	NHS	babylon	ada	Your.MD
	Available to all patients, the symptoms checker is headed '111 online'. It says the patient can 'find out when and where to get help', and 'be contacted by a nurse, if needed'.	'Chat bot' – It says it 'provides health information only' and not a diagnosis. It says the information provided 'is based on risk factors and statistics, rather than a personalised assessment. The AI services are not a substitute for a doctor'.	It says it 'asks simple, relevant questions and compares your answers with thousands of similar cases to help you find possible explanations for your symptoms'.	It offers patients the chance to 'use our symptom checker to see what you might be suffering from and get guidance on what to do next'.
Anxious 50yo male with a cough with bruised rib	Speak to GP today	Phone 999	See GP that day – broken rib suggested	Call ambulance
Non-anxious 50yo male with a cough with bruised rib	Speak to GP today	Call ambulance/see GP urgently	Not urgent – common cold better suggested – see GP/	Doctor review/should get manage at home
Anxious 20yo female with a dental abscess	See your dentist today	Dental assessment	See doctor straight away – dental abscess suggested	See doctor – tooth decay suggested
Non-anxious 20yo female with a dental abscess	See your dentist today	Dental assessment	See doctor straight away – dental abscess suggested	See GP within 48 hours – tooth decay suggested
Anxious 75yo female with shingles	Speak to GP urgently	Speak to GP in next few hours	Seek medical advice straight away – shingles suggested	Meningitis – call ambulance
Non-anxious 75yo female with shingles	Speak to GP within 24 hours	Speak to GP in next few hours	Seek medical advice straight away – shingles suggested	Meningitis – call ambulance
Anxious 26yo female with acute pyelonephritis	Speak to GP urgently	Call 999/speak with doctor	Emergency care - acute pylonephritis/kidney stones suggested	Emergency response to be safe, alternatively cystitis or back sprain
Non-anxious 26yo female with acute pyelonephritis	Speak to GP urgently	Speak to GP in next few hours	Emergency care - acute pylonephritis/kidney stones suggested	Emergency response to be safe, alternatively cystitis or back sprain
What the providers say (The full responses can be found in the online version of this article)	111 Online is designed to direct patients to the right care provider within the right timeframe, it is not designed to provide a diagnosis. 111 Online algorithms follow a robust process of clinical development to ensure that they follow the latest clinical evidence, and are reviewed by the independent National Clinical Governance Group, chaired by the RCGP.	Our symptom checker is still fairly new - it has been running for a couple of years (and has never missed a serious case) but its strength is we update it every two weeks and it never forgets or regresses. We're also learning from how people use it. For example, we have found that if it reports cancer, patients are less likely to get checked, but if it says 'potentially something serious' they are far likelier to speak to their GP.	Over 60 expert doctors input into Ada's platform and rigorously test outcomes against gold-standard diagnosis. We're happy the tests confirmed almost 90% accuracy. For advice levels, Ada is able to take into account the full symptom picture, differential results and other red flags, as a good clinician would. It is designed to be applied alongside healthcare professionals as part of the full care pathway.	We believe user safety to be paramount for symptom checkers and made it top priority in our design. The [overall] outcomes of the tests conducted by Pulse were all safe even if they were not all accurate. We are confident we have a service that besides being safe can provide enormous value to the community as it can help people decide whether to see a doctor, with greatly positive impact on the health service and themselves.