

## MARKET NOTE

# IntelliCare by InterSystems: Revolutionizing Electronic Health Records with Next-Gen AI

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## EXECUTIVE SNAPSHOT

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### FIGURE 1

#### Executive Snapshot: InterSystems IntelliCare: Revolutionizing Electronic Health Records with Next-Gen AI

This Market Note highlights the launch of InterSystems' IntelliCare, an AI-powered electronic health record (EHR) and healthcare information system. This report covers its features and maps its capabilities with the key areas of focus of care providers to ensure alignment with the current market and future potential.

#### Key Takeaways

- IntelliCare is set to bring next-generation AI capabilities to EHRs, promising streamlined workflows, reduced administrative burdens, enhanced patient interactions, and improved operational efficiency.
- IntelliCare is currently available in Australia, New Zealand, Indonesia, Thailand, Saudi Arabia, the United Arab Emirates, and Chile. Future launches are planned in multiple countries, pending regulatory compliance and localization, with the United Kingdom and Europe being priorities.
- EHR modernization is the second highest potential area (39.5%) for automation among healthcare providers in Asia/Pacific to improve patient throughput and reduce hospital bottlenecks. In Europe, 30% of healthcare providers prioritize patient-centric care collaboration through enhanced data access and intelligent clinical documentation for next-generation EHR systems.
- IntelliCare's native AI, with ambient listening and GenAI, automates documentation, streamlines workflows, and enhances decision making.

Source: IDC, 2025

## IN THIS MARKET NOTE

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This Market Note highlights the launch of InterSystems' IntelliCare, an AI-powered electronic health record (EHR) and healthcare information system designed to fundamentally transform the way clinicians, administrators, and patients engage with healthcare technology.

Introduced on March 4, 2025 at the Healthcare Information and Management Systems Society (HIMSS) Global Health Conference and Exhibition in Las Vegas, Nevada, IntelliCare is set to bring next-generation AI capabilities to EHRs. It promises streamlined workflows, reduced administrative burdens, enhanced patient interactions, and improved operational efficiency. Built on InterSystems' industry-proven TrakCare EHR and IRIS for Health platforms, this AI-powered cloud-based solution promises to optimize EHR workflows, freeing up time for providers.

IntelliCare is currently available in Australia, New Zealand, Indonesia, Thailand, Saudi Arabia, the United Arab Emirates, and Chile. It will be made available in Europe once regulatory compliance and localization requirements are met.

## IDC'S POINT OF VIEW

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The healthcare industry is undergoing a significant digital transformation, with EHRs evolving to meet the growing demands of care provider organizations. As hospitals and healthcare systems strive to enhance efficiency, improve patient outcomes, engage patients in their care, and reduce administrative burdens, the integration of AI/GenAI in EHR systems has become increasingly critical.

In recent years, global EHR adoption has surged, and this transformation is driven by an increased focus on patient-centric care, enabled by the seamless integration of emerging technologies across the care continuum. AI, GenAI, and agentic AI are revolutionizing workflow productivity and experience across clinical, operational, and administrative domains. As a result, healthcare providers are actively seeking efficient, user-friendly, and intuitive EHR platforms that leverage AI at scale in a secure and compliant manner to accelerate their digital transformation strategies and address evolving healthcare needs and patient expectations. InterSystems affirms that its IntelliCare platform is designed to enhance EHR experience by seamlessly integrating AI-driven intelligence across clinical, administrative, and financial workflows.

## Features of IntelliCare

IntelliCare seamlessly enables healthcare data exchanges across organizations while eliminating traditional IT silos. Its native AI architecture, featuring ambient listening and GenAI capabilities, transforms clinical workflows by automating documentation, streamlining encounters and next-best actions, and enhancing decision making. The IntelliCare Actions feature optimizes EHR processes, significantly reducing

administrative and cognitive burdens so clinicians can focus on patient care. The system ensures real-time information sharing through a standardized data model, common data store, and unified user experience across the different care settings. By integrating clinical, administrative, and revenue cycle management tools with curated AI models that prioritize safety and regulatory compliance, IntelliCare delivers a comprehensive solution that transcends traditional EHRs to improve efficiency, patient safety, and healthcare outcomes.

Features of IntelliCare include:

- Integral AI Assistant with natural language commands
- Customizable AI prompts
- Advanced GenAI functionality
- Human-in-the-loop data review and confirmation
- Ambient listening capabilities
- Built-in decision-support functionality and AI-powered actions
- Voice-to-text and image-capture capabilities

IntelliCare Ambient is an optional extension that includes ambient listening and a native mobile app for audio and image capture. It also supports a variety of inpatient, outpatient, and emergency care settings.

## **Pillars of Success for Healthcare Providers and IntelliCare Alignment**

Increased workflow optimization, augmented workforce efficiency, and enhanced patient engagement are key priorities for healthcare providers while engaging with EHR solution providers.

### **Increased Workflow Optimization**

Optimizing hospital workflows requires a robust, AI-enabled EHR road map that enhances efficiency, clinical decision making, and patient outcomes. IDC Health Insights' *2024 European Healthcare Providers Survey* reveals that the primary obstacle in leveraging data and insights for improved operational efficiency is the prevalence of siloed processes and applications throughout organizations. This fragmentation significantly hinders healthcare providers' ability to utilize their data assets effectively and leverage AI at scale. According to the survey, more than half of the surveyed care providers are either using or planning to invest in clinical workflow automation. As hospitals expand AI and GenAI capabilities, their success will be driven by AI-powered insights, predictive analytics, and workflow optimization, enabling continuous process improvements and positioning hospitals at the forefront of next-generation healthcare innovation.

