



Clinical GenAI tools require experts-in-the-loop

UpToDate Expert AI incorporates a rigorous validation process, grounded in trusted human clinical expertise. The clinical experts at UpToDate support multiple stages of content quality and production, internal testing, and user reviews.



Internal platform testing

UpToDate Expert AI is tested internally for optimal response retrieval, accuracy and consistency.

Response time

Identify hallucinations or incorrect model knowledge



Testing for variation in responses

Response retrieval

System should or should not answer



Checkpoints through LLM grader, Expert agreement



External platform performance

Technology experts regularly assess platform performance for optimization opportunities.

Monitoring and platform improvement



Clinical intelligence foundation

To create a clinical intelligence foundation, expert content is created and reviewed by practicing clinicians based on new evidence, to support aligned responses.

Industry standards
USMLE, HealthBench
NEJM CPC, JAMA cases

Intervention to address difficulty or harm



Expert rubric scores



Clinician review



Solution usability and feedback

As UpToDate Expert AI is used in clinical settings, clinical experts regularly assess feedback for continuous improvement.

User clinical scenario testing



Platform feedback, comments



User interviews

