

Q3 2026

EXECUTIVE REPORT

The State of AI Systems in Medical Practices

HOW LEADING PRACTICES ARE
REDUCING ADMINISTRATIVE BURDEN
AND ACCELERATING PATIENT ACCESS



DAIS

ADMINISTRATIVE INTELLIGENCE.
BETTER ACCESS. BETTER CARE.

Healthcare Has Reached an Operational Inflection Point

For decades, technology investments in healthcare focused on digitizing records, connecting systems, and improving compliance. Electronic Health Records transformed how clinical information is stored, but they did not eliminate the administrative work required to move information through a medical practice.

Today, most practices still depend on teams of people to review incoming faxes, organize referrals, gather supporting documentation, prepare prior authorization requests, respond to patient messages, and route information to the appropriate clinical staff. Administrative complexity has become one of the largest barriers to timely patient care.

Artificial intelligence represents the next phase of healthcare operations not by replacing physicians or making independent clinical decisions, but by reducing the manual work that surrounds patient care.

The most successful organizations are using AI to organize information before it reaches clinicians. Instead of replacing expertise, AI is helping practices eliminate repetitive administrative tasks, improve consistency, accelerate patient access, and allow physicians to spend more time practicing medicine.

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EXECUTIVE
INSIGHT

The next competitive advantage in healthcare will not come from collecting more information. It will come from organizing information before it reaches the people who need it.

RESEARCH SNAPSHOT

81%

of physicians now report using AI professionally, more than doubling adoption since 2023, with the greatest interest focused on reducing administrative burden rather than replacing clinical judgment.

Source: AMA, Aug 2025

THE POWER OF ADMINISTRATIVE INTELLIGENCE

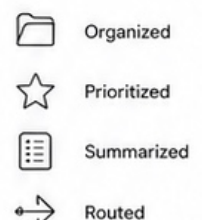
INCOMING INFORMATION



CLINICAL STAFF



OUTPUT



What Changed in the Last Six Months

Four forces are converging that are reshaping operations in medical practices.



AI adoption moved from curiosity to routine use

Doximity found 54% of surveyed physicians currently using AI, with adoption increasing sharply across its two survey cohorts. Reported uses include documentation, administrative work, insurance correspondence, and record summarization.

WHY IT MATTERS

Practices should assume staff are already encountering AI, formally or informally. An approved-pathway policy is now more useful than a blanket prohibition that drives use underground.



The front desk remains the most visible bottleneck

In an MGMA Stat poll of 294 applicable respondents, eligibility/prior authorization accounted for 45% of the most time-consuming phone work, and scheduling accounted for 31%.

WHY IT MATTERS

Patient access is a high-volume source of interruptions, callbacks, and rework. This makes it an attractive, but safety-sensitive, starting point for automation.



Digital fax is still often manual work in disguise

In an MGMA poll of 292 applicable respondents, 24% said their digital fax solution was not fully integrated with EHR/practice-management workflows.

WHY IT MATTERS

A digital inbox does not eliminate indexing, patient matching, routing, missing-page follow-up, or queue monitoring. Evaluate the work, not the label on the tool.



EHR platforms are positioning AI inside the workflow

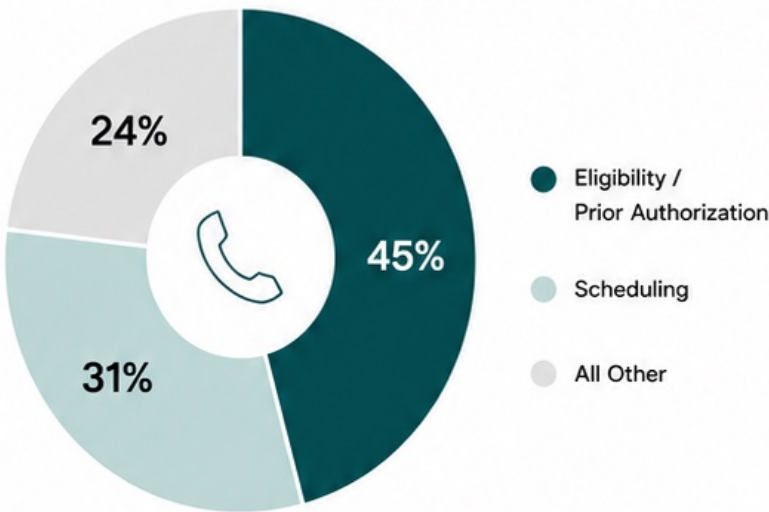
In March 2026, eClinicalWorks announced an AI API Workbench intended to support customized autonomous AI agents for organizational workflows. This is a vendor announcement, not independent evidence of performance, but a meaningful market-direction signal.

