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Healthcare Chatbot Market Size, Share & Trends Analysis Report By Component (Software, Services), By Deployment (Cloud, On-Premises), By Application (Personal Assistance, Automated Patient Support), By End-user, By Region, And Segment Forecasts, 2025 - 2030

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Abstracts

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Healthcare Chatbot Market Growth & Trends

The global healthcare chatbot market size is expected to reach USD 4355.6 million by 2030, registering a CAGR of 24% from 2025 to 2030, according to a new report by Grand View Research, Inc. Key factors driving the market growth include the rising demand for virtual healthcare services, increasing adoption of mobile devices, and need to reduce healthcare costs. In addition, the COVID-19 pandemic augmented the acceptance of virtual healthcare and telemedicine services, further fostering the overall market growth. The prominent trend of integrating healthcare chatbots with EHRs to enable quick access to medical records & health information for patients is expected to continue as healthcare facilities strive to enhance patient engagement and offer more personalized care.

Healthcare providers are focusing on virtual healthcare services by prominently adopting cloud-based chatbots owing to their easy deployment and scalability. Furthermore, with the implementation of advanced NLP technology, healthcare chatbots are becoming sophisticated in comprehending and responding to patient queries in a more human-like manner. The growing adoption of AI-driven virtual assistants for

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improving patient engagement, the integration of chatbots with telehealth platforms for remote consultations, a focus on data security & compliance with healthcare regulations, and the development of chatbots capable of assisting with medication management & mental health support.

There is an increased emphasis on multilingual and culturally sensitive chatbots to cater to diverse patient populations, and the emergence of voice-activated chatbots for more natural & accessible patient interactions, all reflecting the ongoing evolution & expansion of healthcare chatbot applications to enhance patient care & healthcare efficiency. Key players are focusing on strategic partnerships and collaborations to enhance their product & service portfolios and expand the channel reach. For instance, In May 2022, Medtronic and DaVita Inc. announced a collaboration targeted at the development of an independent kidney care-focused medical device company (NewCo) for providing enhanced patient outcomes and improving overall treatment experience.

Healthcare Chatbot Market Report Highlights

The software segment accounted for the highest revenue share of 61.6% in 2024. The service segment registered a CAGR of 24.5% from 2025 to 2030.

The cloud segment accounted for the largest market revenue share in 2024. The on-premises segment is projected to grow significantly over the forecast period.

The medical data repositories segment accounted for the largest market revenue share in 2024. The automated patient support segment is projected to grow significantly over the forecast period.

The healthcare providers segment accounted for the largest market revenue share in 2024. The Patient segment is projected to grow significantly over the forecast period.

North America dominated the market and accounted for a 31.1% share in 2024. Asia Pacific is anticipated to register the fastest CAGR over the forecast period.

Companies Mentioned

Ada Health GmbH
Baidu, Inc.

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Buoy Health, Inc.
eMed
Fabric Labs, Inc
Healthily LTD.
HealthTap, Inc.
Infermedica
PACT Care BV
Teckel Medical
Woebot Health

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