



# HUMANIZING HEALTHCARE

## VIDEO TRANSCRIPT

Healthcare is about helping people...  
So a focus on **empathy** is critical.

By harnessing the powerful combination of  
technology and human ingenuity,  
we can provide innovative care  
that places people at the very center:

**Humanizing Healthcare...**  
...transforms **access, experience** and  
**outcomes** – for everyone.

People need **access** to care that is  
convenient, equitable and affordable:  
when, where and how they demand it.  
Whether it's one-to-one, virtually, or at home

Every **experience** should be personalized,  
differentiated...  
...winning hearts, minds – and trust.  
The starting point must be peoples' needs...  
...with organisations working from there,  
not the other way around.

And **outcomes** can be better: technologies like  
cloud, analytics and AI can help make diagnosis  
and treatments more precise – more holistic

Improving wellbeing, improving lives,  
Saving time,  
To allow health workers to do what they do  
best-  
Care.

The leaders in health will be those who lead  
with empathy –  
...to transform **access, experience** and  
**outcomes**.  
...to put people at the heart of all they do.

Together, by **Humanizing Healthcare**.

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