WHY IT MATTERS

Ask whether a proposed AI tool is embedded in or responsibly connected to the EHR and practice-management workflow, with permissions, audit logs, and reversibility designed in.

The Front Desk Remains the Most Visible Bottleneck

In an MGMA Stat poll of 294 applicable respondents, eligibility/prior authorization accounted for 45% of the most time-consuming phone work, and scheduling accounted for 31%.



Source: MGMA Stat, Mar 2026

WHY IT MATTERS

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HIGH VOLUME

Thousands of calls, messages, faxes, and requests every week compete for attention.



TIME SENSITIVE

Delays create frustration for patients and staff and can lead to delayed care.



HIGH REWORK

Missing information and incomplete requests lead to callbacks, resubmissions, and denials.



STAFF IMPACT

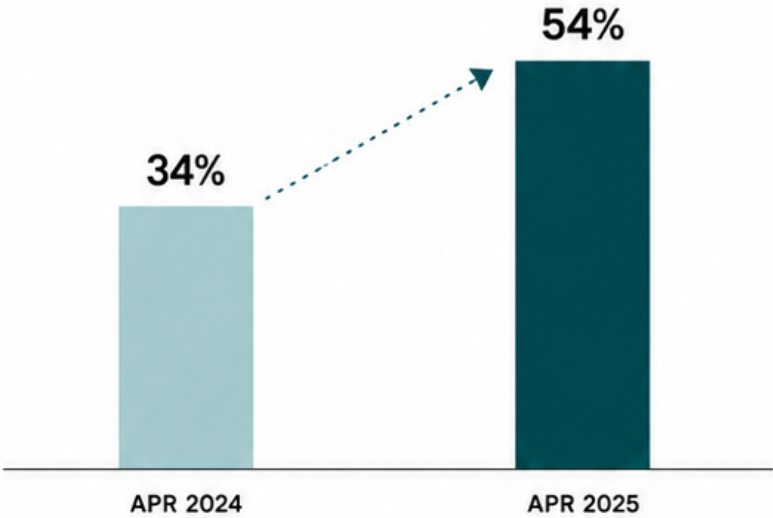
Interruptions pull staff away from higher-value work and reduce productivity.

AI Adoption Moved from Curiosity to Routine Use

Doximity found 54% of surveyed physicians currently using AI, with adoption increasing sharply across its two survey cohorts.

Reported uses include documentation, administrative work, insurance correspondence, and record summarization.

PHYSICIANS USING AI PROFESSIONALLY



Source: Doximity, Apr 2025

WHY IT MATTERS



ALREADY HERE

AI is no longer an experiment. It is part of daily work in more than half of practices.



RAPID ACCELERATION

Adoption increased 20 percentage points in just one year.



ADMIN FOCUS

Use cases are centered on reducing administrative load, not replacing clinical judgment.



PRACTICAL VALUE

Physicians are turning to AI for real-world tasks that save time and improve consistency.

