with AI in healthcare.

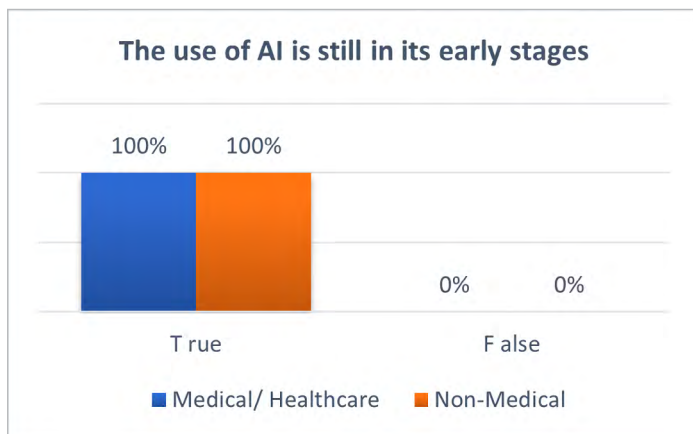


Figure 69: The use of AI in healthcare is still in its early stages

Medical/Healthcare Professionals:

- 100% agreed that the use of AI in healthcare is still in its early stages which shows while AI is being explored, its full potential and widespread application are yet to be realised.

Non-Medical Professionals:

- 100% agreed that the use of AI in healthcare is still in its early stages. which reflects a general understanding that AI's role in healthcare has potential but isn't yet fully integrated..

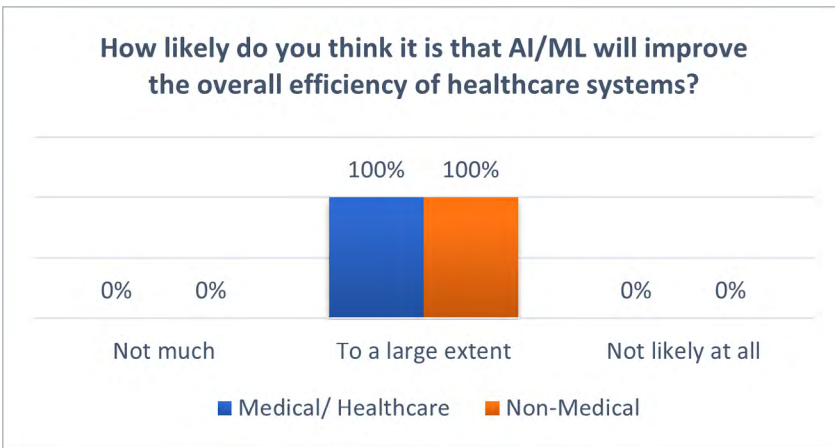


Figure 70: Artificial Intelligence/ Machine Learning in improving the overall efficiency of healthcare systems

Medical/Healthcare Professionals:

- 100% believe that AI/ML will improve the overall efficiency of healthcare systems to a large extent.

Non-Medical Professionals:

- 100% believe that AI/ML will improve the overall efficiency of healthcare systems to a large extent.

Large Language Models

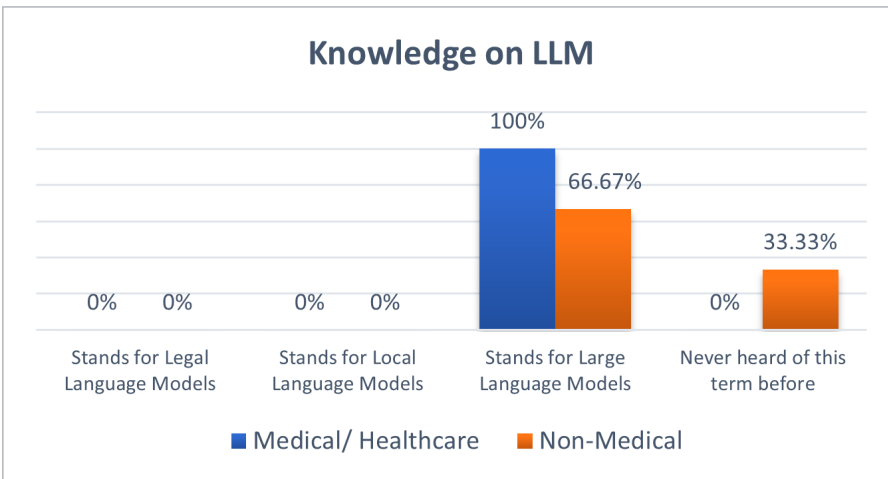


Figure 71: Knowledge on LLM

Medical/Healthcare Professionals:

- 100% correctly identified LLM as Large Language Models, indicating complete awareness of the term.

