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"COVID-19 has accelerated the inevitable evolution of technological innovations"- Viren Shetty

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Viren Shetty, Executive Director and Group COO, Narayana Health, Bengaluru talks about the potential for private healthcare operators to adopt new solutions to enhance post-COVID-19 operational efficiencies



"Healthcare is a notoriously conservative industry; however, the current situation has accelerated the inevitable evolution and rapid adoption of technological innovations. Robotic process automations and AI can help cost optimization and consolidation of services at the back-end, whereas the human workforce can be channeled into higher demand and strategically important areas."

Viren Shetty, Executive Director and Group COO, Narayana Health, Bengaluru