

CHAT GPT , AI, EI, & ME...

CAN ANYONE TELL ME WHAT'S GOING ON ? ??

A BASIC INTRO TO THE FASCINATING (AND SCARY) WORLD OF AI WITH PREETHI FERNANDO !!!!

The screenshot shows the hfma website navigation menu with the following items: Discover, Guidance, News & Articles, Education & Events, and Career Resources. On the left sidebar, there are links for Hawaii Chapter, Hawaii Events, Hawaii Leadership, Hawaii Sponsorships, Hawaii Volunteer Opportunities, Hawaii In-Person Events, Hawaii Webinars, Hawaii Become a Speaker, Hawaii Job Bank, and About Hawaii Chapter. The main content area features a 'Save the Date' banner for the Hawaii HFMA Annual Conference, scheduled for March 21 & 22, 2024. The event details include: 8:00AM - 4:00PM, Networking to Follow on Thursday, March 21st, Prince Waikiki, 100 Holomoana Street, Honolulu, HI 96815. The hfma hawaii chapter logo and a 'It's Time 2023-2024' logo are also visible.



The logo for hfma hawaii chapter, featuring the lowercase letters 'hfma' in a bold, dark blue font, with 'hawaii chapter' in a smaller, lighter blue font below it.

DISCLAIMER |

SOME OF THE CONTENT IS THE AUTHOR'S PERSONAL OPINION ABOUT CHAT GPT + AI
USES AND DRAWBACKS...

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IS IT AVAILABLE TO ANYONE? YES

IS IT EASY TO USE? YES

IS IT FREE? YES (THE BASIC ACCOUNT IS FREE. PLUS ACCOUNT COSTS \$)



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WHAT IS CHAT GPT?

CHATGPT IS AN ADVANCED LANGUAGE MODEL THAT LEVERAGES DEEP LEARNING TECHNIQUES TO PRODUCE HUMAN-LIKE RESPONSES TO NATURAL LANGUAGE INPUTS. GPT STANDS FOR GENERATIVE PRE-TRAINING TRANSFORMER (GPT).

As of the end of October 2023, there are 4 main functions that finance professionals can use:

- Advanced Data Analysis for Finance
- Dall-E 3 for Finance
- Plugins for Finance
- Browse with Bing for Finance

Basic Areas to Use in HFMA

- 1 Bookkeeping
- 2 Tax returns
- 3 Financial reporting
- 4 Content creation
- 5 Fraud detection and risk assessment
- 6 Client invoicing
- 7 Marketing
- 8 Debt collection management

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Sample CHAT GPT Prompts in Revenue Cycle, Financial Management etc

1 Revise our hospital projected annual income for the next two years

2 Here are financial statements for 2024. Help me to review tax returns.

3 Use these profit loss statements to reconcile our hospital business account for the second quarter.

4 Review our hospitals accounts receivable accounts payable cash flow

5 Here are my current account receivable details: including their payment history, communication history, allowance for doubtful accounts, and credit terms. Please review the outstanding invoices.

Sample Chat GPT Prompts for Risk Management, Risk Assessment

Prompt 1 |

I need to develop a risk management plan that will help me identify potential risks and develop strategies to mitigate them.

To use this prompt, first identify the potential risks that could affect your business. These could include financial risks, operational risks, or regulatory risks. Once you have identified the risks, create a plan that outlines how you will monitor and manage each risk.

Sample Chat GPT Prompts for Risk Management, Risk Assessment

Prompt 2 |
I'm looking for strategies to create a culture of risk awareness within my organization.

Create a comprehensive risk management program that outlines the organization's risk management policies and procedures. This should include elements such as identifying risks, assessing risks, and developing strategies to mitigate risks.

Sample Chat GPT Prompts for Risk Management, Risk Assessment

Prompt 3 |
I need to create a risk assessment process that captures all potential risks associated with [specific activity or project].

For example, a completed prompt could look like: 'I need to create a risk assessment process that captures all potential risks associated with launching a new line of medical equipment in radiology.'

Sample Chat GPT Prompts for Risk Management, Risk Assessment

5 I'm looking for ways to ensure that our risk management processes are up-to-date and effective.

How You Can Use CHAT GPT ... with Specific Examples...

GENERATING REPORTS...

Example Prompt |

I would like you to use the attached structured financial data to generate a detailed report. This report should include an analysis of key performance indicators, identification of trends, and observations about our company's financial performance over the last quarter.

How You Can Use CHAT GPT ... with Specific Examples...

