

New Digital Care Architecture: The Four D's of Digital Health Meet the 2 A's of Automation

Footnotes:

[1] Many thanks to [Brian Manning](#), formerly of Patient Ping and Bamboo, for sharing this insight about bundling and unbundling of data and tech, in a conversation with me last week.

[2] Ed Park: "One general observation is that part of the reason that The Two As are important is that they will allow for efficient workflows that address the *actual* problem/question at hand. E.g. for Uber, you don't care what the general traffic patterns are in Las Vegas and don't even need to know where the convention center is. All you need to know is how long it will take you to get there, where you need to stand, how much it will cost, and how long you'll have to wait to get a ride. Similarly in healthcare, doctors need to know very precise things-- is this patient's pre-surgical checklist all set? etc-- lots of similar examples for patients. "My foot is swollen and I'm worried-- what doctor should I go see, how much will it cost, how long should I wait." You don't really care about the rest. It's why amazon works-- "I need a replacement Milanese loop for my Apple Watch." The combination of APIs and AI will allow for very high levels of precision in solving patients and providers' actual needs, especially in healthcare (which is characterized by a lot of sparse information, much of it in text, so AI/LLMs are uniquely useful in trying to sift through it)."