Non-Medical Professionals:

- 66.67% of the respondents recognised the correct meaning of LLM as Large Language Model, while 33.33% responded that they had never heard the term.

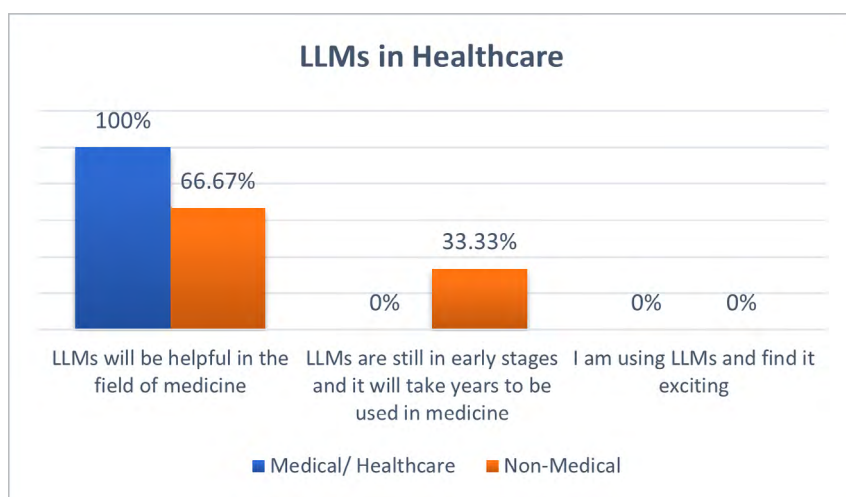


Figure 72: LLMs in Healthcare

Medical/Healthcare Professionals:

- All medical professionals (100%) believe LLMs will be beneficial in the field of medicine, showing strong optimism about their potential.

Non-Medical Professionals:

- 66.67% of respondents believe LLMs will be helpful in the field of medicine
- 33.33% of the respondents believe that LLMs are not ready for current use in medicine and will take years to be used in medicine.

Trust in Healthcare

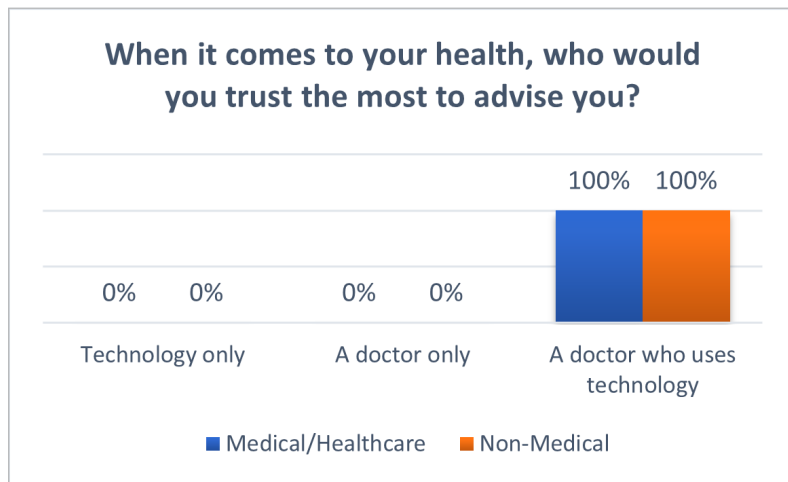


Figure 73: Trust in Health Advisor: Preference for Doctors, Technology and Technology-assisted doctors

Medical/Healthcare Professionals:

- 100% of respondents trust a doctor who uses technology the most for healthcare advice.

Non-Medical Professionals:

- All (100%) respondents trust a doctor who uses technology the most for healthcare advice. This shows support for a balanced approach that combines human expertise with technological tools.