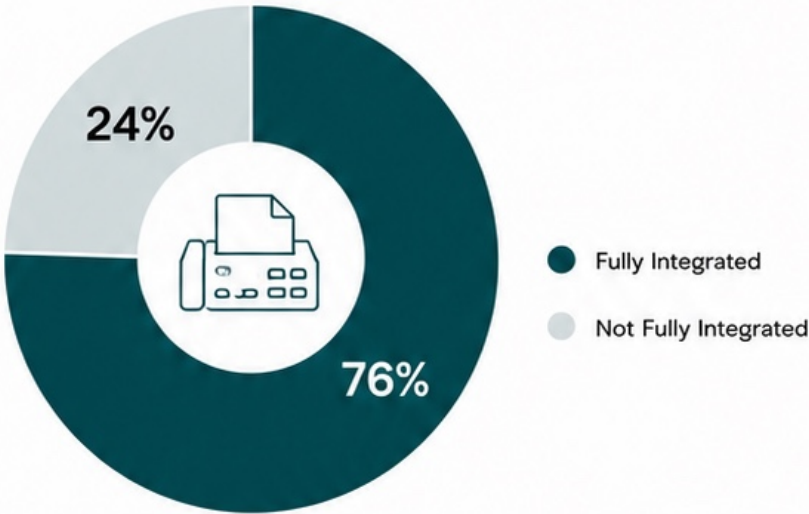
Digital Fax Is Still Often Manual Work in Disguise

In an MGMA poll of 292 applicable respondents, 24% said their digital fax solution was not fully integrated with EHR/practice-management workflows.

Faxes still arrive, get printed or downloaded, entered, scanned, and filed. The technology changed, but the manual work remains.

Source: MGMA Stat, Mar 2026

DIGITAL FAX SOLUTION FULLY INTEGRATED WITH EHR / PRACTICE-MANAGEMENT WORKFLOWS



THE REALITY

One in four practices still manage faxes with a process that sits outside their core workflows.

WHY IT MATTERS



DISCONNECTED DATA

Information does not flow directly into the EHR, creating gaps and duplicate entry.



STAFF TIME LOST

Manual steps add minutes per fax that compound into hours every day.



HIGHER RISK

Manual handling increases the chance of misrouted, missed, or incomplete information.



POOR PATIENT EXPERIENCE

Delays in processing faxes slow authorizations, results, and referrals.

The Hidden Cost of Disconnected Fax Workflows

Faxes contain some of the most time-sensitive information in a practice. Yet for many organizations, they arrive through a process that was never designed for today's volume or complexity.

Disconnected fax workflows create bottlenecks, increase risk, and prevent staff from focusing on higher-value work.

The cost is not just time. It is delayed approvals, slower patient access, and frustrated staff.



COMMON CHALLENGES WITH MANUAL FAX PROCESSES



MANUAL HANDOFFS

Faxes are printed, scanned, or downloaded before they can be entered into the workflow.



NO CENTRAL INBOX

Information is scattered across machines, desktops, and email attachments.



DIFFICULT TO FIND

Searching for a document often requires checking multiple systems or folders.



TIME CONSUMING

Each manual step adds minutes that compound into hours every day.



HIGHER RISK

Manual handling increases the chance of misfiled, incomplete, or missed information.



LIMITED VISIBILITY

Lack of tracking makes it hard to know what was received, what is pending, or what is overdue.



