pwc

Agentic AI for care coordination

November 2025

Coordination of care refers to connecting all points on a patient's care journey (from hospital to home). However, this typically does not occur as seamlessly as it may sound. For instance, a patient who has been discharged from the hospital after heart failure will likely be given many post-discharge instructions, multiple prescriptions, and follow-up appointments. However, missing just one lab test, failing to make a telephone call at the appropriate time, or forgetting to adjust medication when necessary, can result in re-admission to the hospital.

The management of patient journeys through multiple providers and care sites is becoming increasingly complex due to the continuously evolving healthcare system. The lack of coordination among providers, administrative burden placed on clinicians and other healthcare workers, and the use of reactive approaches to workflow are common factors that lead to missed follow-up care opportunities, delayed interventions, and frustration amongst patients and families.

Implementing agentic AI in care coordination platforms is akin to providing an assistant to a doctor to provide proper care to patients:

- A tool that goes beyond traditional predictive analytics by actively working towards defined care objectives
- Monitors various data streams, such as laboratory results, vital signs, clinician documentation, and upcoming appointments regularly
- Takes proactive measures to address potential risks by:
  - Scheduling follow-up appointments
  - Flagging urgent results
  - Prompting timely changes in treatment plans
- Assists clinical judgment instead of replacing it—providing a subtle safety net for clinicians
- Care that is proactive, personalised, and dependable—addressing ongoing issues in healthcare

Challenges: Disconnected systems and reactive workflows

Healthcare today involves numerous stakeholders—clinicians, nurses, specialists, patients, and caregivers. Unfortunately, the coordination between those stakeholders is typically fractured and reactive. As a result, important information is often lost across disconnected systems, resulting in missed appointments, poor medication compliance, and avoidable readmissions.

Further complicating the issue is the heavy administrative workload that clinicians carry—which can take considerable time away from the actual care of the patient. Traditional coordination models—involving manual tasks such as telephone calls, manual scheduling, and paper-based documentation—are often limited in their ability to scale according to increasing patient volume and the growing complexity of chronic and post-acute care.

Therefore, we need to develop a scalable and efficient coordination model for care, which is proactive, continuous, and does not rely solely on manual effort.

The solution

We view care coordination as a systems problem that requires seamless integration, automation, and adaptability. We have assembled a cross-functional team of GenAI developers, DevOps engineers, back-end and front-end developers to design, develop, and deploy a patient follow-up automation platform that meets the needs of modern healthcare providers.

Breaking down information silos using agentic orchestration

Another major barrier to care coordination is that a patient's medical information is spread out over various disconnected systems. To address this, our solution creates an orchestration layer that brings together all structured and unstructured data sources (e.g. labs, vital signs, physician notes, and discharge instructions) into a single repository of patient history, enabling real-time updates. This allows the primary physician to be notified immediately of any significant changes. Moreover, pharmacists will be prompted to review revised prescriptions, and family members will receive clear guidance on how to support their loved ones with post-discharge care.

