

Future Health Index 2026: Patient insights

The Future Health Index is the largest survey of its kind. This year, Philips surveyed over 2,000 healthcare professionals and more than 20,000 patients across 10 countries.

We found that AI is delivering real benefit to patients and empowering them to contribute more fully to their own care. However, as AI adoption grows, concerns are also rising and patients will look for reassurances from their healthcare professionals.

Patient confidence in AI-enabled healthcare is translating into real benefits and access to quality care

- 85% of patients use AI for health reasons and close to half of patients (46%) say their trust in AI-enabled healthcare has increased over the past year.
- This high level of usage is translating into practical benefits. Globally, 61% of patients who use AI for health information say generative AI has helped them ask better questions when speaking with a doctor. Over half (56%) of all patients agree that AI will help them take a more active role in their healthcare.
- AI has the potential to help narrow quality gaps between different healthcare settings and improve services in underserved and rural areas – although belief in this benefit differs significantly between geographies.
 - In Europe and the US, less than half of patients believe AI can improve access to healthcare (UK, 48%; US, 44%; France, 43%; Germany, 42%; Netherlands, 40%) however, patients in other global markets have a significantly stronger belief with at least 70% agreeing: China, 77%; India, 76%; Brazil, 74%; Indonesia and Saudi Arabia, both 70%.

While familiarity with AI in healthcare increases, patients have concerns

- A perception gap exists between healthcare professionals and patients: 71% of clinicians believe the benefits of AI outweigh the risks, compared with 52% of patients.
- Worries about losing the human connection remain prominent for patients. More than 3 in 5 patients (62%) say they're highly concerned about the use of AI leading to the loss of

a personal relationship with their doctor or nurse. Similarly, over half of patients (52%) reported being worried about technology leading to less face time with their doctor in the Future Health Index 2025.¹

- More than one-third of patients who use AI for health information (38%) say generative AI has made them more anxious about their health, suggesting that increased access to information doesn't always translate into greater reassurance.



Patients' confidence in AI increases with guidance from their healthcare professionals

- Guidance from a healthcare professional is the leading factor that would increase confidence in using generative AI for health-related purposes, cited by 46% of patients globally.
- Globally, 69% of patients trust their clinician to know when AI-enabled tools are appropriate to use in their care.

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In its 11th edition, the Future Health Index 2026 reveals the real-world impact of AI in healthcare and uncovers what is needed to scale these gains. Two quantitative surveys were conducted among over 2,000 healthcare professionals and over 20,000 patients in 10 countries (Brazil, China, France, Germany, India, Indonesia, the Netherlands, Saudi Arabia, the United Kingdom and the United States). The surveys were conducted from February 2026 to April 2026. To read the global report, please visit www.philips.com/futurehealthindex-2026

¹ Note: while similar, direct year-on-year comparisons on these data points cannot be made as the questions were constructed differently.