

SECTION 03

AI-built software has already reached the patient

Healthcare organizations build patient-facing software with AI more often than they build internal scripts.



What they build

Internal scripts and automations sit at 46%, below patient-facing forms and portals at 55% and chatbots at 53%. That inverts the sequence most teams assume, where low-stakes internal automation comes first and patient-facing systems follow once confidence builds. AI-assisted building is showing up everywhere at once rather than working its way up.

Data integrations and APIs lead at 65%, the plumbing the other six depend on and the layer that moves PHI between systems.

Set that against the finding that the people building these tools now extend well past the engineering team, and the two compound. A majority build patient-facing forms and portals with AI assistance. A majority also report

operations staff among the builders, and nearly two in five report clinical staff.

The software patients touch is coming from the widest group of hands healthcare has ever had on it.

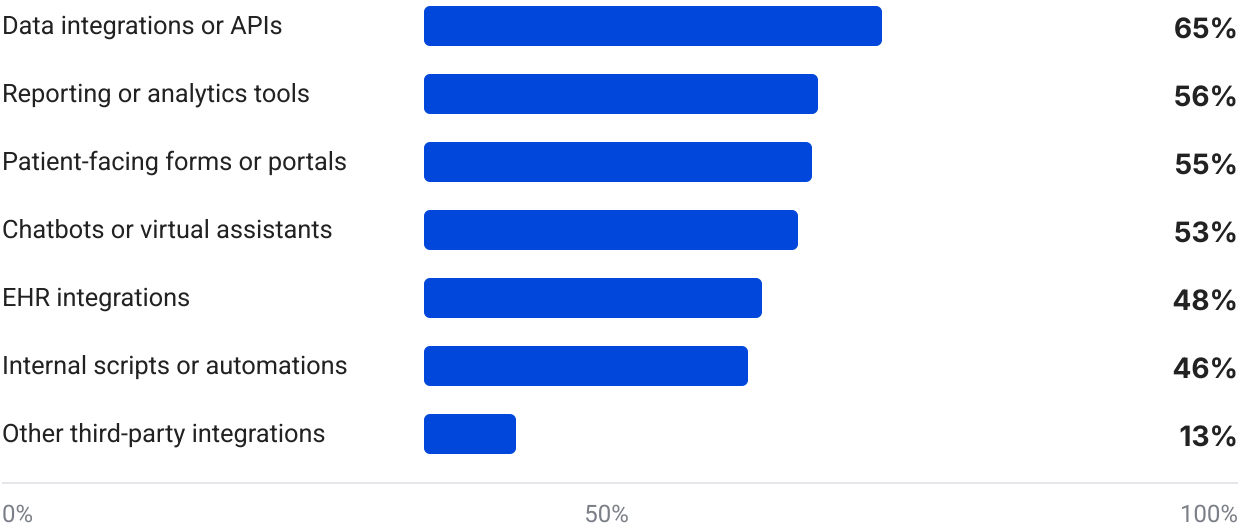
80%

have deployed patient-facing AI-assisted tools into production

What these organizations have built with AI assistance

PAUBOX

Share of organizations reporting each output. Multiple selections allowed. n=151



Source: Paubox, *The 2026 benchmark for building with AI in healthcare*.



Build on a compliant layer

Paubox encrypts every message by default, signs a BAA with every customer on every plan, and gives AI agents a compliant way to send PHI.

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Ryan Winchester

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