

Unlock the Power of AI in Healthcare with Oracle Health AI Agents



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Drive efficiencies, quality, and value for every part of care

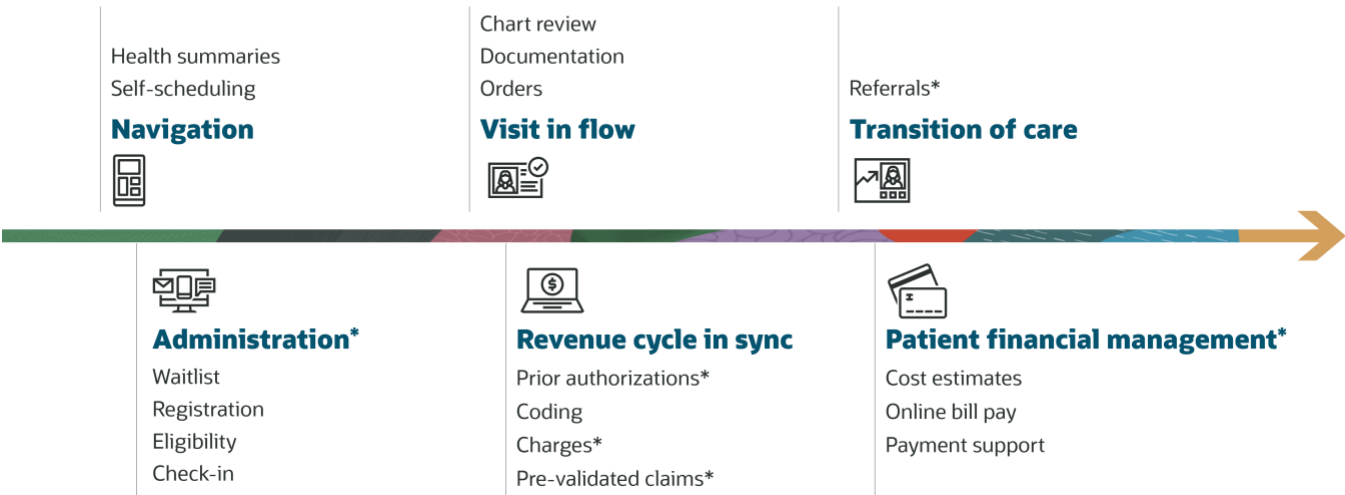
For decades, healthcare IT has focused more on recording activity than supporting care delivery. This focus created a cycle of typing, clicking, and documenting for compliance—burying the purpose of healthcare beneath administrative tasks, such as data entry, coding, chart review, and constant information searches. These activities consume time and attention that should be directed toward patients.

Oracle Health is shifting technology from traditional systems of record to an AI-powered system of care. Oracle Health AI Agents works in the background to support routine administrative tasks. Instead of manually documenting, coding, summarizing, searching, our solution drafts content based on patient context, while users review, refine, and approve each step—retaining full control throughout workflows.

As documentation and information retrieval transition to AI, users can move from clerical work to high-value decision-making, directing their expertise toward patient care and organizational priorities.

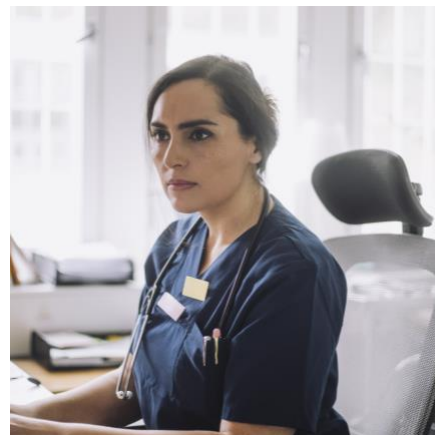
With Oracle Health AI Agents, we plan to support roles across the care continuum:

Supporting full healthcare journeys with AI

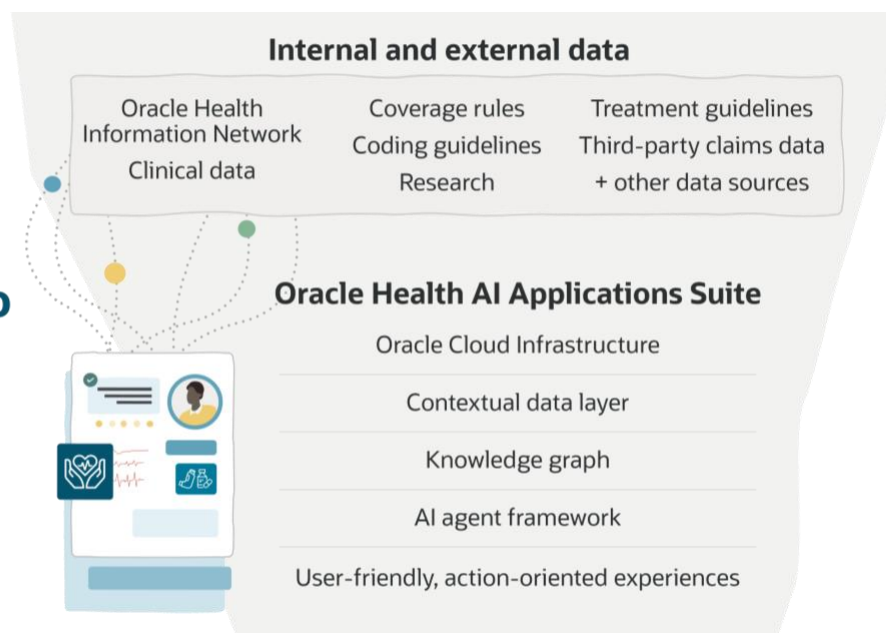


Deliver a new foundation for next generation technology

Reimagining health technology begins with a different architectural foundation. Traditional systems store data across hundreds of tables and behind slow interfaces, creating barriers to applying clinical reasoning at the point of care. Oracle Health AI Agents is built on an AI-native, event-driven data layer that brings together clinical, administrative, and payer information. At its center is a knowledge graph that links symptoms, labs, diagnoses, treatments, billing rules, and clinical guidelines within a single contextual framework. This architecture supports searching by meaning rather than by matching terms, enabling clinicians with access to information interpreted through clinical context rather than disconnected data.



Transforming disparate data into connected care



Why does an AI-native foundation matter for care delivery?

When data is unified, connected, and interpreted with clinical meaning, clinical and operational workflows progress smoothly. Instead of navigating multiple systems or searching across disconnected tables, clinicians receive insights that reflect the full context of a patient's history, current presentation, and contributing factors.

Oracle Health AI Agents recognizes relevant information even when documentation varies. These capabilities enable clinicians with comprehensive situational awareness and support confident, timely decision-making.

By connecting data across the care process, our solution supports coordinated, timely care and keeping the focus on patient needs.

“We anticipated the operational benefits. What’s been most remarkable is the immediate impact on quality of life for both patients and providers. That’s the part we underestimated.”

Michael Charlton, President and CEO
AtlantiCare Health System

Support complex clinical workflows

Clinicians can leverage context-driven drafts to help streamline daily workflows. Oracle Clinical AI Agent gathers and summarizes relevant data, drafts notes and orders, and supports routine tasks alongside clinicians so they can focus on decision-making and patient care. Summaries and guidance surface at the point of care, supporting patient focus.

Support physicians at every point in care

Physicians engage with structured workflows that integrate clinical context, streamline routine tasks, and surface key information when it matters most. With Oracle Health AI Agents, physicians can access relevant patient data, draft notes and orders, and review summaries and guidance aligned with clinical intent. Meanwhile, transactional work occurs into the background, enabling physicians to focus on engaging with patients. Oracle Health AI Agents helps physicians:

- ✓ **Draft clinical notes and orders from clinician-patient conversations**
- ✓ **Capture dictation, format narrative content, and incorporate patient data***
- ✓ **Provide concise patient history and condition summaries**
- ✓ **Identify charge codes, diagnosis codes, procedures, and modifiers**
- ✓ **Retrieve requirements, draft submissions, and send prior authorization requests***
- ✓ **Prioritize inbox messages and draft responses***
- ✓ **Track discharge readiness***

With each encounter, physicians receive summaries, guidance, and context-sensitive proposals aligned with clinical intent. The workflow shifts routine, manual tasks into the background, enabling physicians to focus on high-value decision-making and patient interactions. Information



flows seamlessly across systems, limiting the need to continually switch context or tediously search through records. Structured drafts provide a consistent, patient-centered foundation for documentation, ordering, and follow-up planning. Each step in the workflow connects directly to patient context, helping physicians coordinate care, identify risks, and support informed decisions with minimal distraction.

6 minutes, 55 seconds saved per
patient encounter average reduction in
documentation time¹



Empower nurses with AI

Nurses manage assessments, medications, coordination, and patient support throughout each shift. With Oracle Health AI Agents, nurses can capture structured charting and review patient history—all anchored in a unified patient record to support decision-making and communications across the unit. Oracle Health AI Agents helps nurses:

¹ 1 Data pulled from Lights on Network, comparing July – September 2024 to November – January 2025 across Oracle Health AI Agents users greater than 50% usage rate.



- ✓ Capture structured data on mobile devices using voice-based charting
- ✓ Provides concise patient history and condition summaries
- ✓ Filter patient information and highlight priority notifications*
- ✓ Track discharge readiness*

Workflows integrate patient context across shifts, presenting critical information at the point of care—during bedside assessments, multidisciplinary rounds, and care transitions. Summaries and structured tasks help alleviate cognitive load while supporting nursing judgment and proactive care. Visual dashboards, automated planning, and cross-team coordination provide clarity, helping nurses maintain focus on patient safety, timely interventions, and efficient communications throughout the unit.

Strengthen financial performance*

The back office works best when clinical, administrative, and financial information is aligned. With Oracle Health AI Agents, back-office staff can manage prior authorizations, coding, charge capture, claims, contracts, coverage verification, remittance, and denials while routine tasks proceed automatically. Oracle Health AI Agents helps back-office teams:

- ✓ Retrieve requirements, draft submission packets, and send authorization requests
- ✓ Identify and suggest diagnosis and procedure codes
- ✓ Automate capture of charges, modifiers, and service details
- ✓ Group charges, draft claims, and attach supporting documentation
- ✓ Digitize agreements and apply reimbursement logic
- ✓ Verify insurance benefits and summarize eligibility
- ✓ Match payments to accounts and support reconciliation for remittance
- ✓ Draft corrections, prepare appeals, and recommend actions for denied claims

Information flows directly from the patient's record to financial workflows, providing context, structured drafts, and insights for informed decisions. Back-office teams can address exceptions,



manage accounts, and support compliance, alleviating the need to manually consolidate data from multiple sources, keeping the focus on accuracy and patient account resolution.



Optimize patient experiences

A connected patient journey promotes clarity, confidence, and steady progress across the healthcare journey. Oracle Health AI Agents guides patients through accessing care, preparing for visits, navigating treatment decisions, and determining financial responsibilities. Each interaction reflects the patient's health history and context. Clear summaries, conversational guidance, and timely outreach support informed decision-making with limited complexity or uncertainty. Oracle Health AI Agents helps patients:

- ✓ **Handle conversational appointment requests, scheduling, and changes**
- ✓ **Present near real-time summaries drawn from the patient record**
- ✓ **Provide responses tailored to patient history and licensed clinical content**
- ✓ **Conduct procedure preparation outreach, collect preoperative responses, and update procedure summaries***
- ✓ **Draft personalized cost estimates for planned care***

Our solution connects patient interactions with clinical teams, guiding patients through visits, treatment decisions, and follow-up care. Clear summaries, conversational guidance, and timely

outreach help limit confusion and create a continual, coordinated experience, reinforcing engagement and adherence throughout the care journey.



