Microsoft

Accessible Intelligence

Powering AI innovation in healthcare



Healthcare and life sciences organizations are transforming how they deliver care, advance research, and improve operations. By combining agentic AI with trusted data and insights, organizations can embed intelligence into every workflow, empowering employees and AI agents to work together to uncover opportunities, streamline processes, and make faster, more informed decisions.

Built on a foundation of governance, security, compliance, and data sovereignty, organizations can scale innovation with confidence while maintaining control over critical healthcare data and processes.

The result is a more intelligent, adaptive healthcare organization where innovation isn't confined to individual projects or departments but becomes embedded across every role, workflow, and decision point, driving greater efficiency, more agility, and better outcomes.

AI for Better Health

AI is helping healthcare organizations deliver transformational outcomes to enable every person on the planet to live healthier.

- Accelerating life-saving breakthroughs
- Enabling global health equity
- Transforming the healthcare experience

How AI is impacting healthcare today

Thousands
of patients onboarded per year[1]

City of Hope uses Microsoft Azure OpenAI to rapidly onboard thousands of patients per year.

80%
AI query accuracy across 50 years of R&D[2]

Almirall unlocks decades of R&D data in seconds with Azure OpenAI in Foundry Models.

6 weeks
to build an agent[3]

Amgen builds agent in 6 weeks with Microsoft Copilot Studio to help accelerate R&D.

$125K+
savings on a single automation initiative[4]

Microsoft AI drives greater efficiency and a human touch in CareSource member experience.

Healthcare providers

Enable proactive care management with actionable insights

Support care teams to deliver the right care at the right time by unifying data and proactively guiding interventions for at-risk patients.

- Improve care quality and patient experiences through better coordination and data accessibility.
- Support faster, informed decisions with a 360-degree patient view that reduces staff cognitive load and improves care management efficiency.
- Use data insights to identify missed interventions or risks and support the right actions happening at the right time.
- Improve data accessibility with unified healthcare information from disparate sources.



City of Hope

REAL-WORLD IMPACT

Opportunity

City of Hope had patient histories spread across unstructured clinical documents and prior records. That limited clinicians' ability to manage care proactively and engage with patients meaningfully.

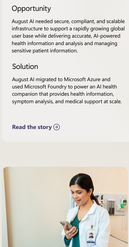
Solution

The cancer research and treatment organization used Microsoft Azure and Azure OpenAI to develop a generative AI solution that could process and summarize hundreds of pages of patients' medical history documents, saving time for physicians.

Impact

- Enabled patients to receive more personalized care by giving clinicians easier access to detailed patient information
- Reduced administrative burden by minimizing manual document review
- Improved provider and patient experience by reducing time spent on data retrieval

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Pharma

Unlock precision drug discovery

Apply AI to identify, design, and prioritize high-probability drug candidates.

- Surface and validate disease-relevant biological targets using genomic, proteomic, and experimental datasets.
- Generate and rank drug candidates using AI-driven property prediction and molecular simulation.
- Identify predictive biomarkers and stratify populations to improve trial design and therapy targeting.
- Guide and automate experimental workflows to accelerate hypothesis testing and data capture.

Novo Nordisk

REAL-WORLD IMPACT

Opportunity

Despite harmonizing more than 200,000 patient years of clinical trial data[5], Novo Nordisk still relied on scarce specialist expertise and time-intensive workflows to answer critical questions, slowing R&D decision-making and limiting the number of opportunities teams could evaluate.

Solution

Novo Nordisk partnered with Microsoft's Forward Deployed Engineering and AI Acceleration Studio to build a governed, reasoning agent on Azure. It enables researchers and medical experts to explore hypotheses, generate and execute code, and perform AI-assisted quantitative decision support against proprietary clinical datasets while maintaining human oversight, compliance, and scientific rigor.

Impact

- Helped reduce time to insight from weeks to minutes for many exploratory clinical analyses[5]
- Enabled teams to evaluate 50× ideas per quarter, up from 5–10[5]
- Helped scientists validate ideas earlier, prioritize stronger opportunities, and focus on the decisions that matter most

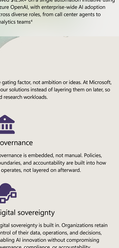
Read the story

MedTech

Accelerate product development

Use AI for generative design, simulation, and connected device data to accelerate concept-to-validated-product.

