

Kyndryl Virtual Healthcare Assistant

Agentic opportunities in healthcare

Leading hospitals are deploying AI-powered agents to maximize efficiency, cut down operational costs and increase revenue by streamlining patient appointments, providing multilingual prescription guidance to patients, helping manage medicine refills and more. Research suggests that the market for AI solutions in healthcare will grow at more than 35% year-on-year through 2030.¹ This rapid investment is driven by potential gains in cost-effective and efficient ways to achieve patient satisfaction and the projected reduction in the complexity of managing healthcare administration.

Kyndryl Virtual Healthcare Assistant is designed to help hospitals deploy AI-driven agents rapidly as patient care management evolves. Combining Kyndryl's expertise in both technology and healthcare with the robust Amazon Web Services (AWS) platform, the solution provides an easier path to the benefits of personalized AI-enriched healthcare.

Solution highlights

Kyndryl Virtual Healthcare Assistant is an AI-driven solution for managing common patient activities. Seamlessly and securely integrating with patients' medical history records, the Kyndryl solution can identify context-specific interventions and automate appointments, medication and refills. It offers 24/7 multilingual voice, chat and interactive voice response (IVR), supporting patients while reducing the strain on both clinical and administrative healthcare employees. As appropriate, the Kyndryl solution escalates non-standard patient queries to healthcare professionals.

Kyndryl Virtual Healthcare Assistant uses agentic AI workflows, Natural Language Understanding (NLU) and Natural Language Processing (NLP) to intelligently schedule appointments, guide patients on how to use their prescribed medications, and manage their prescription refills.

Key functionality



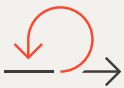
Appointment management system:

Simplifies the scheduling and rescheduling of patient appointments through voice or chat-based agents. Engaging with patients through multilingual voice and chat channels, the AI agents balance the real-time availability of healthcare professionals with patient preferences and appointment urgency.



Medication guidance assistant:

Helps patients understand and adhere to medication instructions. Drawing on an approved knowledge base, the AI agents provide multilingual voice and chat guidance on the correct usage of prescribed medications. This includes safety warnings and reminders on dosage, timing and dietary restrictions.



Prescription refill management system:

Helps ensure continuity in treatment by automating refill tracking and coordination. The AI agents monitor the planned duration of treatment versus the dispensed medication, providing timely notifications for patients to refill before they run out. The agents can also trigger refill workflows, sending requests to pharmacies and providing status updates to patients.

For healthcare organizations, Kyndryl Virtual Healthcare Assistant can significantly reduce the administrative burden of handling routine patient interactions around appointments and prescriptions. By releasing administrative and clinical staff from these lower-value interactions, the solution enhances productivity and improves focus on value-add activities.

For patients, the ability to access a convenient, high-speed source of information in their own language, at any time of day or night, is potentially a huge boost in perceived quality of service. Safeguards built into the solution escalate non-standard scenarios to human professionals, helping to maintain quality and safety in patient interactions.



Why Kyndryl?

Kyndryl has deep expertise in designing, running, and managing the most modern, efficient and reliable technology infrastructure that the world depends on every day. We design, build, manage and modernize the world's critical technology systems. As the world's largest provider of IT infrastructure services, Kyndryl is committed to the health and continuous improvement of the vital systems at the heart of the digital economy. With our partners and thousands of customers worldwide, we co-create solutions to help enterprises reach their peak digital performance.

Next steps

To find out more about Kyndryl Virtual Healthcare Assistant, please contact your Kyndryl representative or [schedule a complimentary 30-minute consult with a Kyndryl expert](#) to see how this solution enhances patient engagement through personalized AI-driven healthcare.



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1. [AI In Healthcare Market Size, Share, And Trends Analysis Report](#), Grand View Research, May 2025.