



# MAXIMILIAN MAILE

SVP – DIGITAL HEALTH  
PARKVIEW HEALTH SYSTEM



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## LEGAL OBLIGATIONS

- No relevant or material financial interests to disclose.
- All thoughts are those of the individual, not representative of Parkview Health.



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# IMPLEMENTING TECH



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# PATIENT PORTALS

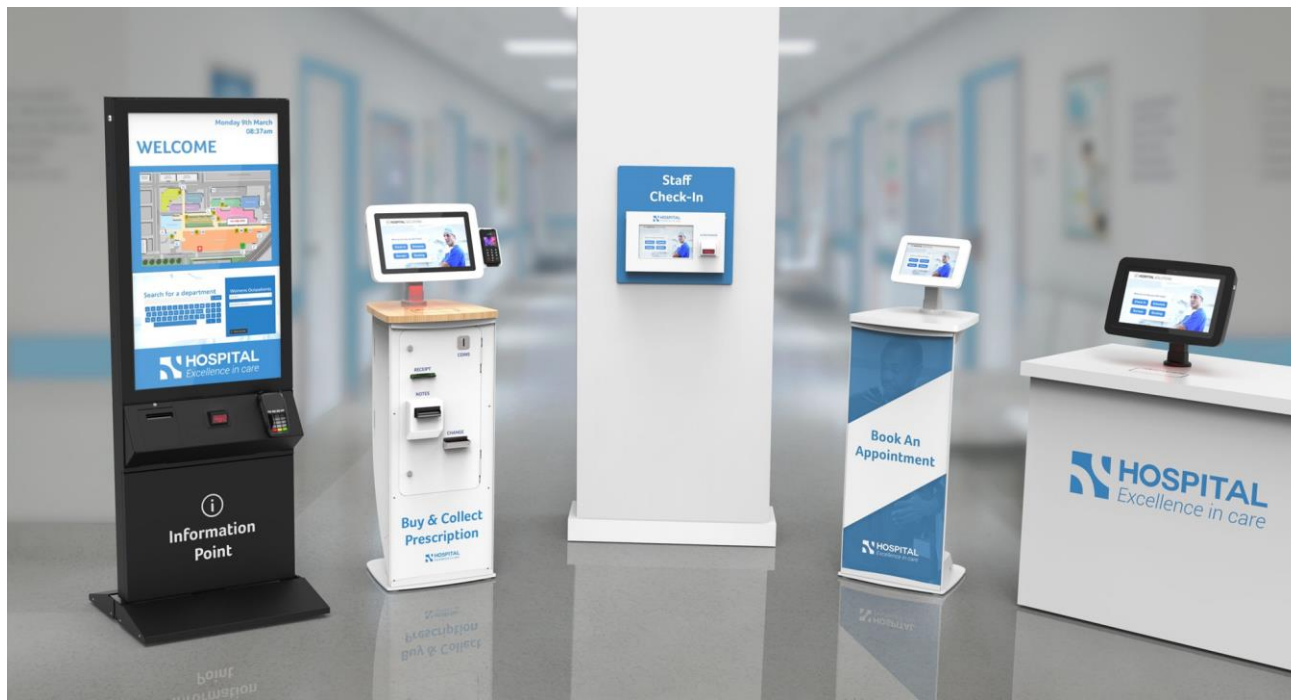


**LABS**  
**IMAGING**  
**NOTES**  
**MESSAGING**  
**SCHEDULING**  
**REFILLS**  
**CHECK-IN**  
**CONNECTED DATA**  
**TRIAGE**