- Generate and evaluate design variants against performance, safety, and manufacturability constraints.
- Incorporate clinical, imaging, and sensor data to inform design decisions and validate human factors.
- Collect and analyze real-world device performance data to guide product improvements.
- Accelerate software as a medical device (SaMD) and companion app development with AI-assisted design, validation, and testing.



august

REAL-WORLD IMPACT

Opportunity

August AI needed secure, compliant, and scalable infrastructure to support a rapidly growing global user base while delivering accurate, AI-powered health information and analysis and managing sensitive patient information.

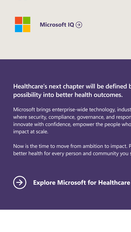
Solution

August AI migrated to Microsoft Azure and used Microsoft Foundry to power an AI health companion that provides health information, symptom analysis, and medical support at scale.

Impact

- Expanded from 500,000 to 3.5 million users across 160+ countries[6]
- Completed a three-month migration with zero downtime, supporting uninterrupted access to healthcare support[6]
- Achieved 99.99% uptime, enabling reliable access to AI-powered health support[6]
- Improved U.S. Medical Licensing Examination performance from 34.8% to 100% after fine-tuning its Azure-based model[6]
- Enabled patients to access timely health information, symptom analysis, and care guidance anytime, anywhere

Read the story



Payor

Enhance efficiency through automation

Reduce administrative costs and increase speed with AI-driven automation across core operations.

- Accelerate enrollment so members feel the difference from day one.
- Adjudicate claims faster and more accurately, cutting costs and speeding reimbursement.
- Reduce billing disputes with clear, personalized statements and smarter payment options.
- Resolve denials in less time, earning provider trust.
- Build stronger provider networks through automated credentialing, contracting, and adequacy insight.

CareSource

REAL-WORLD IMPACT

Opportunity

Rapid growth and mounting complexity increased workloads and limited employees' ability to focus on meaningful, member-centered work.

Solution

CareSource implemented a modern, AI-powered platform using Azure OpenAI, Dynamics 365, and GitHub Copilot to automate routine tasks, surface insights, and equip employees with the tools to work more efficiently and innovatively.

Impact

- Reduced a key documentation process from two months to two weeks with Azure OpenAI[4]
- Improved care delivery by building a proprietary Copilot to surface insights and improve care coordination
- Increased developer productivity by 20–30% with GitHub Copilot[4]
- Saved $125K+ on a single automation initiative using Azure OpenAI, with enterprise-wide AI adoption across diverse roles, from call center agents to analytics teams[4]

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Trust is the foundation

As AI moves from pilots to core operations, confidence becomes the gating factor, not ambition or ideas. At Microsoft, we build global security, privacy, and compliance commitments into our solutions instead of layering them on later, so organizations can scale AI confidently across clinical, operational, and research workloads.

Observability

Observability from the start helps leaders understand what agents are doing, how they reach decisions, and where teams need to intervene.

Governance

Governance is embedded, not manual. Policies, boundaries, and accountability are built into how AI operates, not layered on afterward.

Security

Security scales from people to agents, extending identity, access controls, and protections as AI takes on more responsibility.

Digital sovereignty

Digital sovereignty is built in. Organizations retain control of their data, operations, and decisions, enabling AI innovation without compromising governance, compliance, or accountability.

When organizations build trust into AI by design, they can move faster with confidence instead of slowing innovation to manage risk.

Explore Microsoft solutions powering innovation

- Microsoft Foundry
- Microsoft Copilot Studio
- GitHub Copilot
- Microsoft Fabric
- Microsoft IQ
- Microsoft Agent 365

Healthcare's next chapter will be defined by leaders who turn intelligence into action and possibility into better health outcomes.

Microsoft brings enterprise-wide technology, industry expertise, and a global ecosystem together on a foundation where security, compliance, governance, and responsible AI are built into every layer. As a result, your organization can innovate with confidence, empower the people who deliver care and discovery, and turn bold ideas into meaningful impact at scale.

Now is the time to move from ambition to impact. Partner with Microsoft to shape what comes next and advance better health for every person and community you serve.

Explore Microsoft for Healthcare solutions

[1]Microsoft, City of Hope uses Microsoft Azure and AI to rapidly onboard thousands of patients per year, 2025.
[2]Microsoft, Almirall unlocks decades of R&D data in seconds with Azure OpenAI in Foundry Models, 2025.
[3]Microsoft, Amgen builds agents in 6 weeks with Copilot Studio to help accelerate R&D, 2025.
[4]Microsoft, Microsoft AI drives greater efficiency and a human touch in CareSource member experience, 2025.
[5]Microsoft, Novo Nordisk accelerates clinical insight with AI health agents on Azure, 2026.
[6]Microsoft, August AI enriches patient care with AI health companion powered by Microsoft Azure, 2025.

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