ANALYZING TEXT DATA:

Prompt #2 |

I have a set of news articles and financial reports related to the supply chain industry. Can you analyze these texts and extract insights that indicate the overall market sentiment towards this sector?



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How You Can Use CHAT GPT ... with Specific Examples...

QUESTION ANSWERING..

EXAMPLE PROMPT | *I have a dataset that includes financial data for our hospital revenue cycle department. Based on this data, could you answer the following questions: What was the total revenue last quarter? Are there any observable trends in the operating expenses over the past year?*



How You Can Use CHAT GPT ... with Specific Examples...

INTERACTIVE DATA ANALYSIS |

EXAMPLE PROMPT | *I have financial data for two companies, Lisbon Hospital and Zermatt hospital. Could you perform an analysis that compares the revenue performance of these two hospitals over the last five years? Also, suggest some visualizations that would effectively illustrate this comparison.*



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How You Can Use CHAT GPT ... with Specific Examples...

AUTOMATED CUSTOMER INTERACTIONS |

EXAMPLE PROMPT | : Imagine you are a chatbot for a hospital. How would you respond to a customer who asks the following questions: 'What is my current account balance?', 'Can you show me my recent transactions and how much of it was covered by health insurance?'

How You Can Use CHAT GPT ... with Specific Examples...

TRANSLATING FINANCIAL JARGON...

EXAMPLE PROMPT |
Could you explain the following financial terms in plain, easy-to-understand language: 'return on investment,' 'liquidity,' bad debt,' clearinghouse" "Benchmark"?"



How You Can Use CHAT GPT ... with Specific Examples...

TRAINING AND SIMULATION |

EXAMPLE PROMPT | *Could you generate a hypothetical scenario involving a sudden downturn in the stock market and what that would do to our healthcare stocks? Then, provide guidance on how a financial analyst might navigate this situation.*

Chat GPT Landmines
(Don't Use Chat GPT
for These...)

1 Screening for Toxic Employees...

Chat GPT Landmines
(Don't Use Chat GPT
for These...)

1 Handling Disengagement or a Disengaged Employee

Chat GPT Landmines
(Don't Use Chat GPT
for These...)

1 Writing Termination Letters

Chat GPT Landmines
(Don't Use Chat GPT
for These...)

1 Seeking Legal or Medical Advice

Chat GPT Landmines
(Don't Use Chat GPT
for These...)

1 Seeking Mental Health Counseling

Chat GPT in Finance,
Revenue Cycle,
Accounting, Billing,
Risk Assessment

1. Financial Analysis and Decision Support

ChatGPT can analyze financial data, including expenses and financial statements and discern grey areas in the data requiring human investigation and follow-up.

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2
3

Chat GPT in Finance, Revenue Cycle, Accounting, Billing, Risk Assessment

1. **Determining the accuracy of financial analysis**

Chat GPT can determine the accuracy of any financial analysis. This can enhance operational efficiency, growth strategies, and profitability

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Chat GPT in Finance,
Revenue Cycle,
Accounting, Billing,
Risk Assessment

2 Expense Management and Budgets

Use ChatGPT to code and track expenditures and business-related employee expenses. It can manage budgets by analyzing company spending.

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Chat GPT in Finance,
Revenue Cycle,
Accounting, Billing,
Risk Assessment

Automating Payments

Tipalti is one example. There are other plug ins. You can use Tipalti to make payments, mass payments, procurement, visibility over corporate spend, handling expenses. Tipalti also lets you submit question through its digital assistant to use AI in accounts payable.

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Chat GPT in Finance,
Revenue Cycle,
Accounting, Billing,
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4 Cash Flow Projections

ChatGPT can be used to help the finance department prepare cash flow projections. Finance and accounting professionals must ensure the reliability of these projections. So it requires human intelligence to verify the information that is being submitted to Chat GPT.

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Chat GPT in Finance,
Revenue Cycle,
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Risk Assessment

5 Risk management & compliance

Chat GPT can potentially help finance departments to meet compliance and regulatory requirements by automating compliance checks and monitoring activities for potential violations. It might, for example, examine legal papers to ensure businesses are following the rules.

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Chat GPT in Finance,
Revenue Cycle,
Accounting, Billing,
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6 Reporting outlines

Chat GPT may be instructed to generate summaries of financial data, making it useful for report preparation. This may be especially helpful when a large amount of information must be presented in an organized and digestible manner.

