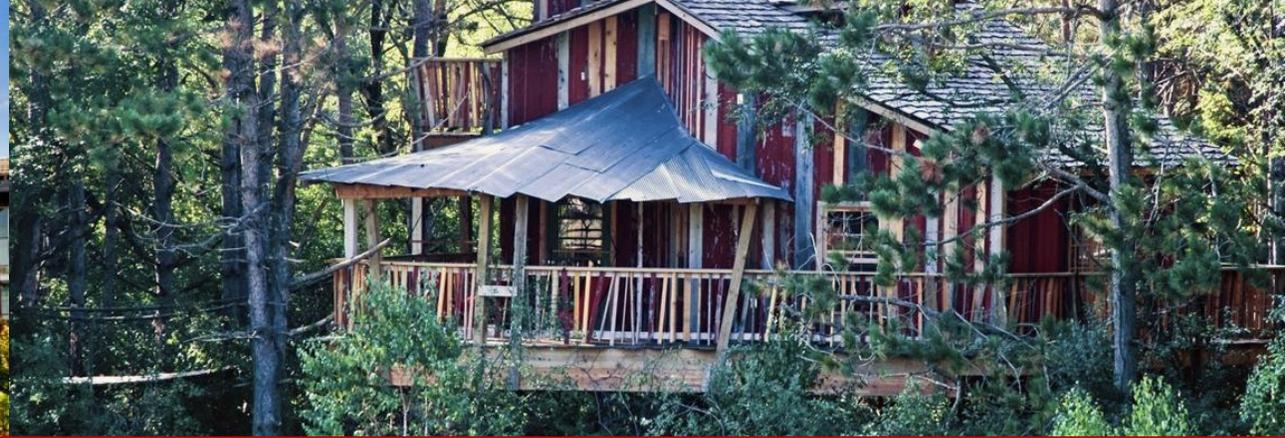




...with the patient at the heart

Epic



Employee-owned and independent



Australia • Belgium • Canada • Denmark • England • Finland • Ireland • Lebanon • Netherlands • Northern Ireland • Norway • Saudi Arabia • Singapore • Switzerland • UAE • USA



Newsweek

20 out of the 20 top-ranking
Best Hospitals in the US 2025
use Epic

- 1 **Mayo Clinic – Rochester**
- 2 **Cleveland Clinic**
- 3 **Johns Hopkins Hospital**
- 4 **Massachusetts General Hospital**
- 5 **Ronald Reagan UCLA Medical Center**
- 6 **Stanford Health Care – Stanford Hospital**
- 7 **Mount Sinai Hospital**
- 8 **Brigham and Women’s Hospital**
- 9 **Cedars-Sinai Medical Center**
- 10 **Northwestern Memorial Hospital**
- 11 **UCSF Medical Center**
- 12 **University of Michigan Health**
- 13 **Mayo Clinic – Jacksonville**
- 14 **Duke University Hospital**
- 15 **Hospital of the University of Pennsylvania**
- 16 **Mayo Clinic – Phoenix**
- 17 **Houston Methodist Hospital**
- 18 **New York-Presbyterian Hospital**
- 19 **NYU Langone Hospitals**
- 20 **Rush University Medical Center**



MyChart

Top-Rated Patient Portal

182 million patients in the United States

If MyChart were a country, it would be the **8th largest** in the world!



#1 Medical app on the App Store and Google Play
with a **rating of 4.6 stars** out of 5

Clinical

Inpatient

Home Care

Outpatient

Virtual Care

Specialties

Anesthesia

Lab

Behavioral health

Labor & delivery

Cardiology

Nephrology

Dermatology

Oncology

Emergency

Ophthalmology

Endoscopy

Orthopaedics

Dental

Pediatrics

ENT

Radiology

Fertility

Rheumatology

Genetics

Surgery

Genomics

Transplant

ICU

Urgent care

Access

Patient Scheduling

Registration & Financial Assistance

Referral Management

Patient Flow

Prior Authorization Management

Population Health

Care & Case Management

Social Care

Value-Based Care

Revenue Cycle

Hospital Billing

Professional Billing

Price Transparency

Pharmacy

Inpatient

Ambulatory

Inventory

Specialty

Patient Experience

MyChart

Welcome *Patient kiosk*

CRM

Health Plans

Benefits

Claims Processing

Contracts

Membership

Premium Billing

Quality Management

Utilization Management

Interoperability

Care Everywhere

Payer & Provider

FHIR



Generative AI *at* Scale

November 2022

ChatGPT released

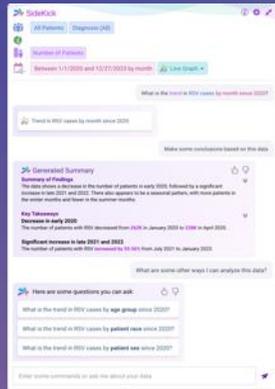


April
First customers live

with In Basket Art

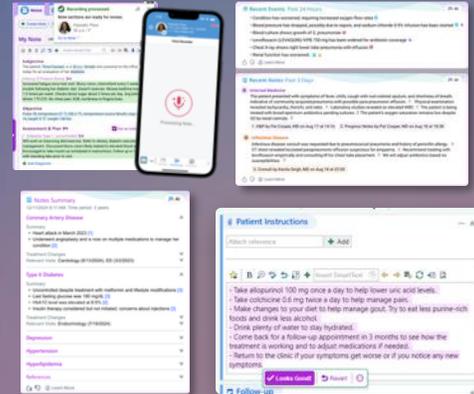
HIMSS23
Epic integrates generative AI into EHRs

August
SideKick agent live on Cosmos



Summer

IP Insights, AI Text Assistant, Sidekick, Discharge Summary, Ambient Flowsheets, End of Shift, PB Coding Assistant live



Today
377 Epic customers using generative AI

Fall
120+ use cases live & in development

Winter
Cogito Cloud live AI Data Foundation

Jan 2023

March
Epic integrates LLMs

May
Epic supports GPT-4

Jan 2024

Spring
Analytics dashboard insights & AI-extracted radiology follow-ups live

Epic customers publishing generative AI studies

1st international customers live in Dutch

August
Live demo of MyChart Patient Experience Agent at Epic Users Group Meeting



Jan 2025

nature

Integrated Agentic Experiences

Built across a comprehensive healthcare platform



Workflow-Based Agents

- Care Gap Closure
- Claims Denial Appeals
- Colon Cancer Follow-Up
- Context-Based Patient Message Navigation
- Data & Clinical Insight Provisioning
- Pre-Surgical Planning
- MyChart Post-Surgical Follow-Up
- Radiology Actionable Findings
- Referral to Scheduling Intake
- Risk Adjustment Insights

Operational Agents

- Authorization & Medical Policy
- Campaign Channel
- Claim Status Insights
- Patient Flow Monitoring
- New Patient Pre-Visit Onboarding
- Patient Health System Navigation
- Payment Authorization
- Physician Efficiency with System
- Precision Staffing
- Report Generation Data to Insight

Considerations in AI Regulation

- Capture the nuance of healthcare
- Be precise in defining AI
- Focus on the area of most concern

Recommendation

Health care should be considered
independently of other types of insurance

Recommendation

Avoid overly broad definitions of AI that may add unnecessary administrative burden

Recommendation

Focus on use of AI in making adverse medical necessity determinations



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