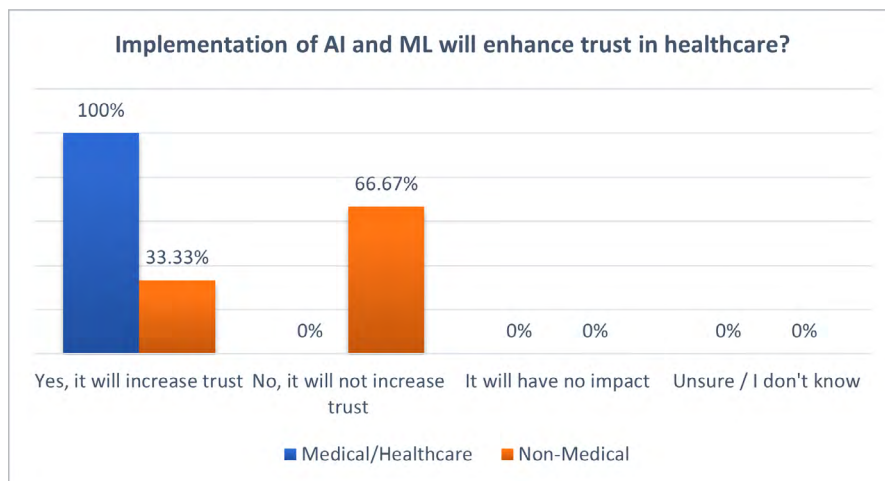


Figure 74: The implementation of AI and ML will enhance trust in healthcare

Medical/Healthcare Professionals:

- All medical professionals believe AI/ML will build trust in healthcare. This shows a clear consensus in favour of AI/ML's positive role in the healthcare system.

Non-Medical Professionals:

- Only one-third (33.33%) of respondents believe AI/ML will build trust, while 66.67% think AI/ML will not lead to increased trust in healthcare.

Healthcare and Robotics

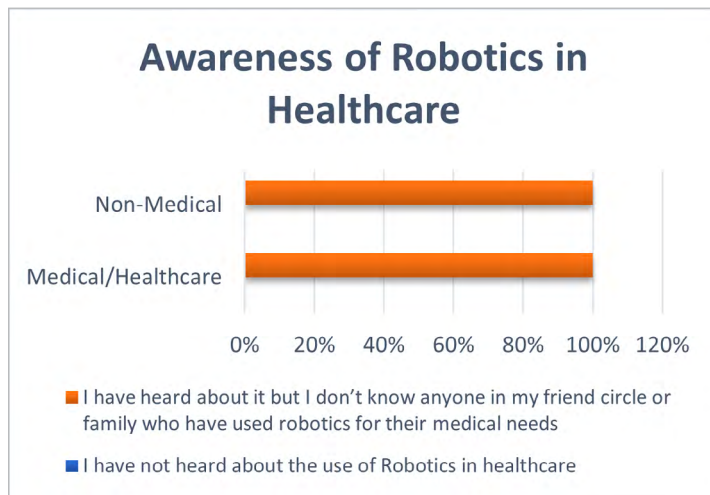


Figure 75: Awareness of Robotics in Healthcare

Medical/Healthcare Professionals:

- 100% are aware of robotics in healthcare but don't know anyone who has used it, which shows theoretical awareness without real-life exposure, even among professionals in the sector.

Non-Medical Professionals:

- 100% have heard of robotics in healthcare, but don't know anyone in their friend circle or family who has used robotics for their medical needs.

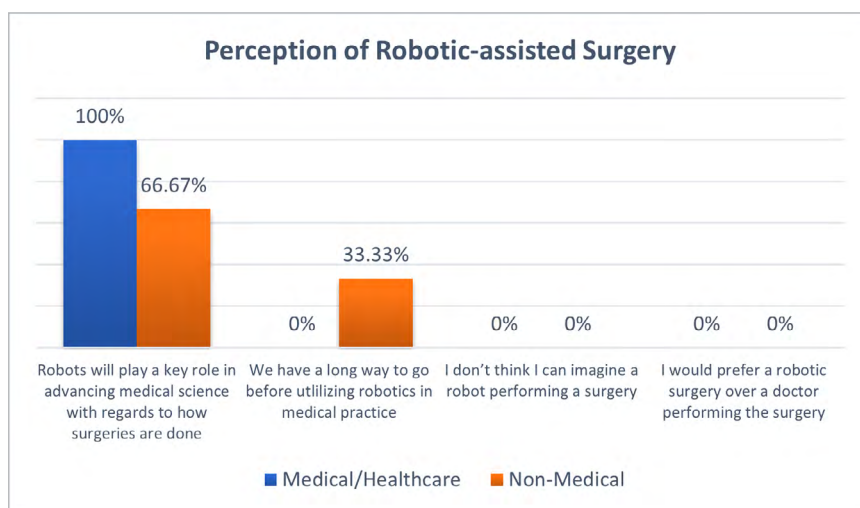


Figure 76: Perception on Robot-assisted Surgery

Medical/Healthcare Professionals:

- All respondents(100%) believe robotic-assisted surgeries will significantly impact the future of surgery, which shows confidence in robotics from those within the medical field.

