

Healthcare Chatbots Market: Global Industry Trends, Share, Size, Growth, Opportunity and Forecast 2023-2028

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Abstracts

The global healthcare chatbots market size reached US\$ 250.9 Million in 2022. Looking forward, IMARC Group expects the market to reach US\$ 768.1 Million by 2028, exhibiting a growth rate (CAGR) of 19.8% during 2023-2028.

Healthcare chatbots are software integrated with machine learning (ML) algorithms and natural language processing (NLP). They allow medical assistants to stimulate and engage in conversations and provide real-time assistance to patients. They assist in reducing hospital visits, consultation times, unnecessary treatments and procedures, and hospital admissions and re-admissions by providing 24/7 remote medical care to patients. Nowadays, several healthcare chatbots are leveraged with complex self-learning algorithms to maintain in-depth, human-like conversations.

Healthcare Chatbots Market Trends:

One of the significant factors driving the healthcare chatbots market is the coronavirus disease (COVID-19) outbreak. Due to the highly infectious nature of the virus, medical practitioners across the globe are relying on healthcare chatbots for monitoring patients with mild symptoms and providing hospital-based care on a timely basis. These chatbots communicate necessary information about COVID-19 in different languages and make the screening process faster and more efficient. Apart from this, the growing prevalence of chronic diseases, in confluence with the escalating demand for remote patient monitoring (RPM), is impelling the market growth. Moreover, private clinics are adopting healthcare chatbots to triage and clerk patients, which further leads to significant cost savings and improving patient care outcomes. They also aid in freeing up hospital resources for treating existing and critical patients. Besides this, several health firms are focusing on developing solutions that provide digital healthcare

assistance. As a result, there is a rise in the usage of hybrid chatbots that provide an interface for patients to interact with real doctors via live videos or text consultation. Furthermore, these chatbots offer mental health assistance and cognitive-behavioral therapy (CBT) to people with post-traumatic stress disorder (PTSD), anxiety, or depression. They also help people with autism improve their social skills via webcams and microphones.

Key Market Segmentation:

IMARC Group provides an analysis of the key trends in each sub-segment of the global healthcare chatbots market report, along with forecasts at the global, regional and country level from 2023-2028. Our report has categorized the market based on component, deployment mode, application and end user.

Breakup by Component:

Software

Services

Breakup by Deployment Mode:

Cloud-based

On-premises

Breakup by Application:

Symptoms Check

Medical and Drug Information Assistance

Appointment Scheduling and Monitoring

Others

Breakup by End User:

Patients

Healthcare Providers

Insurance Companies

Others

Breakup by Region:

North America
United States
Canada
Asia-Pacific
China
Japan
India
South Korea
Australia
Indonesia
Others
Europe
Germany
France
United Kingdom
Italy
Spain
Russia
Others
Latin America
Brazil
Mexico
Others
Middle East and Africa

Competitive Landscape:

The competitive landscape of the industry has also been examined along with the profiles of the key players being Ada Health GmbH, Babylon Inc., Buoy Health Inc., Creative Virtual Ltd., GYANT.com Inc., HealthTap Inc., Infermedica, Microsoft Corporation, PACT Care BV, Sensely Inc., Woebot Health and Your.MD Ltd.

Key Questions Answered in This Report

1. What was the size of the global healthcare chatbots market in 2022?
2. What is the expected growth rate of the global healthcare chatbots market during 2023-2028?
3. What are the key factors driving the global healthcare chatbots market?
4. What has been the impact of COVID-19 on the global healthcare chatbots market?
5. What is the breakup of the global healthcare chatbots market based on the component?

6. What is the breakup of the global healthcare chatbots market based on the deployment mode?
7. What is the breakup of the global healthcare chatbots market based on the application?
8. What are the key regions in the global healthcare chatbots market?
9. Who are the key players/companies in the global healthcare chatbots market?

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