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Chat GPT in Finance,
Revenue Cycle,
Accounting, Billing,
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Customer service

Chat GPT's use of chatbots allows for 24/7 service. Chatbots can provide reliable answers to customer questions. Chatbots, unlike humans, don't experience fatigue, boredom, or distraction. Therefore, they can maintain a high quality of service for more extended periods of time

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Chat GPT in Finance,
Revenue Cycle,
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Improved data-driven decision-making

Its speed and accuracy in processing massive volumes of data will enhance the quality and precision of jobs like risk assessment. By analyzing large datasets, the AI can identify trends that might otherwise have been missed, enabling finance professionals to make more informed and accurate decisions. By detecting anomalies in data, Chat GPT also aids finance leaders in spotting and dealing with fraudulent activities.

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Chat GPT in Finance,
Revenue Cycle,
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Automation of routine finance tasks

The AI chatbot can facilitate the automation of routine finance tasks that are otherwise time-consuming for employees in that sector. Its speed in processing makes it ideal for the finance industry. Data input is just one example of a manual process that can be automated, using Chat GPT to improve efficiency and reduce wasteful errors that would significantly impact productivity and profitability. Saves time.

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Will AI-Driven Teams Outperform Emotionally Intelligent Teams?

Let's interact on this topic. What are your thoughts?

Challenges and Solutions in Implementing ChatGPT in HFMA

- 1 Data privacy and security
 - 2 Cyber attacks
 - 3 Data quality and quantity
 - 4 Bias in AI responses - fairness
- aware machine learning that makes unbiased decisions

Lets' interact...

Share your thoughts on the following question:

“Do you think Chat GPT and AI has. the capacity to practice empathy? i.e. putting itself in another person's shoes? “

Aspect	Artificial Intelligence	Emotional Intelligence
Nature and origin	Man made creation developed by humans	Inherent human traits shaped by experiences
Cognitive Abilities	Focuses on problem solving data analysis and pattern recognition	Centers on empathy, emotional self awareness, self regulation
Human involvement	Operates autonomously with human intervention	Relies entirely on human involvement and emotional understanding
Ethical considerations	Raises concerns about privacy, security, and potential job displacement	Revolves around ethical interpersonal interactions and involvement
Ability to adapt	Adapts based on data patterns and machine learning algorithms	Develops and improves through emotional experience and self awareness

Uses of Chat GPT in the medical field, physicians, MAs, PAs and healthcare

- 1 Remote management of healthcare through virtual assistants
- 2 Using virtual assistants to book patient appointments
- 3 Manage health information
- 4 Flagging potential drug interactions
- 5 Suggesting treatment options for a specific condition
- 6 Medical record keeping
- 7 Summarizing patient medical histories
- 8 Streamlining the record keeping process
- 9 Real time translation of technical terms, helping patients to understand. Their diagnosis
- 10 Identifying patients that meet the criteria for clinical trials
- 11 Remote patient monitoring

Chat GPT Plug Ins

800 Plug Ins (this will increase. Some of the are not useful and have glitches)

Three at a time (as of March 2024. Unclick one to use another)

Chat GPT Plus Subscription
ChatGPT's pricing plans start with a free plan. There's also a ChatGPT "Plus" plan for users who want the premium experience, which retails at \$20 per month and includes access to OpenAI's most advanced large language model, GPT-4

9 Ways Chat GPT Can Revolutionize Healthcare Companies, Hospitals, and Small Clinics

Transforming Patient Interaction

Chat-GPT can revolutionize healthcare companies by transforming how they interact with patients. It can serve as a first point of contact, answering queries, scheduling appointments, and providing information about healthcare services, thereby enhancing the patient experience.

For instance, a patient might have questions about symptoms they're experiencing. Instead of waiting for a healthcare provider's consultation, they can interact with a Chat-GPT powered chatbot to get initial information and advice, saving time and reducing anxiety.

9 Ways Chat GPT Can Revolutionize Healthcare Companies, Hospitals, and Small Clinics

2 Facilitating Personalized Healthcare Advice

Chat-GPT has the potential to provide customized healthcare advice based on an individual's medical history, lifestyle, and symptoms. This can significantly improve the level of personalized care provided by healthcare companies.

Imagine someone who has asthma. Chat GPT can create a personalized plan that teaches the patient how to use a breathlizer to track their oxygen levels. When is it time to start using inhalers at what dosage?

9 Ways Chat GPT Can Revolutionize Healthcare Companies, Hospitals, and Small Clinics

3 Enhancing Risk Assessment

Chat-GPT can improve the risk assessment process in healthcare by analyzing large amounts of data to identify patterns and predict potential health risks. This can enable healthcare companies to offer more effective preventive care.