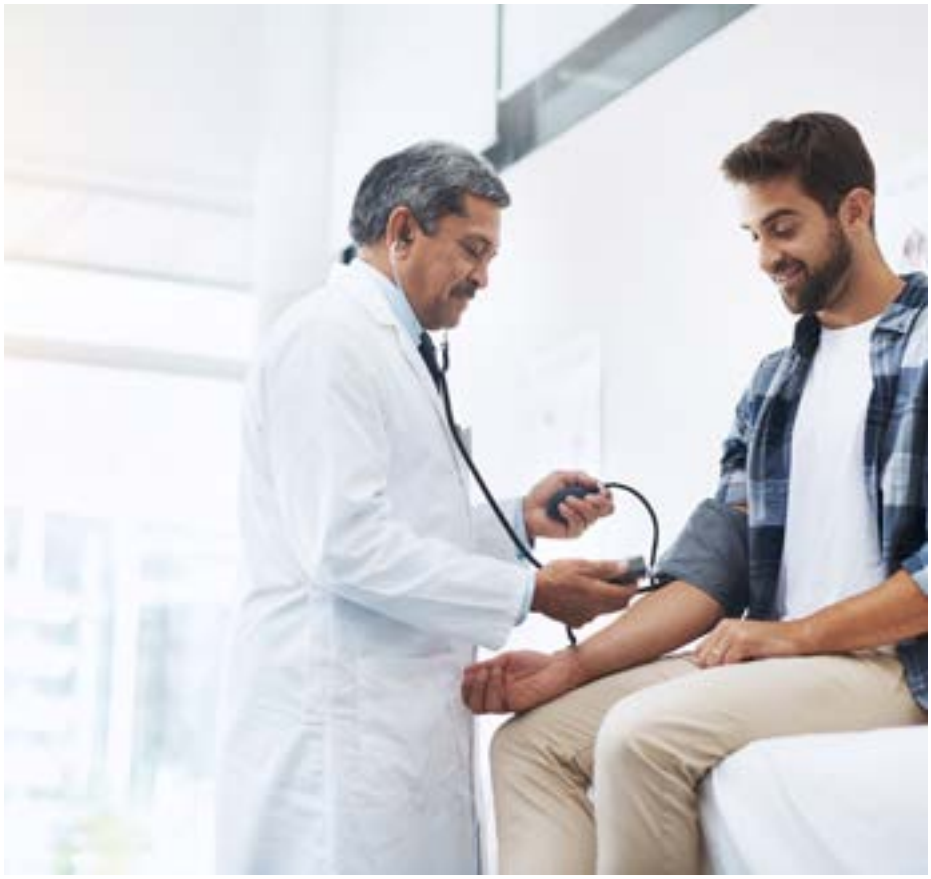
Structured handoff programmes improve communication, enhance patient outcomes, and reduce medical errors and readmission rates. Clear, consistent handoff procedures can significantly dismiss errors and adverse events. Improvements in how information is shared at discharge can significantly lower the chances of patients returning to the hospital. By bringing these best practices together with our agentic AI-powered orchestration, we believe we can achieve even larger reductions in these areas.

Autonomous monitoring and proactive care coordination

Manual processes such as scheduling, reminding, and monitoring often introduce delays. Our solution automates these tasks so that care teams do not need to manually schedule appointments, remind patients to follow up, and monitor patient status. For instance, a hypertensive patient will not have to wait for their next clinic appointment to have their blood pressure monitored, have medication adjustments recommended, and be alerted to threshold breaches by the care team. Our platform also integrates seamlessly with provider calendars to schedule teleconsultations when necessary. This type of proactive care coordination can enhance patient adherence and improve the overall efficiency of chronic disease management.

Intelligent administrative co-pilot for physicians

Physicians currently spend almost half of their time performing administrative tasks instead of caring for patients. Our tool uses GenAI to create an administrative co-pilot that assists with drafting documentation, summarising test results, and flagging only the most urgent issues. Rather than having to sift through hundreds of pages of information, physicians can receive concise summaries of abnormal labs, potential adherence risks, or complications. This decreases the administrative burden of physicians, allowing for additional time for direct patient interaction—improving both physician and patient satisfaction.



Making systems flexible

Even today, many technological solutions used within the health sector have been created using pre-defined protocols and workflows. These are often rigid when a patient's condition changes, or when a new guideline emerges. As a result, the amount of work required increases and so does the cost to make the technological solution adaptable to the changing patient condition.

Whenever a major change occurs regarding patient condition or a pre-existing guidelines, the system will react slowly, placing additional workload on the employees and increasing costs. However, with agentic AI, the integrated tools do not remain static—they adapt to changing conditions in real time. For example, consider a diabetes patient whose blood glucose levels begin to act unpredictably. An AI system can help log the same, automatically change the frequency of the patient's check-ins, reminders, and even the care protocol—all without requiring a human to programme the new requirements. The amount of flexibility provided by such a system helps save time and money, and allows care teams to provide quicker responses. Business-wise, the difference will be significant—with an adaptable system that can evolve along with the patients' needs.

