

8-16-2025

## Rethinking Intake: Exploring Patient Experience and AI-Mediated Interviews

Autumn Clark

*Virginia Tech*, [autumnpclark@gmail.com](mailto:autumnpclark@gmail.com)

Tabitha James

*Virginia Tech*, [tajames@vt.edu](mailto:tajames@vt.edu)

Anthony Vance

*Virginia Tech*, [anthony@vance.name](mailto:anthony@vance.name)

Paul Benjamin Lowry

*Virginia Tech*, [pblowry@vt.edu](mailto:pblowry@vt.edu)

Follow this and additional works at: [https://aisel.aisnet.org/treos\\_amcis2025](https://aisel.aisnet.org/treos_amcis2025)

---

### Recommended Citation

Clark, Autumn; James, Tabitha; Vance, Anthony; and Lowry, Paul Benjamin, "Rethinking Intake: Exploring Patient Experience and AI-Mediated Interviews" (2025). *AMCIS 2025 TREOs*. 202.

[https://aisel.aisnet.org/treos\\_amcis2025/202](https://aisel.aisnet.org/treos_amcis2025/202)

This material is brought to you by the AIS TREO Papers at AIS Electronic Library (AISeL). It has been accepted for inclusion in AMCIS 2025 TREOs by an authorized administrator of AIS Electronic Library (AISeL). For more information, please contact [elibrary@aisnet.org](mailto:elibrary@aisnet.org).

# Rethinking Intake: Exploring Patient Experience and AI-Mediated Interviews

TREO Talk Paper

**Autumn Clark**

Virginia Tech  
autumnpc@vt.edu

**Tabitha L. James**

Virginia Tech  
tajames@vt.edu

**Anthony Vance**

Virginia Tech  
anthonyvance@vt.edu

**Paul B. Lowry**

Virginia Tech  
pblowry@vt.edu

## Abstract

The patient intake process serves as a foundational point of contact in healthcare, yet current approaches—forms, checklists, and rushed verbal interactions—often fail to accommodate the complexity of patients' lived experiences. This can lead to misrepresentations and missed opportunities for care, particularly for marginalized patients. AI technologies, especially large language models (LLMs), offer an opportunity to redesign intake interactions to better support patient comfort, disclosure, and accuracy.

IS research on conversational agents (CAs) has predominantly focused on how design choices—such as anthropomorphic visual or verbal cues—influence user trust, social presence, engagement, and future use intentions (Schuetzler et al., 2020; Seymour et al., 2024; Wang & Benbasat, 2016). LLM-based CAs naturally exhibit many humanlike communication traits as a baseline, blurring the line between scripted anthropomorphism and emergent human-like interactions. As a result, it becomes critical to understand how naturally occurring patterns of humanlike communication from a non-human entity influence users' experiences—particularly in contexts where nuance, sensitivity, and individual variation are central to meaningful interaction. IS research has rarely emphasized how users experience AI-mediated interactions in high-stakes domains like healthcare. In particular, the patient intake process represents a uniquely sensitive and consequential context, where failure to capture the nuance of a patient's lived experience can lead to misrepresentation, stigma, and compromised care. We thus seek to understand how patients perceive and experience CAs during intake interactions, and how features such as the CA's capacity for validation, exploration, and personalization might shape patient comfort.

In this study, we examine factors shaping patients' sense of being heard, validated, or dismissed, and how patients weigh the tradeoffs between AI and human-led intake. Our goal is to surface theoretical insights into patient perceptions of comfort. In doing so, we extend IS research on anthropomorphism and human-AI communication to examine how emergent, naturalistic communication shapes the user experience. We also address a critical gap in the IS literature by studying CAs in a high-stakes, sensitivity-laden context—patient intake—where the costs of miscommunication are high.

## References

- Schuetzler, R. M., Grimes, G. M., & Giboney, J. S. (2020). The impact of chatbot conversational skill on engagement and perceived humanness. *Journal of Management Information Systems*, 37(3), 875-900. <https://doi.org/https://doi.org/10.1080/07421222.2020.1790204>
- Seymour, M., Yuan, L., Riemer, K., & Dennis, A. R. (2024). Less Artificial, More Intelligent: Understanding Affinity, Trustworthiness, and Preference for Digital Humans. *Information Systems Research*. <https://doi.org/10.1287/isre.2022.0203>
- Wang, W., & Benbasat, I. (2016). Empirical Assessment of Alternative Designs for Enhancing Different Types of Trusting Beliefs in Online Recommendation Agents. *Journal of Management Information Systems*, 33(3), 744-775. <https://doi.org/10.1080/07421222.2016.1243949>