For instance, a healthcare company could use Chat-GPT to analyze a patient's health records and lifestyle factors to predict the risk of developing certain conditions, like heart disease or diabetes. This would allow for more targeted preventive measures.

9 Ways Chat GPT Can Revolutionize Healthcare Companies, Hospitals, and Small Clinics

4 Assisting in Medical Research

Chat-GPT can assist in medical research by analyzing large volumes of medical literature and data, generating insights, and identifying trends.

For example, a pharmaceutical company could use Chat-GPT to analyze existing research on a specific disease

9 Ways Chat GPT Can Revolutionize Healthcare Companies, Hospitals, and Small Clinics

5 Personalizing Healthcare Marketing

Chat-GPT can analyze individual healthcare needs and preferences, enabling healthcare companies to design personalized marketing strategies.

A healthcare company, for instance, could use Chat-GPT to analyze a patient's use of their healthcare services. Based on this, the company can tailor its communication and offers to match the patient's specific needs and preferences.

9 Ways Chat GPT Can Revolutionize Healthcare Companies, Hospitals, and Small Clinics

6 Predicting Healthcare Trends

Chat-GPT can analyze and interpret a large amount of healthcare data in real-time, allowing it to generate predictions about future healthcare trends. This can help healthcare companies adapt their strategies and services accordingly.

The AI model could generate predictions about future demand for certain services, helping the company plan and allocate its resources more effectively.

7 Simplifying Medical Documentation

For instance, a hospital could use Chat-GPT to analyze and summarize patient health records or clinical trial data. This could significantly reduce the time and effort spent on paperwork, thereby improving efficiency.

9 Ways Chat GPT
Can
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8 Content Creation

ChatGPT can assist in generating high-quality content for blogs, websites and marketing materials. It can be a valuable tool for content marketers and copywriters by providing ideas, drafts and suggestions for improvement.

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9 Ways Chat GPT Can Revolutionize Healthcare Companies, Hospitals, and Small Clinics

2 Medical Coding

Chat GPT in Healthcare Financial Management Sales

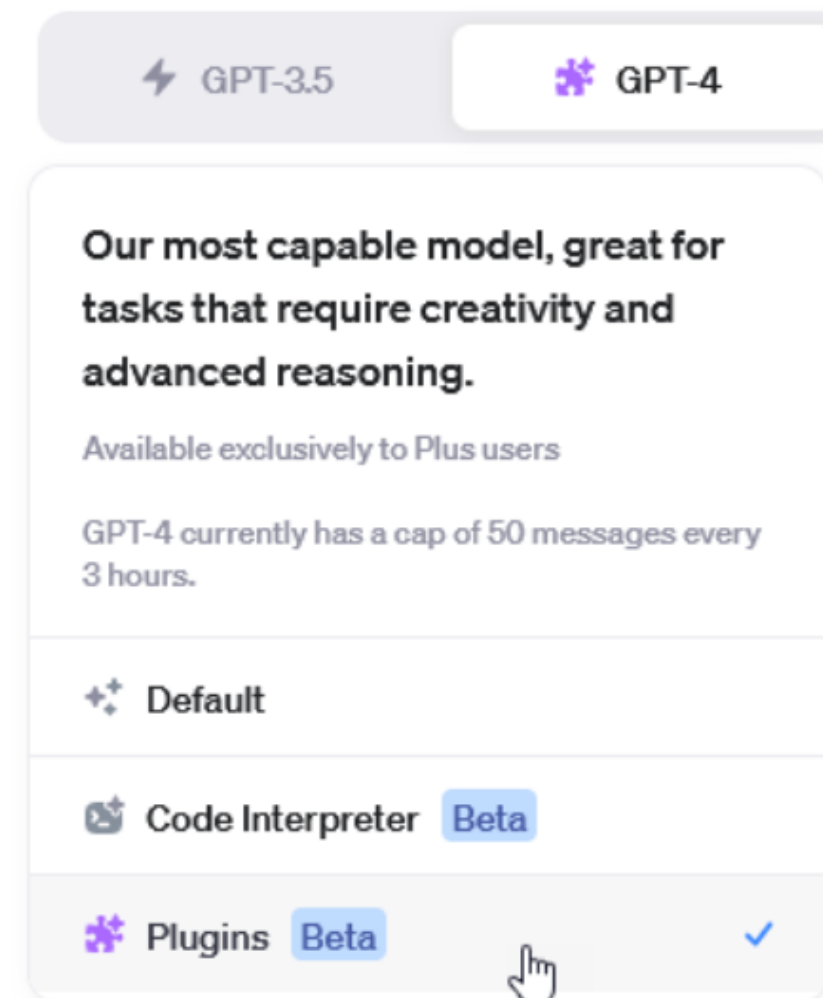
6 Chat GPT Prompts for Sales Teams

- 1 Develop a sales pitch for a new product or service.**
- 2 Create a sales email template that can be customized for different prospects.**
- 3 Develop a sales training program for new hires**
- 4 Develop a lead generation strategy that identifies and qualifies potential customers**
- 5 Develop a customer retention strategy that focuses on keeping existing customers happy and engaged**
- 6 Develop a pricing strategy for your products or services**

How to add plug ins to Chat GPT..

