

## **Patient perspectives on the usefulness of an artificial intelligence-assisted symptom checker: cross-sectional survey study.**

March 11, 2020

Meyer AND, Giardina TD, Spitzmueller C, et al. Patient Perspectives on the Usefulness of an Artificial Intelligence–Assisted Symptom Checker: Cross-Sectional Survey Study. *J Med Internet Res.* 2019;22(1):e14679. doi:10.2196/14679.

<https://psnet.ahrq.gov/issue/patient-perspectives-usefulness-artificial-intelligence-assisted-symptom-checker-cross>

---

Online symptoms checkers are increasingly used, but [formal validation](#) of these tools is lacking. This survey of 329 patients' experience using an artificial intelligence-assisted online [symptom checker](#) found that patients most commonly used the tool to understand the causes of their symptoms (76.3%), determining whether (33.2%) or where (20.7%) to seek care. Patients who had previously experienced a diagnostic error were more likely to use the tool to determine where they should seek care than patients who had not previously experienced diagnostic error.