

Enhancing patient safety in prehospital environment: analyzing patient perspectives on non-transport decisions with natural language processing and machine learning.

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<https://psnet.ahrq.gov/issue/enhancing-patient-safety-prehospital-environment-analyzing-patient-perspectives-non-transport>

[Artificial intelligence](#) (AI) is increasingly used to interpret and summarize large volumes of free text. This novel study used AI techniques natural language processing (NLP), machine learning (ML), and sentiment analysis (SA) to learn more about why patients decline [transport](#) to hospital after receiving prehospital emergency care. Three-quarters of patients who declined transport said they “felt better.” Of the remaining patients, [negative](#) sentiments, such as “afraid” and “hospital,” were observed.