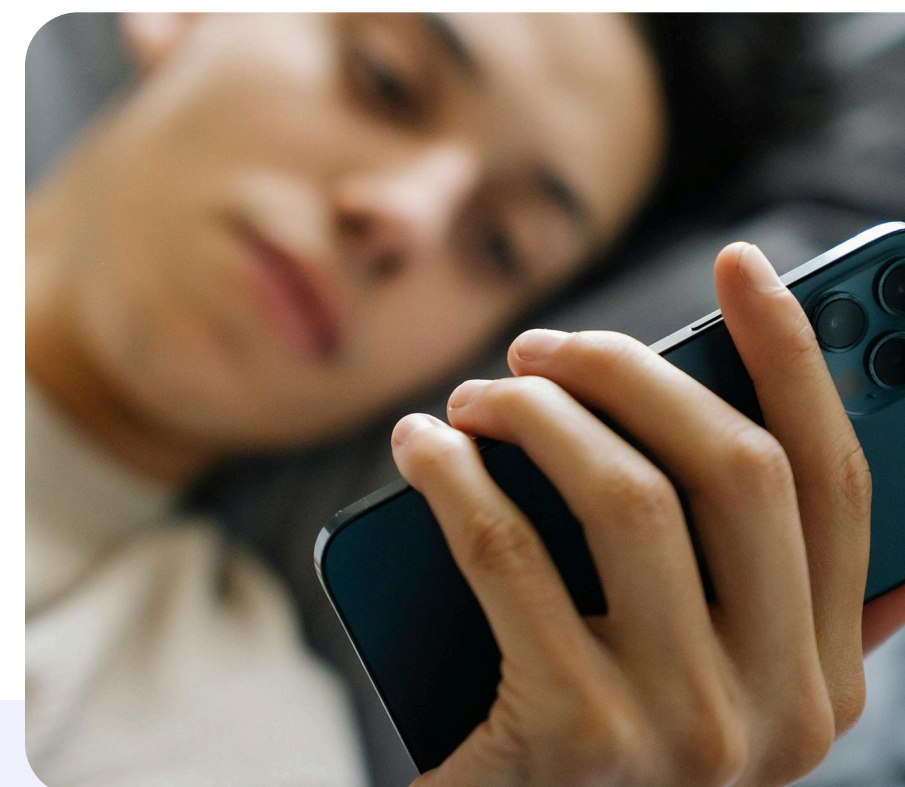




Crisis care: Virtual triage for rapid assessment of healthcare demand



Abstract

This study examined the use of a virtual triage and care referral (VTCR) platform, developed by Infermedica, to assess mental health symptom (MHS) reporting among Polish and Ukrainian patients living in Poland during the first year of the Russia-Ukraine war. The AI-based VTCR platform facilitated automated symptom evaluation and referral to appropriate care settings. The study revealed significant differences in MHS reporting between the two groups, highlighting the platform's utility in identifying and addressing the mental health needs of displaced populations.

Key findings

- Ukrainian patients reported higher incidences of anxiety (6.2% vs. 3.2%), insomnia (2.9% vs. 1.4%), and stress-related gastric symptoms (1.3% vs. 0.6%) compared to Polish patients.
- Ukrainians were more frequently prediagnosed with generalized anxiety disorder (2.8% vs. 1.6%) and were more likely to report MHS overall (28.2% vs. 16.8%).
- The VTCR platform saw higher utilization among Ukrainian patients (17.5% of encounters) than expected based on their population size in Poland (9.1%).

Conclusion

This study demonstrates the effectiveness of Infermedica's AI-based virtual triage technology in assessing and addressing the mental health needs of Ukrainian refugees and displaced persons in Poland. The platform's ability to identify heightened MHS reporting among Ukrainians underscores its value in providing timely and appropriate care to vulnerable populations affected by conflict and displacement. These findings highlight the potential of our VTCR platform to serve as a critical tool in humanitarian crises and for improving healthcare access and delivery for vulnerable populations worldwide.

Impact & opportunities:

- ✓ **Effective needs assessment:** Offers rapid deployment for crisis management and targeted intervention.
- ✓ **Accessible care:** Provides continuity of care when other resources are blocked or overwhelmed.
- ✓ **Scalable solution:** Built to handle increased demand and seasonal spikes without the need for additional resources.

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