10th edition

future health index 2025

Global report

Building trust in healthcare AI

Perspectives from patients and professionals

Download report

Global research

AI has taken the world by storm in recent years, including healthcare. Yet its full potential remains untapped.

This year's Future Health Index report explores this potential, how AI is already helping clinicians and patients today, and what is needed to build trust in healthcare AI, enabling better adoption of the technology and better patient outcomes.

The largest global survey, analyzing the perspectives of healthcare professionals and patients on the use of AI and digital technologies in healthcare.

Patients are waiting for care

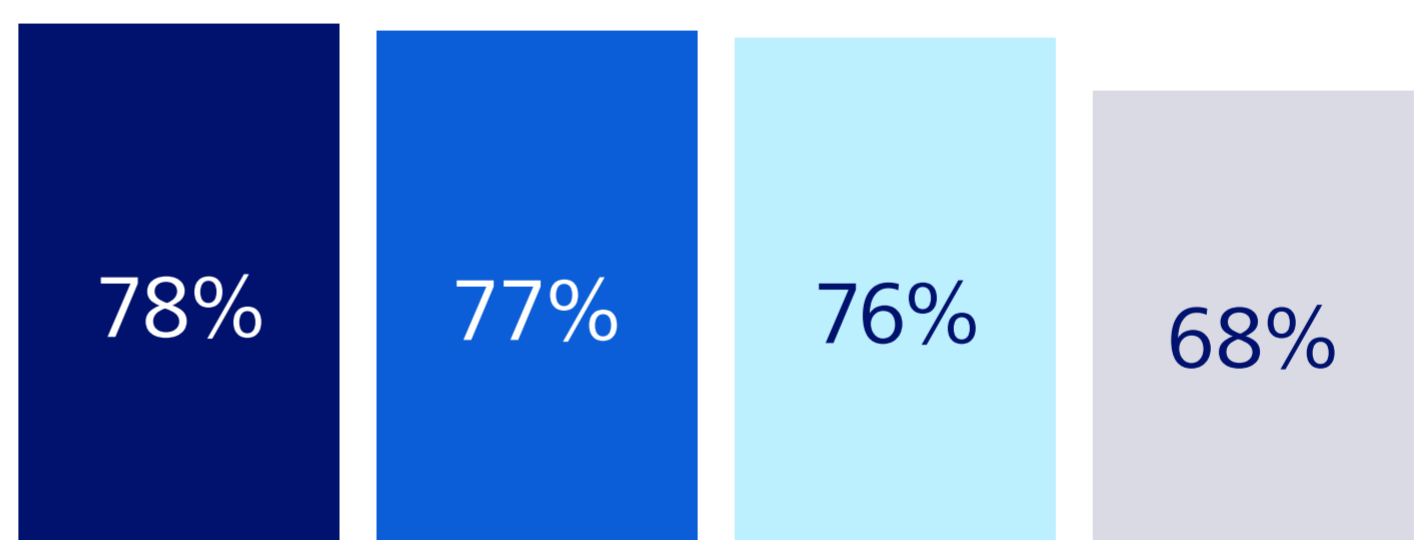Widespread delays have consequences. Patients report worsening health due to not seeing a doctor sooner.
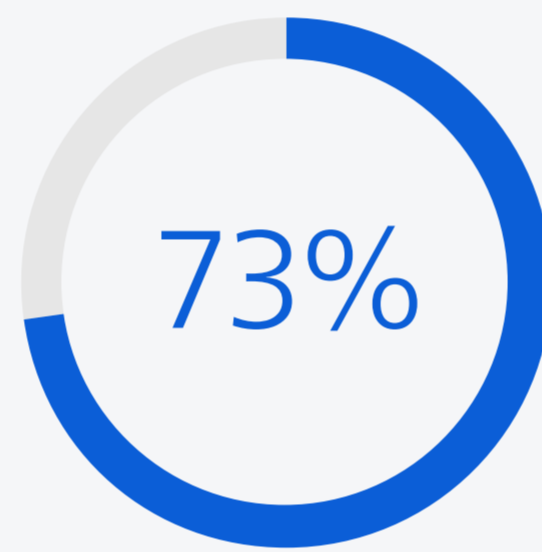
73%
of patients have waited to see a specialist

70 days
average longest wait

AI can deliver better care, faster

Healthcare professionals believe that AI can enable their departments to serve more patients, more effectively.

78%
Expand capacity to serve more patients

77%
Triage patients to the right care setting

76%
Reduce wait times for patients

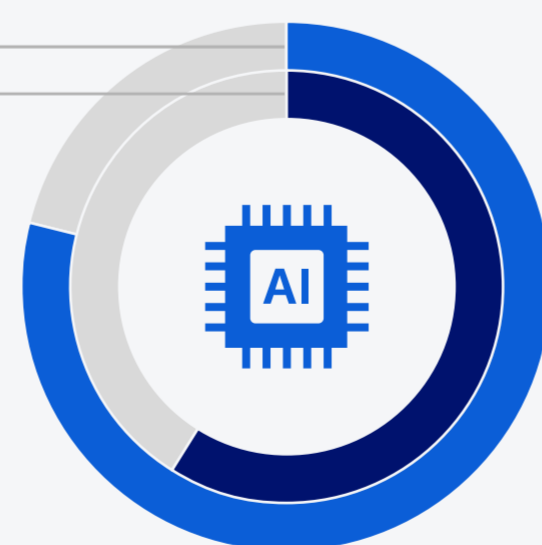**68%**
Increase face-to-face time with patients

79%
of healthcare professionals are optimistic that AI could improve patient outcomes

59%
of patients are optimistic that AI can improve healthcare

But patients have less confidence in AI

Healthcare professionals are more confident than patients in AI, but still have concerns. Issues must be addressed for both groups to build trust in the technology.