



A wider front door. How conversational AI broadens the reach of AI-enabled clinical triage

Abstract

A retrospective study of 116,890 completed virtual-triage encounters found that clinical triage with an LLM-enabled conversational interface reached a more age- and gender-balanced population than a traditional structured questionnaire, while running on the same validated clinical engine — it also surfaced far more mental-health context during the interview.

Key findings · Conversational triage vs. Structured questionnaire

More balanced gender split

36% vs. 29%
male use

Broader age reach

11.7% vs. 6.4%
adolescent use nearly doubled

More clinical context captured

36 vs. 32
median of evidence items

More psychosocial context surfaced

13.3% vs. 1%
of encounters reported a
stress-related healthcare complaint

More anxiety and depressive symptoms captured

15.5% vs. 13.5% **8.5%** vs. 6.2%
anxiety states depressive
 symptoms

Higher post-triage feedback

31.2% vs. 5.9%
completed the intent
survey

Impact & Opportunities

- ✓ **Broadens digital front door access:** conversational triage may engage a more diverse user population across age and gender
- ✓ **Captures richer context:** free-text interaction helps collect additional clinical and psychosocial information
- ✓ **Supports care navigation:** among survey respondents, conversational triage was associated with higher self-reported intended adherence to recommended care
- ✓ **Keeps validated clinical logic at the center:** both interfaces used the same validated reasoning engine

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