

# Government News, Australia: The Technologies That Will Reshape Health



“There are a great deal of things to consider when looking to next-generation technologies to solve today’s challenges,” says **Narayan Iyer**, Country Manager ANZ. “It is important to consider the entire spectrum of innovations already transforming other industries. As with any innovative technology, ultimately, the focus should be on identifying the purpose of each technology for healthcare.”

*Excerpts from Government News’ article:*

“Technologies such as bots, artificial intelligence (AI) and machine learning (ML), blockchain, the Internet of Things (IoT), or big data and analytics, have been making strides in industries such as manufacturing, retail, banking and finance for some time now, and the health sector also has a lot to benefit from them.

## **Blockchain**

Blockchain can radically restructure the way medical data are stored and accessed, improving clinical and administrative data interoperability overall. Since Distributed Ledger Technology (DLT) is decentralised, it’s almost impossible to breach, providing a stronger security framework for medical data. Additionally, blockchain can be used to combat counterfeit drug prevention and detection, as well as expedite claims processing via smart contracts.

## **The Internet of Medical Things**

The number of connected medical devices worldwide is anticipated to reach over 161 million by 2020. This increase in the IoMT market is due to the evolution of high-speed networking technologies and the increased adoption of wearable devices, smartphones, and other mobile platforms in healthcare. The speed of 5G is also accelerating that trend.

## **Bots**

The increasing complexity of the healthcare system along with rising demand for services and staffing shortages has left a gap only technology can fill. Fortunately, bots and conversational AI can address this customer service issue. With individuals increasingly looking for medical information online, bots could provide a safe support to respond to patient requests with legitimate information. The same goes for healthcare providers who need better solutions to access assistance and information easily, and free their time to focus on patients. If the ADHA seeks to explore new solutions to improve customer experience and doctors’ working conditions, bots could very well be an answer.

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