Non-Medical Professionals:

- Robots will play a key role in advancing medical science with regard to how surgeries are done, is believed by 66.67%.
- 33.33% of the respondents believe that we still have a long way to go before utilizing robotics in medical practice.

Technology in Healthcare

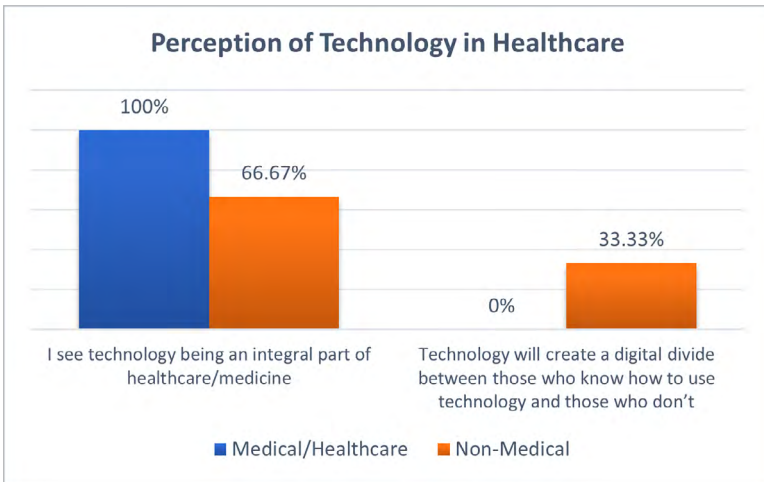


Figure 77: Perception of Technology in Healthcare

Medical/Healthcare Professionals:

- All respondents(100%) view technology as an integral part of healthcare/ medicine, which shows acceptance and alignment with the ongoing digital transformation in the sector.

Non-Medical Professionals:

- 66.67% acknowledge technology’s integral role in healthcare. This shows a general public acceptance of technology in the healthcare sector.
- A 33.33% are concerned about technology creating a digital divide, reflecting awareness of potential socio-economic gaps created by tech-driven healthcare systems.

Recommendations

- Develop targeted awareness programs for non-medical professionals to improve understanding and use of Digital Health tools. Peer-led Digital Health sessions should be encouraged within healthcare settings to help bridge the awareness and usage gap among different professional groups.
- Introductory modules on AI in healthcare across all professional development programs (professions), including workshops and university curricula, to build baseline knowledge and reduce unfamiliarity.
- Promoting transparency in AI-assisted diagnosis by ensuring clinicians communicate clearly how AI tools are being used to support—not replace—their clinical judgment. This can increase patient confidence and comfort.
- Raise awareness about the role and relevance of Large Language Models through public seminars and educational content tailored to various literacy levels.
- Position technology as a support system rather than a replacement for healthcare providers to maintain patient trust. Patients can be actively involved in healthcare decisions, especially in contexts involving AI, to ensure transparency, uphold autonomy, and promote comfort with technological integration.
- Clear regulatory frameworks can be established to ensure AI accountability, data privacy, and equitable use. Creating feedback loops where patients can understand and question AI-driven decisions will further enhance trust and encourage shared decision-making.
- Healthcare systems must invest in pilot robotic-assisted procedures and transparently share outcomes. Public education campaigns showcasing the safety, success, and human oversight of robotic surgeries can normalize acceptance and interest.
- National health strategies should include policies that account for varying levels of digital literacy, for example mandating multilingual interfaces, accessible designs for persons with disabilities, and simplified user experiences across platforms.
- Local health workers and NGOs should be mobilized to deliver training sessions that build confidence in using Digital Health tools. Special focus should be placed on elderly populations, women in low-literacy communities, and marginalized groups.



Digital Health Associates

www.digitalassociates.health | founder@parliament.health

Contact Us:



digital_hlth



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