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## UpToDate Enterprise Edition

# AI-enhanced search

Artificial intelligence (AI) continues to evolve, having a trusted solution partner is critical for your health system.

As leaders in clinical decision support (CDS) for over 30 years, the team at UpToDate® is committed to the responsible development of AI innovation in collaboration with the clinical community—especially when it pertains to patient care and safety.

Our trusted CDS solution has been enhanced with AI features for years, and we're just getting started. Learn about our new AI-enhanced search feature available in UpToDate Enterprise Edition, and explore our long-term vision and perspective on responsible clinical AI in decision support.



[Learn more about our vision and perspective on AI in clinical decision support →](#)

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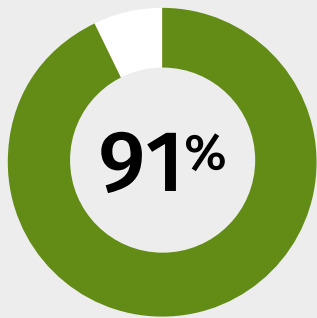
## Clinical teams need faster speed-to-answer

Care teams across health systems continue to face burnout and cognitive fatigue, and face competing needs for their time, including:

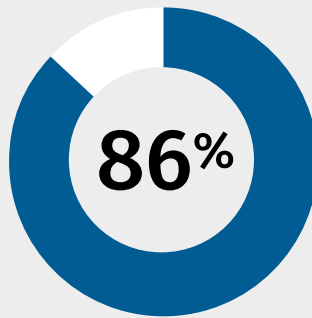
- ✓ Increasingly complex medical information and drug therapies
- ✓ Care recommendations always evolving from new evidence
- ✓ Constrained times with patients and burnout from understaffing
- ✓ Increased administrative work and navigating different technology solutions

They need faster speed-to-answer to trusted clinical and drug recommendations in a way that's surfaced responsibly and accurately, and within existing workflows.

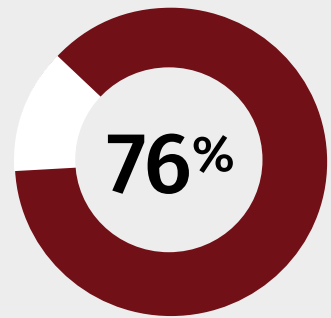
## Clinician trust in AI is increasing. What would make them comfortable?



Source content for AI should be created by doctors and medical experts

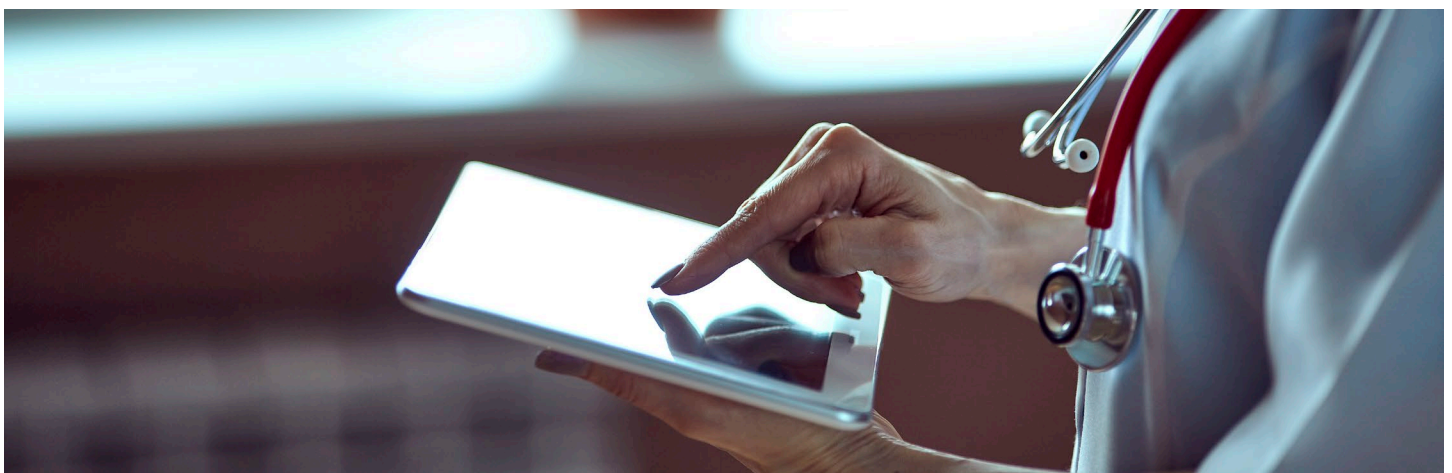


Vendors should be transparent about where information came from, who created it, and how it was sourced



AI-powered technology should be from an established company

Wolters Kluwer survey of US physicians in large hospitals or health systems. February 2024. N= 100. Data on file.