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# CONSUMERISM



**KIOSKS**  
**FASTPASS**  
**SELF-ARRIVAL**  
**SELF-ROOMING**  
**TABLETS**  
**IN-HOME SVCS**  
**AMAZON-LIKE**



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# TEXTING



**SEEMS SIMPLE ENOUGH.**



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CARE ANYWHERE



**CARE.  
ANYWHERE.  
ANYTIME.**



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# REMOTE PATIENT MONITORING



**MORE THAN 1  
DATA POINT.**

**STAYING  
CONNECTED.**



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# DIGITAL CARE CENTERS



**VIRTUAL NURSING  
VIRTUAL SITTERS  
TELEMETRY**

**MORE EFFICIENT  
STAFF RETENTION  
HIGH QUALITY**



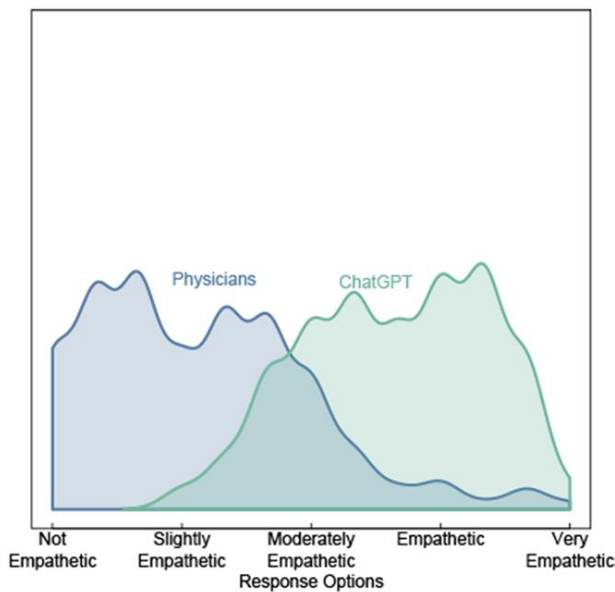
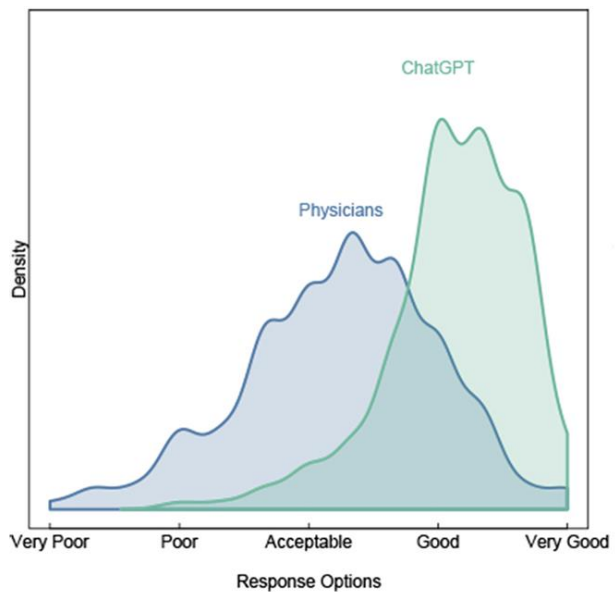
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# AMBIENT LISTENING



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# GENERATIVE AI



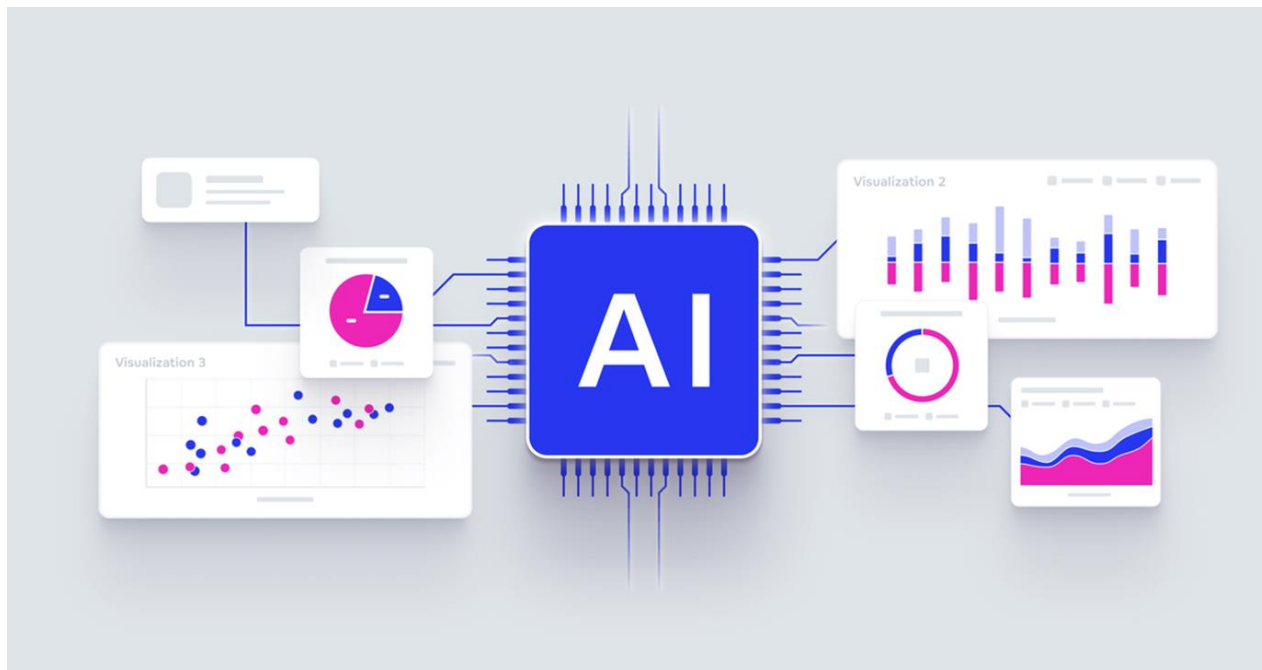
**PREFERENCE TO CHATBOT 78.6% OF THE TIME V. PHYSICIAN**

**9.8X HIGHER PREVALENCE OF EMPATHY**



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# WHERE AI CAN EXCEL



**HEALTH SYSTEMS  
ARE HUGE DATA  
REPOSITORIES**

**GENETICS  
PHARMA  
CANCER**



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# HEALTHCARE POISED TO BE MOST TRANSFORMED (BY AI) INDUSTRY BY 2040



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**THANK YOU!**

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