



# Impact of virtual triage and care referral on patient care seeking intent and clinical acuity alignment in an Australian health plan

## Summary

Infermedica's AI-powered virtual triage and care referral (VTCR) has demonstrated potential to improve efficiency and reduce costs when integrated into patient-facing tools of a large private health insurance company in Australia.

## Key findings

**50%**

of patients changed their care intent

**35.7%**

decrease in emergency care intent

**56.5%**

increase in intent to engage in self-care

**91.3%**

reduction in patients uncertain about their care intent

## Average cost savings

**\$284.55**

per encounter for patients intending to seek emergency care

**\$4.27**

overall net savings per completed patient encounter

**\$3.39**

saved per completed encounter for those intending to seek outpatient care

## Impact & opportunities:

- ✓ **Enhanced care efficiency:** Patients get the right care at the right time while avoiding overutilization of services
- ✓ **Tangible cost savings:** VTCR generates substantial financial savings per interview
- ✓ **Improve patient engagement:** Virtual triage offers patients peace of mind by giving them direct access to the necessary level of care they require

## Conclusion

Virtual triage has the potential to improve clinical and cost efficiency by directing patients to the right level of care, reducing uncertainty about the level of care required, and lowering unnecessary use of healthcare services.

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