



From Compassion

BETTER HEALTHCARE STARTS FROM COMPASSION.

Reflections on AI and the practice of medicine through the lens of Care Experience

Artificial intelligence will continue to advance. It will become faster, more precise, and more capable of processing vast amounts of clinical data. In medicine, AI already helps us reply to patients with suggested written responses, read scans, identify patterns, surface diagnoses, and suggest treatments with remarkable efficiency. Used well, it will make care safer, more reliable, and more consistent.

But medicine has never been only about solving problems.

At its core, medicine is about caring for people. It is about presence, judgment, and trust. A machine can read a chart, but it cannot read a room. It can analyze symptoms, but it cannot sense the fear, grief, or uncertainty sitting quietly across from it. It can recommend a treatment, but it cannot sit in silence with a family when the news is hard. It cannot hand a tissue to a grieving parent or offer a comforting hug to a child. And it cannot share in the joy of a newborn's first breath or stand beside a patient as they ring the bell after completing cancer therapy.

AI understands data. Physicians and care teams understand people.

This distinction matters. Patients do not experience illness as a dataset. They experience it as disruption, vulnerability, and often loss of control. What they seek from their physician is not only technical excellence, but reassurance, honesty, and human connection. Trust is not generated by an algorithm. It is earned through listening, compassion, and consistency over time.

AI can support clinical decision making. It can reduce cognitive burden and surface insights that might otherwise be missed. In doing so, it has the potential to give physicians and care teams back something increasingly scarce in modern healthcare: time and attention for the patient in front of them.

The future of medicine is not AI instead of physicians. It is AI in service of physicians and healthcare teams. AI is a powerful tool, but people remain the healers. Data may save lives, but compassion helps heal them, regardless of the outcome. Medicine can benefit from algorithms, but healing still requires humanity.

As technology advances, the question before us is not whether AI will further shape healthcare. It will.

The real question is whether we will use it to deepen the human connection at the heart of medicine, or allow it to distract us from it. If we get this right, AI will not replace the human touch. It will help preserve it.

Healing has always required a human heart, a human mind, and a human presence. AI can analyze and assist, but it cannot love in the way patients and our colleagues need to be loved.