THE OPPORTUNITY

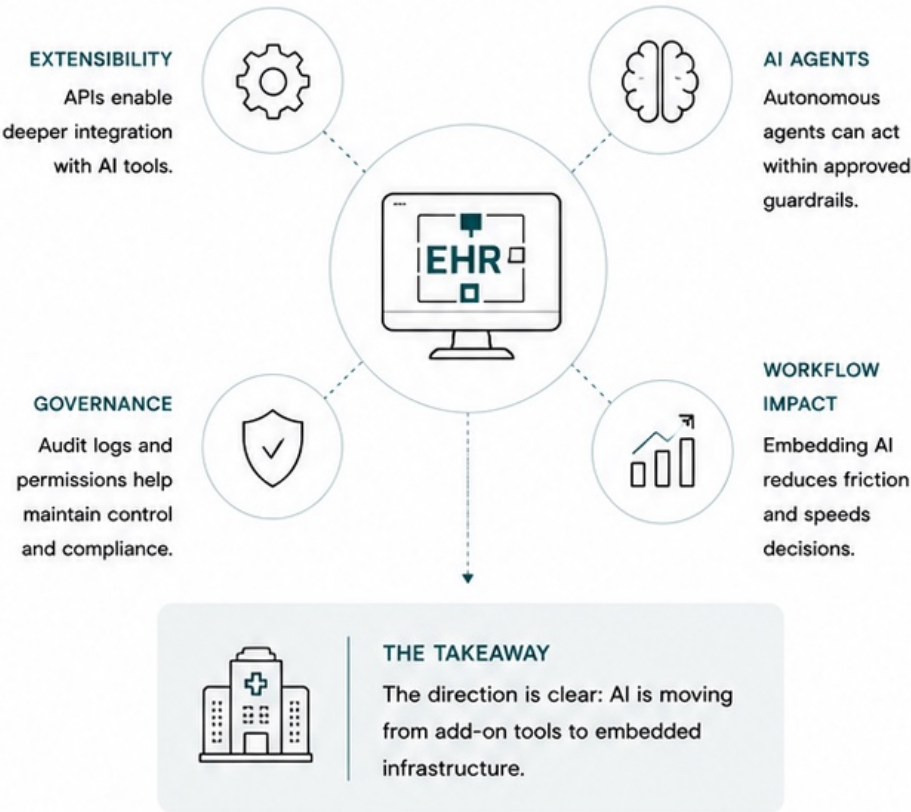
By connecting fax intake directly to the EHR and practice-management workflow, organizations can remove manual steps, reduce risk, and accelerate patient access.

EHR Platforms are Positioning AI Inside the Workflow

In March 2026, eClinicalWorks announced an AI API Workbench intended to support customized autonomous AI agents for organizational workflows.

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PLATFORM DIRECTIONS ARE MOVING TOWARD AGENT-ENABLED WORKFLOWS



WHY IT MATTERS

 FROM TOOLS TO INFRASTRUCTURE AI is evolving from standalone tools to integrated workflow components.	 BUILT-IN CONTEXT Embedded AI has access to structured data, reducing manual handoffs and re-entry.	 REAL-TIME DECISIONS Agents can act earlier in the process, not at the end.	 STRONGER COMPLIANCE Platform-native controls support privacy, security, and auditability.	 BETTER OUTCOMES Faster approvals, fewer errors, and better patient and staff experiences.
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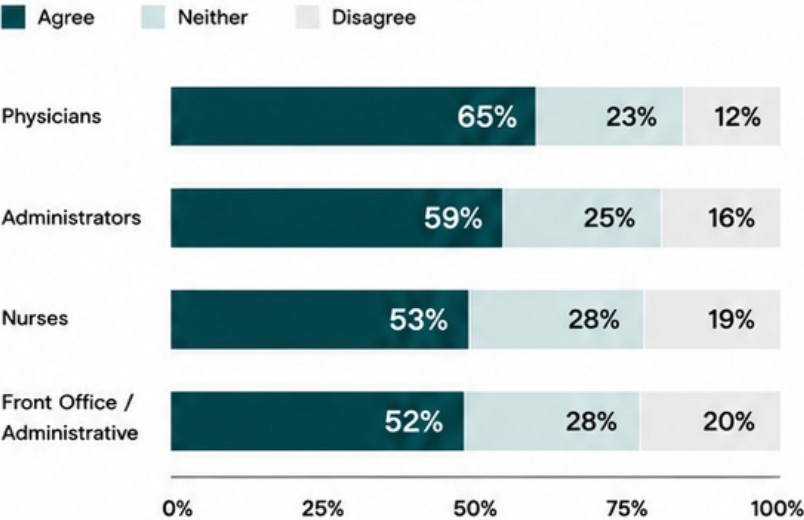
AI Expectations Are High Across Healthcare Teams

A 2025 MGMA Stat poll shows strong confidence in AI. More than half of respondents across clinical and administrative roles expect AI to improve their work within two years.