Empower administrative staff*

Administrative staff guide the flow of patient interactions, balancing scheduling, intake, eligibility, and coordination tasks. Oracle Health AI Agents supports these workflows by providing context-driven guidance for scheduling, waitlist management, and intake steps, while coverage verification and authorization checks operate in the background. Oracle Health AI Agents helps administrative staff:

- ✓ Guide staff through appointment scheduling workflows
- ✓ Conduct insurance checks and summarize coverage eligibility
- ✓ Streamline appointment and procedure intake steps for check-in and intake
- ✓ Match available appointments with patients on the waitlist
- ✓ Draft personalized cost estimates
- ✓ Monitor referral progress and coordinate next steps

By connecting administrative processes to clinical and payer data, our solution provides visibility into next steps, helps limit repetitive tasks, and maintains a smooth experience for patients. Staff can

focus on communication, coordination, and supporting patient needs, while automated guidance and structured workflows help keep operations organized across the front office.



Conclusion

Bringing care, technology, and people together

Oracle Health AI Agents creates a coordinated, context-driven foundation for care delivery across clinical, financial, operational, and administrative teams. By guiding documentation, communication, and decision-making with consistent intelligence, our solution supports the entire healthcare ecosystem with clarity, structure, and coordinated activity across teams.

[Unlock the power of AI today](#)

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Appendix

Areas	Agent	Functionality
Physician	Chart review	Provides concise patient history and condition summaries
Physician	Discharge planning*	Tracks discharge readiness and prompts early discharge
Physician	Prior authorization*	Retrieves documentation requirements, pre-fills and submits requests, and integrates with payers
Physician	Coding	Analyzes conversations, identifies charge codes, and suggests codes within the workflow
Physician	Clinical notes	Drafts structured notes from physician-patient conversations
Physician	Orders creation	Captures next-best actions from physician-patient instructions
Physician	Dictation*	Provides intelligent formatting, editing, and automatic integration of patient data into notes
Physician	Inbox management*	Prioritizes inbox messages and drafts responses
Nursing	Discrete charting	Supports near real-time, voice-based charting for assessments and documentation
Nursing	Chart review	Provides concise patient history and condition summaries
Nursing	Discharge planning*	Tracks readiness and prompts early discharge
Reimbursement	Charge capture*	Automates charges, modifiers, and service details based on clinical events, documentation, and history
Reimbursement	Claims*	Groups charges based on contracts and payer rules, creates claims, and attaches documentation
Reimbursement	Contracts*	Digitizes agreements, automates setup, and embeds intelligence
Reimbursement	Coverage*	Verifies coverage, coordinates benefits, and summarizes eligibility in context of the encounter
Reimbursement	Remittance*	Matches payments to patient accounts and enables near real-time reconciliation upon receipt
Reimbursement	Denial management*	Analyzes requirements, automates corrections and appeals, and recommends actions
Reimbursement	Prior authorization*	Retrieves documentation requirements, pre-fills and submits requests, and integrates with payers
Reimbursement	Coding	Analyzes conversations, identifies charge codes, and suggests codes within the workflow
Patient experience	Scheduling	Supports quick, self-service scheduling of appointments
Patient experience	Care navigation	Provides conversational responses from expert sources tailored to patient health history



Areas	Agent	Functionality
Patient experience	Procedure preparation*	Automates proactive outreach for upcoming procedures
Patient experience	Bill and cost estimate*	Supplies personalized, upfront cost estimates for planned care
Patient experience	Health summary	Delivers near real-time, personalized summaries from the patient record
Administrative	Scheduling*	Guides staff through scheduling workflows
Administrative	Payment estimation and cost*	Provides personalized, upfront cost estimates for planned care
Administrative	Eligibility verification*	Automates insurance checks and estimates eligibility and coverage
Administrative	Check-in and intake*	Streamlines appointment and procedure check-in and intake processes
Administrative	Waitlist management*	Matches available appointments with waitlisted patients
Administrative	Referral management*	Monitors and coordinates referral progress

