Appendix

A   Survey text

Question 1. *Vote for a maximum of 5 preferred use-cases from the pre-defined list.*

☐ Assistive chatbot for complex cases.

☐ Smart retrieval of guidelines.

☐ chatbot to increase health literacy in patients.

☐ Summarization of discharge letters into patient adapted language.

☐ Automatic analysis of patients feedback and complaints.

☐ Automatic generation of imaging reports.

☐ Entry notes and medical records summarization.

☐ Smart summarization of current literature.

☐ Chatbot for medical professionals education.

☐ Clinical trial matching.

After answering to ***Question 1.***, the respondent was asked to evaluate each of the chosen use-cases according to the following criteria.

Institutional impact. *How would you evaluate the institutional impact of this use-case?*

☐ High (affecting most services)

☐ Medium (affecting some services)

☐ Low (affecting few services)

Impact on healthcare professionals workload. *How would you evaluate the potential impact of this use-case on the workload of healthcare professionals?*

☐ Decreased workload

☐ No impact

☐ Increased workload

Impact on patient satisfaction and engagement. *How would you evaluate the potential impact of this use-case on patient satisfaction and engagement?*

☐ High (affecting most services)

☐ Medium (affecting some services)

☐ Low (affecting few services)

☐ No impact

Measurable impact. *Is the impact of a potential solution measurable with key performance indicators such as saved costs, reduction of medical errors, improved patient experience, reduction of burnout etc.?*

☐ Yes

☐ No

☐ Unclear

Intended use. *In your opinion, could a tool based on this use-case be used for any of the following purposes: diagnosis, prevention, monitoring, prediction, prognosis, treatment or alleviation of disease?*

☐ Yes

☐ No

☐ Unclear

Risk analysis. *In your opinion, what is the risk that such tool could lead to patient harm or misinformation? Consider the final risk, with mitigation measures in place. Mitigation measures may include: educational tools and training proper senior surveillance and monitoring*

☐ High (affecting most services)

☐ Medium (affecting some services)

☐ Low (affecting few services)

☐ No impact

Commercial solution already available. *To the best of your knowledge, is a solution for the current problem already available on the market*

☐ Yes, with good performance

☐ Yes, but with limitations

☐ No or unknown

B   Additional Results

In this section we report the preliminary rankings of the use-cases for each evaluation criterion, as for the results of the structured survey, see Fig. 1.
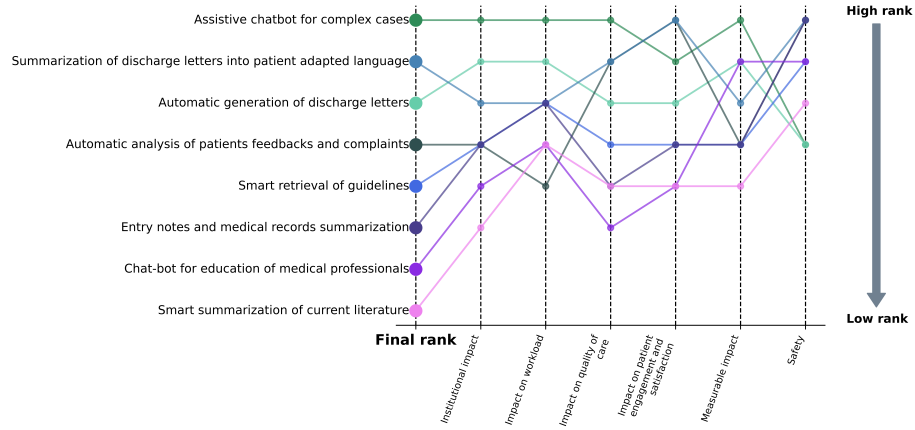

Figure 1: Ranking of the use-cases according to the preliminary results of the survey. Different use-case may have similar ranking in the same evaluation criterion.