Physicians lead in optimism, while administrative staff see clear potential in automation and efficiency.

Source: MGMA Stat, Apr 2025

EXPECT AI WILL IMPROVE THEIR WORK WITHIN TWO YEARS



THE INSIGHT

Across every role, a majority expect AI to improve their work. The opportunity is broad and growing.

WHY IT MATTERS



WIDESPREAD OPTIMISM

Majorities across all roles see AI improving their work, not just certain functions.



PHYSICIANS LEAD

Physicians are the most confident, signaling trust in AI for clinical and administrative tasks.



ADMIN POTENTIAL

Administrative teams see strong potential in AI-driven automation and workflow support.



TWO-YEAR HORIZON

Expectations are near-term, creating urgency to plan and implement with intention.



READY FOR ACTION

Organizations that act now will capture the most value and build lasting advantage.



THE TAKEAWAY

The expectations are clear. AI is viewed as a near-term driver of better outcomes, not a distant experiment. The right systems and workflows will turn optimism into results.

AI in Private Practices: Data at a Glance

Key benchmarks and trends from leading surveys and industry research highlight rapid AI adoption and the operational opportunity ahead.



81%

PHYSICIANS USING AI PROFESSIONALLY

81% of physicians used AI professionally in 2026, more than double the rate reported in 2023.

Source: AMA, 2026



54%

PHYSICIANS USING AI IN PRACTICE

54% of physicians are using AI, including 37% who use it at least daily.

Source: Doximity, 2026



68%

MEDICAL GROUPS EXPANDING AI

Nearly seven in ten medical groups added or expanded AI tools in 2025.

Source: MGMA Stat, April 2025



73%

EXPECT ADMINISTRATIVE AUTOMATION

73% of physicians expect AI to automate administrative duties that contribute to burnout.

Source: AMA, 2026



13 HOURS

LOST TO PRIOR AUTHORIZATION WEEKLY

CMS estimates prior authorization consumes 13 hours per provider every week—approximately 700 hours and \$34,000 annually.

Source: CMS, 2025



26%

PRACTICES CHANGING ROLES WITH AI

Only 26% of medical groups redesigned a role or adjusted staffing with AI in the past year.

Source: MGMA Stat, April 2025



FRONT-OFFICE BOTTLENECKS REMAIN COSTLY



FAX WORK

Still largely manual in most practices



SCHEDULING

High call volume and no-shows



PRIOR AUTH

Time-consuming and complex



REVENUE CYCLE

Errors and delays impact cash flow



Benchmarks come from different surveys and use varying definitions and samples. They illustrate directional trends, not a single, fully comparable adoption rate.

See sources on back cover.



Adoption is accelerating.
Administrative capacity remains the clearest opportunity.



The Path Forward for Medical Practices

AI adoption is accelerating across healthcare. The practices that connect AI to their core workflows will see the greatest returns in efficiency, staff capacity, and patient access.

DAIS helps medical practices move from manual processes to intelligent systems that deliver measurable outcomes.



FIVE KEY ACTIONS FOR PRACTICE LEADERS



01 MAP YOUR MANUAL WORK

Identify high-volume processes that create the most delays and risk.



02 CONNECT YOUR SYSTEMS

Integrate fax, EHR, and practice-management tools to eliminate information gaps.



03 START WITH HIGH IMPACT

Begin with fax triage or prior authorization intelligence to deliver fast, measurable value.



04 GOVERN FOR CONFIDENCE

Build in security, auditability, and compliance from day one.



05 MEASURE AND SCALE

Track outcomes, learn continuously, and expand AI where it delivers the most value.



THE BOTTOM LINE

AI is not a future experiment. It is an operational advantage for practices that act now.

DAIS

AI SYSTEMS
FOR MEDICAL
PRACTICES

**See How DAIS Can Help
Your Practice Do More.**

Schedule a 45 minute consultation and explore what's possible.



**SCHEDULE
A CONSULTATION**

dais.co/medical