## Responsibly developed AI can augment human abilities

AI is rapidly evolving and integrating into healthcare systems. It has the potential to unlock new opportunities in clinical decision-making and care delivery with responsible, tested processes. Clinicians can use AI-enabled features and tools to help them arrive at an answer more quickly, complementing their expert knowledge and experience.

*Keys to successful AI adoption:*

### Transparency in technology development

Solution partners have a responsibility to be transparent about the development and testing of AI-enhanced features, especially in patient-facing settings where care quality and safety are paramount.

### Identify a solution that clinicians and care teams know and trust

UpToDate—trusted for decades—is expanding beyond keyword searches to include AI-enabled natural language searches for faster speed-to-answer and improved care team workflows and satisfaction via desktop, mobile web, and mobile app.

### Trusted human-generated clinical content surfaced more quickly

With new AI-enhanced search capabilities and rigorous testing, the trusted, human-generated content is surfaced verbatim with direct links to source articles and research. Verbatim passages are highlighted, helping users quickly navigate to the exact location where the guidance was sourced.

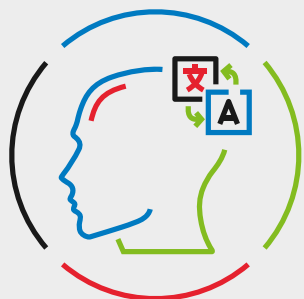


*“I’ve looked at other CDS vendors who have included AI in their solution. We selected UpToDate because of the superior content quality, and we can trust that the underlying content is indeed up to date, as UpToDate applies AI to the CDS process.”*

Rohith Saravanan, MD,  
Chief Medical Officer  
Midland Health, TX, USA



# How AI-enabled search improves the UpToDate experience



## Clinicians ask a natural language or multi-concept question

- Natural question-asking is easier versus thinking about keywords
- Types of questions can be those a user would ask a colleague
- Improves clinician satisfaction, workflow, and speed-to-answer



## AI-enhanced search returns verbatim passages from UpToDate topics

- Search results showcase AI-surfaced passages in addition to traditional search results
- Directly links back to referenced articles and specific passages surfaced by AI
- Available links to supporting research and human clinician authors



## Continual human-in-the-loop feedback improves search performance

- Clinical users and healthcare partners provide regular feedback
- In-app feedback for ease and immediate input
- Transparent, responsible development of AI capabilities in collaboration with the healthcare community

The screenshot shows the UpToDate search interface. At the top, a search bar contains the query "What are the indications of the new RSV vaccine?". Below the search bar, the results are displayed under the heading "AI Suggested Results BETA". The text of the results is partially visible, starting with "... All of these vaccines have been approved by the US Food and Drug Administration (FDA) for persons 60 years and older. In addition, for persons who are at increased risk for lower respiratory tract disease caused by RSV, the adjuvanted subunit vaccine has been approved for use in persons 50 to 59 years old, and the bivalent vaccine has been approved for persons 18 to 59 years of age. In the United States, recommendations for the use of these vaccin...". A red box highlights the search bar and the AI Suggested Results section. A red line connects the search bar to the AI Suggested Results section, indicating the flow of information from the user's query to the AI-generated results.

## Mitigating risks and a commitment to prioritizing safety

With any technology innovation, prioritizing safe, responsible development and deployment is critical to clinician trust and adoption. Introducing AI into clinical workflows and patient care requires:

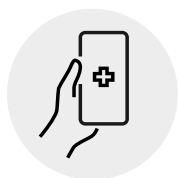
- ✓ Rigorous testing and transparency by any solution partner
- ✓ Providing consistent prompt responses and verbatim passage returns with source information
- ✓ Pulling information from trusted data sets to prevent hallucinations
- ✓ Including regular human-in-the-loop feedback and iterations
- ✓ Providing options for clinicians to choose the search experience that best fits their immediate need

The UpToDate team works in partnership with the clinical community to rigorously test new AI innovations. The surfaced content should be unaltered from the original content authored by clinician experts and editors. The team is also committed to continuous clinical validation and identifying best practices.

As new innovations come to market and are introduced into workflows, it's crucial that your care teams are referencing evidence-based, tested clinical content for their patient care decisions—the same content they've trusted for decades, surfaced in new, faster methods.

*“The information is from a trusted source, but here it’s giving you a new method for querying the data and getting it to point-of-care.”*

Clinician, Internal Medicine, 20+ years of practice



### Want more information?

Learn more about equipping care teams across your organization with UpToDate, [contact our team](#).



Clinicians who subscribe to UpToDate:

**99%**

I would recommend UpToDate to a colleague

**95%**

I trust UpToDate as a point-of-care clinical information resource

**93%**

UpToDate improves the quality of care I provide to patients

**87%**

UpToDate is integral to my practice

UpToDate individual subscriber survey, September 2024, N=11,118