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Apollo Hospitals expands partnership with Google Cloud to boost healthcare ecosystem in India

06 September 2023 | News

Technology presents an opportunity to improve access to healthcare for Indians countrywide



Apollo Hospitals has announced an expanded partnership with Google Cloud to put healthcare in the hands of every Indian with Apollo's digital platform, Apollo 24|7.

Built entirely on Google Cloud, Apollo 24|7 aims to deliver an omnichannel healthcare experience to people in India with telemedicine services, online doctor consultations, home delivery of medication, and improved clinician decision making. Key pillars of this partnership include:

Apollo 24|7 teams worked with Google Cloud to build a Clinical Intelligence Engine (CIE) using Google Cloud's Vertex AI and generative AI (gen AI) models. This enables doctors to identify the next best action for patients during consultations. The CIE service leverages data from Apollo Hospitals and large language models (LLMs) from Google Cloud to create a proprietary solution in which all patient data is kept securely within the hospitals' systems.

The platform also powers AskApollo, which helps patients with care navigation services. This first-of-its-kind service is built on top of Apollo's CIE, which was developed using millions of real-world clinical data points gathered over 40 years of clinical excellence, and analyzed using Google Cloud's advanced AI and machine learning technologies. Apollo Hospitals is also exploring the use of Med-PaLM 2, a LLM developed by Google that is trained on medical knowledge, and can answer medical questions and generate clinical text summaries.

"Generative AI has the transformative power to bring conversational medicine to clinicians and patients alike," said Thomas Kurian, CEO, Google Cloud. "Our work with Apollo Hospitals will improve accessibility in healthcare, support clinicians and care teams, and drive better patient engagement—ultimately benefiting millions of Indians."