

AI Companion for Healthcare

Collaborate, communicate, and get work done more efficiently in non-clinical healthcare and life science settings with Zoom AI Companion.



Features available can vary depending on your role

Depending on your role in healthcare, you may have different features available from AI Companion.

- If your organization does not handle patient health information (PHI) and isn't under a BAA with Zoom, you can use all AI Companion features available for your region.
- If you are under BAA with Zoom, you can use the following AI Companion features (as of September 2024). Additional features will be released quarterly.

Meetings

- Meeting summary
- In-meeting questions
- Smart recording
- One-click option to turn features on/off in meetings

Team Chat

- Team chat compose
- Team chat thread summary (multi-language*)

Phone

- Voicemail tasks with AI Companion
- Call summary with AI Companion
- SMS thread summary with AI Companion

Docs

- Compose content and incorporate into templates
- Summarize content
- Get post-meeting summaries paired with a template
- Translate content into 9 languages

When AI Companion is most helpful

AI Companion can assist you during non-clinical (marketing, sales, operations) team collaboration. Features like meeting summary can help everyone stay informed from a single meeting or many over time.

01

Facilities and operations planning

hospital, laboratory, or office

02

Daily operations meetings

shift transfers, daily huddles

03

Community event planning

wellness programs or employee celebrations

04

Educational meetings

staff training, workshops, seminars

05

Patient engagement strategy planning

outreach, marketing

06

Board meetings

non-clinical



Meetings

Meeting summary

This is great for any non-clinical meeting with multiple stakeholders (physicians, finance, ops, patient engagement) where written summaries are necessary due to conflicting schedules or last-minute escalations.

When you use meeting summaries instead of manually taking meeting notes, you save time and everyone can stay engaged in the meeting.

- The meeting host will automatically get a summary that they can edit and share.
- Hosts can also choose to automatically share unedited summaries with attendees by email or in the dedicated Zoom Team Chat channel.
- Share out automatically generated action items with other attendees.
- You can view and manage your saved meetings in the [Zoom web portal](#).

Get the most out of meeting summaries

- To [automatically turn on for every meeting you host](#), enable automatic summary in the [Zoom web portal](#).
- When you're not the host, you can still send a request to the host to turn on AI Companion meeting summary.
- If you [set your pronouns](#) in your Zoom profile, AI Companion will use these pronouns when referring to you. If you don't set your pronouns, AI Companion will insert pronouns using a large language model (LLM).

Smart recording

This is great for board meetings, patient wellness and coaching programs, employee onboarding, and training sessions.

Save, edit, and share smart recordings

When you save your meeting recordings to the cloud, you can organize your cloud recordings into smart chapters, isolate important highlights, identify action items, and provide the host with data about their presentation performance.

When to use smart recordings

- Save your meeting recordings to the cloud and AI Companion will organize them into smart chapters.
- Pull out important highlights from your recording and share them with colleagues or cross-functional partners.

Get the most out of smart recordings

- Before you can use smart recordings, you need to have cloud recordings, audio transcripts, and smart recordings turned on in the [Zoom web portal](#).
- In your cloud recording, edit the audio transcript and recording highlights.
- Adjust, save, and share your recording highlights.
- Edit smart chapters and smart chapter overviews.

Team Chat

This is great for non-clinical healthcare teams that are working in a fast-paced department, when composing Team Chat messages, and obtaining summaries of Team Chats.

Compose messages in Team Chat

- If you're not sure how to respond to a chat, let AI Companion write the first draft of your message.
- After AI Companion gives you a draft, you can make it longer or shorter, change the tone, and edit it with your own flair before you send it.
- If the generated draft isn't quite right, click "try another."

Get a summary of a Team Chat thread

If you've been busy with patients or in other meetings and you have a lot of new messages in Team Chat, you can summarize those threads with AI Companion to catch up quickly.

Use when you're away for extended periods of time, such as:

- In surgery
- Completing rounds
- At a patient community event off-site
- Taking a medical education series
- At a healthcare conference

Phone

This is great for healthcare team collaboration, nurse stations, and healthcare professionals who are on the go or in changing environments.

You can use AI Companion to:

- Generate summaries of your phone conversations.
- Send you a list of action items from a voicemail.
- Summarize your SMS threads.

These features can be fully used in non-clinical collaboration scenarios (operations, maintenance, marketing, events) and used in a lighter capacity with some clinical communications (discharge instructions, etc).

Get the most out of Zoom Phone with AI Companion

- Get easy updates from your healthcare or health insurance contact center team and their initial member conversations right to your reception desk when you use Zoom Phone SMS thread summary.
- If you're on a phone call and want to start a summary from that point, click Summarize on the dial pad. Everyone on the call will be audibly notified that the call is being summarized.

Call summaries are currently only available in English.

- AI Companion can summarize a list of tasks for you alongside your voicemail transcript.



Docs

This is great for healthcare team collaboration projects, such as managing patient care plans, project tracking for an upcoming summit, or managing research timelines.

You can use Zoom Docs to:

- Take notes, manage projects, and share information with your peers.

Get the most of out Zoom Docs with AI Companion

- Compose or convert patient care plans into appropriate formats including schedules and outlines.
- Compose or convert non-clinical information into other templates like agendas and other templates.
- Clarify your existing content with summaries or explanations for healthcare team members.
- Get post-meeting summaries paired with a template to generate a polished document - great for planning large scale projects (facilities management, new patient room builds, etc).