Follow-up: Room for improvement

One of the largest areas providing opportunity for improvement in the current healthcare system is follow-up. Missed appointments and delayed check-ins not only negatively affect patients, but also cause lost revenue due to increased readmission rates and decreased patient satisfaction ratings. There are too many patients for any single employee to track and monitor; and patients fall through the cracks of the system. An agentic AI system will address this issue by providing a safety net for each patient. For instance, instead of having to rely on a human to recognise that an appointment has been missed, the AI system will reschedule the appointment, notifying the appropriate care team members, and encourage the patient to take the necessary action (e.g. via text message, phone call, email).

The reduction in readmission rates is not only beneficial to the patient—it protects the hospital's financial interests and reputation.[1]

Scalability without excessive cost increases

Healthcare systems throughout the world are facing significant challenges. The population is aging, chronic disease prevalence is rising, and number of available healthcare workers is decreasing. Although manual coordination care models work well for small numbers of patients, it cannot handle large volumes. The integration of agentic AI in hospital ecosystems represents a scalable alternative. Using agentic AI, healthcare organisations can provide tailored care plans,

1 Medical Economics, Thousands of hospitals penalized for high readmission rates

identify potential risk factors, and prioritise interventions for tens of thousands of patients simultaneously—without hiring additional staff. This game-changing scalability model will fundamentally alter the economic structure of delivering healthcare services. Organisations can expand the number of patients served, while maintaining the same staffing levels. Payers can decrease the number of claims paid because of fewer hospital readmissions and emergency department visits. Ultimately, the entire patient experience will be simplified, with improved overall experience and timely care journeys.

