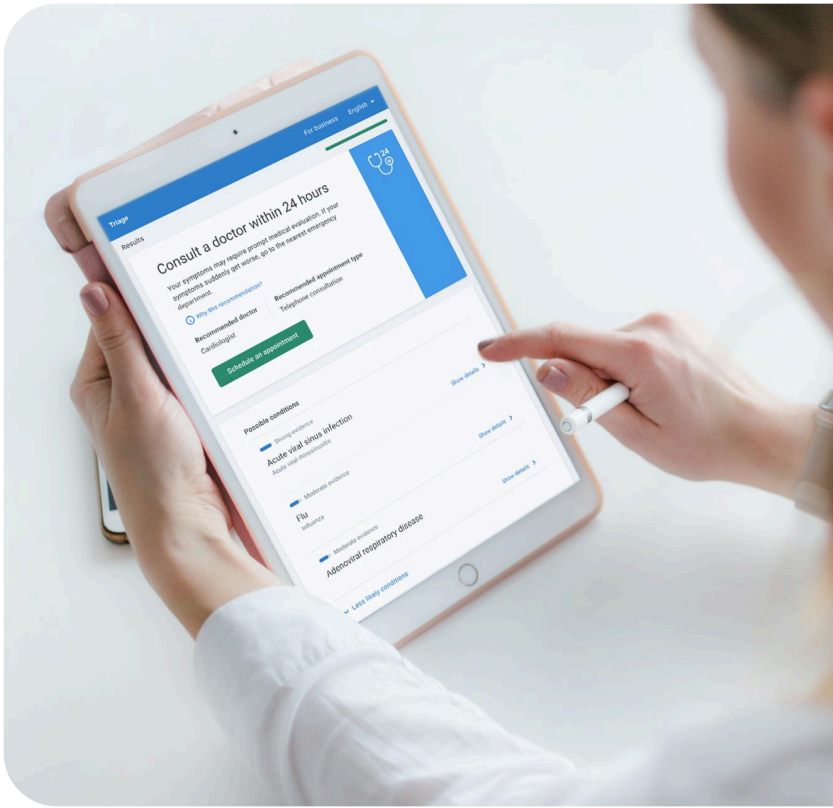




Proven across borders: How AI triage transformed patient behavior in a diverse Middle Eastern health plan



Summary

Infermedica’s AI-powered Virtual Triage and Care Referral (VTCR) solution has demonstrated measurable success in one of the most demographically complex healthcare settings in the world—the United Arab Emirates. In a region with a fast-growing private health sector, mandatory insurance for expatriates, and a multilingual patient population, VTCR guided nearly 5,000 patients to safer, more cost-effective healthcare decisions. This case proves that Infermedica’s solution transcends language, cultural nuance, and system structures—making it ideal for global health plans and payers.

Key findings

37.6%

of patients realigned their healthcare intent to match VTCR recommendations

62.9%

drop in care uncertainty; the most common post-triage choice was self-care

138.8%

increase in appropriate emergency care intent, supporting faster intervention

9.3%

of patients downgraded from outpatient intent to self-care

Impact & Opportunities:

- ✓ **Cultural versatility:** Successfully deployed in diverse health systems
- ✓ **Payer value:** Reduced avoidable care utilization and improved digital member engagement
- ✓ **Multilingual by design:** VTCR supports 24 languages making it perfect for IPMI and PMI.

Conclusion

AI-based virtual triage improves care acuity alignment, increases efficiency, and adds tangible value in health systems with diverse population needs, such as IPMIs.

[Read the full study](#) and [contact Infermedica](#) to learn more about our AI-powered virtual triage.