## **IntelliCare Alignment: Innovative AI Assistant Reimagining Workflow**

IntelliCare empowers healthcare administrators and IT teams by optimizing workflows, minimizing inefficiencies, and ensuring seamless system interoperability. Its AI-driven approach automates code prepopulation for billing, enhancing financial operations, reducing errors, and speeding up reimbursements. By streamlining administrative tasks, IntelliCare improves care quality, boosts provider productivity, and optimizes hospital resource management.

## **Augmented Workforce Efficiency**

Care providers require next-generation EHR systems to streamline and integrate patient data flow across departments and enable instant access to test results, treatment plans, and histories, crucial for clinicians' time-sensitive decisions in acute care. In Asia/Pacific, EHR modernization is identified as the second highest potential area (39.5%) for automation among healthcare provider organizations to improve patient throughput and reduce bottlenecks in the hospital care delivery process. In Europe, 30% of healthcare providers are prioritizing patient-centric care collaboration through enhanced, context-aware data access and intelligent clinical documentation support as essential features for next-generation EHR systems.

To truly enhance care delivery, EHRs need to prioritize clinician efficiency and usability. A human-centered design with intuitive dashboards, fewer clicks, and automation reduces repetitive tasks, allowing healthcare professionals to focus on high-quality patient care.

## **IntelliCare Alignment: Enabling Clinicians to Make Well-Informed Clinical Decisions**

IntelliCare prioritizes clinician well-being by minimizing workflow friction and burnout with its intuitive, user-friendly interface. Its AI assistant simplifies data retrieval, enabling care providers to access patient histories and summaries effortlessly through natural language commands and eliminating the need to navigate complex menus.

## **Enhanced Patient Engagement**

Healthcare providers prefer comprehensive EHR solutions that enable seamless patient engagement, ensuring smooth integration with healthcare systems and efficient referral management. This enhances data accessibility and portability, empowering informed decisions and provider/patient collaboration.

Asia/Pacific healthcare providers embrace patient experiences and evolving patient-centric care delivery models. IDC's survey shows that improving patient experiences and trust is the second highest operational priority for healthcare organizations in the next two years. Healthcare organizations are increasingly investing in AI

solutions to deepen patient insights and elevate the overall care experience. The survey reveals that patient insights, experience, and engagement are high-priority areas for AI investment in the healthcare sector.

## **IntelliCare Alignment: Seamless Clinician–Patient Interaction**

IntelliCare transforms patient–provider interactions by removing the need for manual data entry, leveraging real-time AI-driven documentation. Modern EHRs now integrate GenAI, ambient interfaces, and contextual feedback to streamline clinical documentation. This integration significantly reduces the paperwork burden for clinicians and enhances patient interactions to seamlessly capture clinical encounters, significantly reducing the documentation workload. With the IntelliCare mobile app, healthcare providers can record patient conversations or dictate notes directly, automatically generating detailed encounter summaries and reports. This process includes safeguards for patient consent and human oversight. By leveraging ambient listening technology, IntelliCare accurately transcribes and organizes essential information, enabling clinicians to maintain eye contact and focus on delivering high-quality care. This approach enhances consultation experience, promotes better patient engagement, and improves overall healthcare delivery.

## **Conclusion**

As healthcare providers increasingly prioritize workflow efficiency, productivity and top of license activity, along with patient engagement, IntelliCare, with its AI-enabled capabilities, is well-positioned to meet this growing demand. Listening to feedback through continuous engagement with end users, gathering insights on what works and what needs improvement, and incorporating feedback by regularly enhancing its solutions, InterSystems can effectively adapt IntelliCare for evolving market needs and drive sustained innovation.

## **LEARN MORE**

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- *IDC FutureScape: Worldwide Healthcare Industry 2025 Predictions — Asia/Pacific (Excluding Japan) Implications* (IDC Health Insights #AP51588124, December 2024)
- *AI Investment Trends in the Medical Device Sector* (IDC Health Insights #US50760224, December 2024)
- *Protecting Health: Strengthening Medical Device Cybersecurity in Healthcare Provider Organizations* (IDC Health Insights #EUR152768924, December 2024)
- *Industry Buyers Handbook: Asia/Pacific Healthcare, 2024* (IDC Health Insights #US51700024, December 2024)
- *GenAI in Healthcare and Life Sciences: Current Trends and Future Potential in Asia/Pacific* (IDC Health Insights #AP51587824, June 2024)

## Synopsis

This Market Note highlights the launch of InterSystems' IntelliCare, an AI-powered electronic health record (EHR) and healthcare information system. This report covers its features and maps its capabilities with the key areas of focus of care providers to ensure alignment with the current market and future potential.

"Healthcare providers are accelerating their AI readiness to explore emerging use cases that harness clinical data for informed decision making. With over half of healthcare organizations already leveraging workflow automation, the focus is now on modernizing EHRs and clinical data platforms to streamline care delivery, enhance patient throughput, and eliminate bottlenecks. Success hinges on strong collaborations between care providers and EHR vendors, ensuring customized, innovative solutions that truly transform care provider efficiency," says Manoj Vallikkat, senior research manager, IDC Health Insights.

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