

Generative AI Tools in Addressing Personal Healthcare Questions: An Empirical Study

Short Paper

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Abstract

Generative AI tools such as ChatGPT have emerged as powerful tools in addressing personal healthcare questions, offering innovative solutions to individuals seeking information about their health. By utilizing advanced language models, generative AI can respond to a wide range of healthcare inquiries, providing users with information in a way that is cheaper and more convenient than traditional healthcare providers. This technology enables users to ask nuanced questions about symptoms, medications, and general health concerns, receiving personalized responses that consider individual health histories and contextual details. Generative AI allows for a more conversational and user-friendly interaction, bridging the gap between individuals and health-related knowledge. While it is essential for users to consult healthcare professionals for definitive advice, generative AI contributes to fostering informed discussions and promoting health literacy on a personalized level. However, there are concerns related to the accuracy of information which could lead to delays of care and negative consequences. In this study, we aim to investigate the extent to which individuals are willing to use generative AI to seek health-related information scenarios (i.e. chronic vs general knowledge). We also aim to investigate factors that impact these decisions, factors such as trust in technology, distrust in healthcare providers, privacy concerns, perceived benefits, and perceived risk.

Keywords: Generative AI, Healthcare, Trust, Privacy Concerns, Distrust