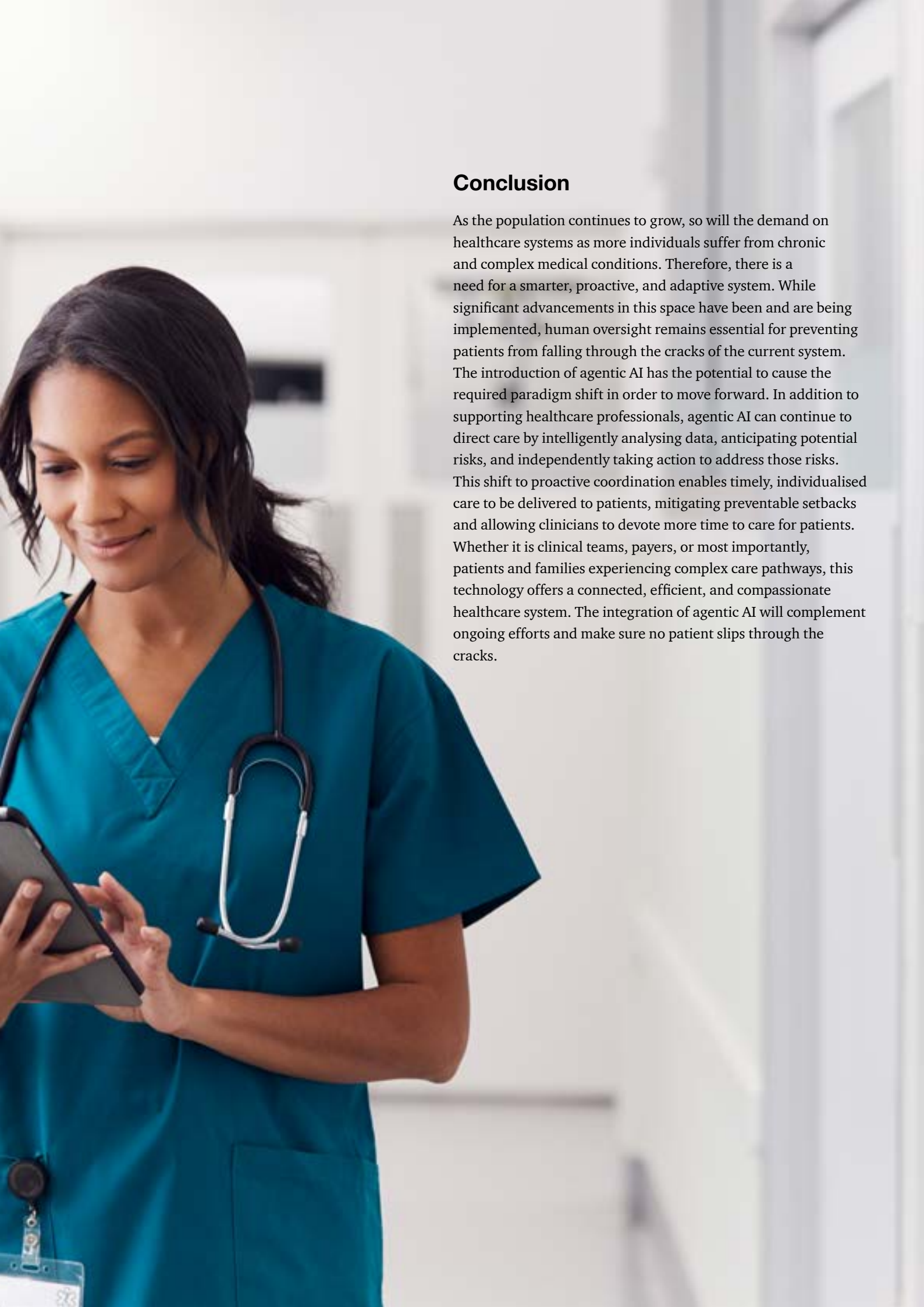
Implementation timeline

Typically, setting up a patient follow-up automation system requires approximately 3–6 months for a medium-sized healthcare organisation, depending on the extent to which existing systems and data are prepared for integration.

Typically, the implementation effort follows several distinct phases:

- **Connecting systems (1–2 months):** The first step is integrating the various systems, such as medical records, insurance data, and communication platforms, so that information flows seamlessly through them.
- **Fitting into current processes (2–4 weeks):** The next phase involves adapting the new automation system to fit into the existing clinical and administrative processes, so that the new system supports rather than disrupts those processes.
- **Testing and improvement (1–2 months):** A pilot test is run to gather feedback from users, make any necessary adjustments, and train users to ensure that the new automation system functions as expected.

Once in place, the automation system facilitates follow-up management for teams, enabling staff to support more patients with less added workload, and providing staff with more time to focus on high-value care.



Conclusion

As the population continues to grow, so will the demand on healthcare systems as more individuals suffer from chronic and complex medical conditions. Therefore, there is a need for a smarter, proactive, and adaptive system. While significant advancements in this space have been and are being implemented, human oversight remains essential for preventing patients from falling through the cracks of the current system. The introduction of agentic AI has the potential to cause the required paradigm shift in order to move forward. In addition to supporting healthcare professionals, agentic AI can continue to direct care by intelligently analysing data, anticipating potential risks, and independently taking action to address those risks. This shift to proactive coordination enables timely, individualised care to be delivered to patients, mitigating preventable setbacks and allowing clinicians to devote more time to care for patients. Whether it is clinical teams, payers, or most importantly, patients and families experiencing complex care pathways, this technology offers a connected, efficient, and compassionate healthcare system. The integration of agentic AI will complement ongoing efforts and make sure no patient slips through the cracks.

About PwC

We help you build trust so you can boldly reinvent

At PwC, we help clients build trust and reinvent so they can turn complexity into competitive advantage. We're a tech-forward, people-empowered network with more than 364,000 people in 136 countries and 137 territories. Across audit and assurance, tax and legal, deals and consulting, we help clients build, accelerate, and sustain momentum. Find out more at www.pwc.com.

PwC refers to the PwC network and/or one or more of its member firms, each of which is a separate legal entity. Please see www.pwc.com/ structure for further details.

Contact us

Debankur Ghosh
Partner, Emerging Technologies
PwC India
debankur.ghosh.in@pwc.com

Abhishek Verma
Associate Director, Emerging Technologies
PwC India
abhishek.verma@pwc.com

Krishanu Pathak
Associate Director, Emerging Technologies
PwC India
krishanu.pathak@pwc.com

Contributors

Debadyuti Bhattacharjee

Anshul Gemini

Shashank Kotnala

Vibha Garg

Sanjana Doss

pwc.in

Data Classification: DC0 (Public)

SG/November 2025 - M&C 49741