

How agentic AI gives time back to healthcare

Agentic AI could help to free clinicians to focus on patients, although success hinges on robust data infrastructure



Every day, healthcare professionals encounter numerous points of friction that slow patient care: scheduling appointments, transferring medical data, inputting insurance codes. This burden fuels workforce burnout and drains resources. In the US, administrative costs account for about one-quarter of total healthcare spending.¹ The share is lower in countries such as Canada, the UK and the Netherlands, but it is rising.










Agentic AI offers the industry a way to reduce many of these friction points. Combining artificial intelligence, task-focused software applications and modern cloud infrastructure, software agents can handle many manual workflows, even complex handoffs between teams. Among the benefits are greater efficiency, better co-ordination and, ultimately, improved patient care.

“The biggest win is time,” says Beccy Fenton, global head of healthcare and UK head of infrastructure, government & healthcare, KPMG. A recent [KPMG report](#) that looked at the impact of emerging AI technologies on healthcare jobs suggests that time spent on administrative tasks such as documentation, coding, and summarisation could be cut in half. “That means in provider clinics, 30 minutes can be reclaimed per day per doctor, multiplied across thousands of encounters,” she says.



Rethinking patient visits

AI can reduce manual input across repetitive processes. Healthcare professionals can review agents' work, while providing a higher level of patient care.

Workflow	 Manual Approach	 Agentic AI Approach
Records retrieval	Staff access multiple systems to find patient data.	 Agent supports clinician by gathering records from multiple sources.
Patient history	Clinician manually takes notes, which can distract from active interactions with patient.	 Clinician interacts with patient, while ambient AI listening tool takes notes.
Examination/consultation	Conducted by clinician who manually inputs summary into electronic health records (EHRs).	 Clinician can spend more time with patient to address their needs, while ambient AI listening agent takes notes and generative AI agent creates patient summary.
Provider recommendations	Provider speaks with patient. Staff print handouts.	 Provider speaks with patient. Agent generates personalised summary, sends reminders, summarises treatment options. Provider completes review and final sign-off.
Tests requested	Administrative team co-ordinates with patient, doctor, other providers and insurer.	 Agent schedules required tests based on automated and approved notes from the examination.
Prior authorisation	Patient, staff and insurer coordinate.	 Agent manages authorisation, based on clinical visit notes and patient's insurance coverage.
Medications	Staff co-ordinate with patient, forward to pharmacy.	 Agent helps the clinician to determine potential medication options, forwards to pharmacy after doctor's approval.

Source: Oracle and KPMG.

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An opportunity to enhance EHRs with AI

In recent decades, the healthcare industry has been a voracious adopter of cutting-edge technologies, from healthcare IoT to software-as-a-service (SaaS) applications. In reality, technologies designed to streamline processes often lead to unintended complexities.

Take electronic health records (EHRs), which have largely replaced office shelves laden with patient files. What happens when a patient needs to see a specialist in another hospital that uses a legacy EHR? Interfaces such as APIs and health information exchanges may smooth the way, but in many cases staff may be looking at two screens side by side, using manual data entry to copy information over, or even scanning old paper records to attach to a new patient account.


“There is a ton of manual labour that goes on in a clinical setting,” says Seema Verma, executive vice president and general manager, Oracle Health and Life Sciences. She points to prior authorisations, which may be faxed to a doctor’s office for staff to manually input into insurance or EHR applications.

Such processes are ripe for automation using agentic AI. “It gives us the opportunity to move some of the manual work to the machines,” she says. “We see a tremendous opportunity in many different areas, from administrative work all the way up to clinical decision support.”

Reducing “bed blocks”

Annual Savings (US):

\$561m **\$1.38bn**



Delays in transferring patients between care settings lead to extra costs and medical complications. Agentic AI can help to reduce these inefficiencies by monitoring and coordinating diagnostics, documentation and logistics, supporting better health outcomes.

Source: KPMG, “[Intelligent Healthcare](#)”, 2025.

Already, nearly 70% of healthcare organisations report using agentic AI in some capacity, KPMG research shows. For most, deployments remain focused on specific workflows. The next stage will be more complex, involving autonomous agents with broader, more advanced capabilities.

This is a key distinction from older hard-coded applications. Autonomous agents can leverage a reasoning layer that allows them to solve a problem (“schedule patient for CT scan at nearest provider within insurer’s tier 1 network”), achieve a goal (“activate new site for clinical trial”), or determine when human staff need to be pulled in (“have doctor review medication updates”). This requires systems designed around AI from the outset, as well as a clear platform strategy.

“We understand that customers have existing investments they need to maximise,” Ms Verma says. “In these cases, we focus on making sure their data is ready for AI, by cleaning the data, ensuring good data governance and optimising security. Those are the foundational pieces of a good AI strategy, because AI is only as good as the data it is working from.”

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Seema Verma, executive vice president and general manager, Oracle Health and Life Sciences

It is more than a matter of the system understanding how the data relates. In healthcare, decisions are often time-sensitive, and accuracy is paramount. There are hard boundaries related to insurance, payments and governance. And the agents must act reliably, with minimal latency and a high level of flexibility.

“Hospitals do not lack data; they lack a disciplined way to govern it as automation spreads,” says Esteban Rubens, healthcare field chief technology officer, Oracle North America. “Oracle’s strategy is to place agentic AI on a single, enforceable, purpose-built cloud fabric where policy follows the data, models are separated from applications, and every action is attributable.”

This raises the harder question of how autonomous agents can operate across fragmented systems without introducing new risks. According to KPMG’s Ms Fenton, breaking down silos is about redesigning an organisation’s target operating model to allow it to connect intelligently, rather than ripping out existing systems.

“The solution is not to tear down silos overnight, but to build compliant bridges,” she explains. Governance frameworks must define who can access what, how decisions are logged and when humans intervene, she adds.



Agentic pilots

Forward-thinking healthcare companies are already using autonomous agents and building out pilots. According to Ms Fenton, this necessitates evaluating the entire patient journey and the pain points therein. “Start with outcomes, engage clinicians and design for scale,” she advises.

Oracle’s Ms Verma points out that as healthcare providers have planned for AI rollouts, they are well positioned to redesign business processes. “They’re working differently, because these tools allow clinicians to deploy an army of AI agents that can help deliver insights that are accurate, relevant, and actionable,” she explains.

Agentic AI is not only about reducing administrative overload and realising efficiency gains. It represents an opportunity to augment the judgment of skilled providers, leading to better patient care.

“What excites me is the potential to improve patient outcomes, staff morale, workforce productivity and achieve financial sustainability,” Ms Fenton says. “These aren’t incremental gains, they’re structural shifts that improve efficiency and the human experience at the same time.”

Reference

1. Rios Partners Health of Health Report, “[Administrative Burden in U.S. Healthcare: A Focus on Rural Systems and Workforce Sustainability](#)”, 2024

Finding the right enterprise AI technology and services providers

Healthcare organisations that embrace agentic AI are streamlining workflows to speed decision-making, reduce administrative overload and improve patient care. Oracle and KPMG firms combine deep industry experience with AI-powered Oracle Fusion Cloud Applications, Oracle AI Database and Oracle Cloud Infrastructure, helping healthcare organisations to:

- Boost operational efficiency by using pre-built AI agents or developing custom agents
- Deliver seamless, personalised digital experiences
- Uncover AI-powered innovation to maximise value from technology investments

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