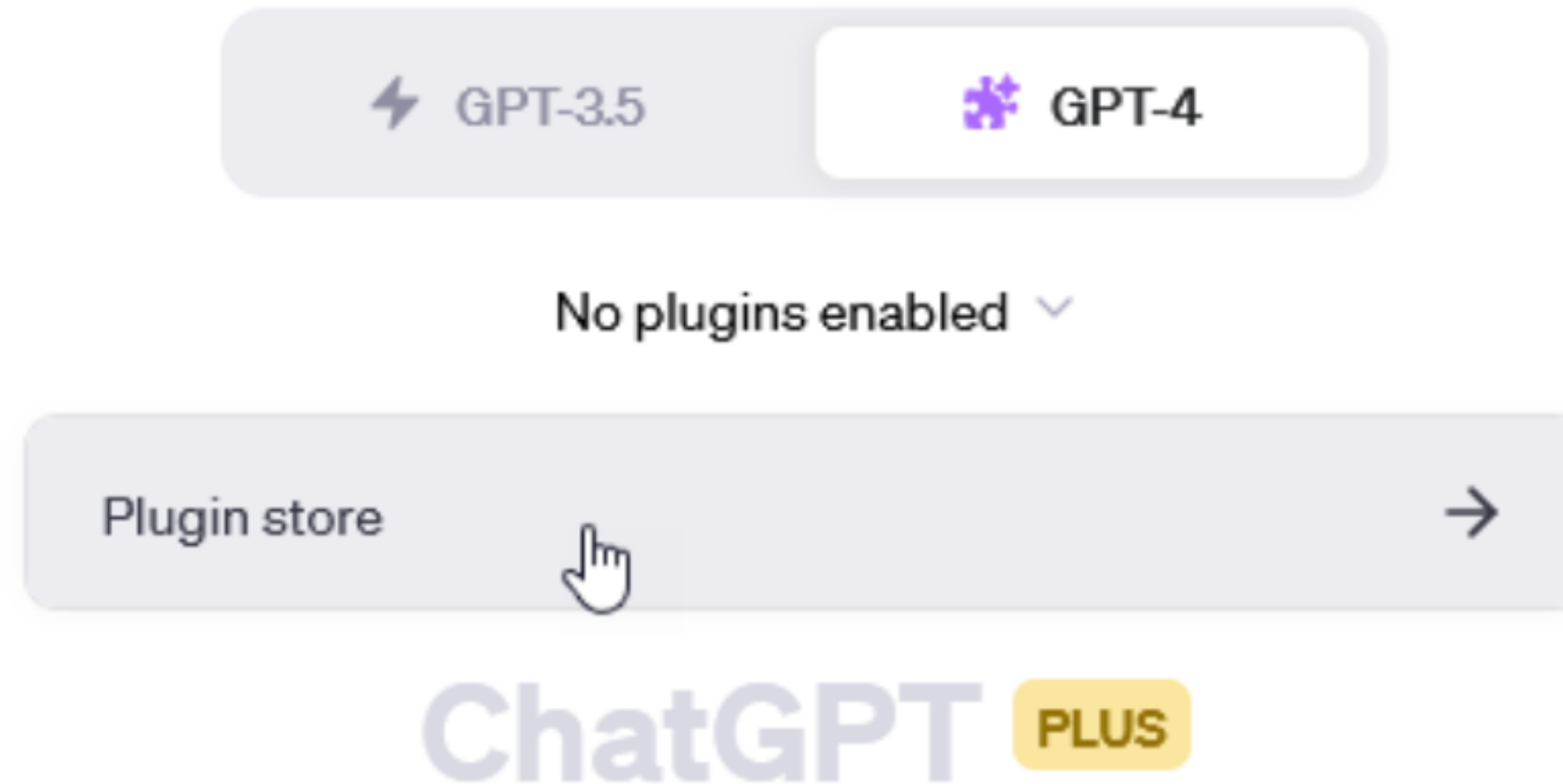
Step 2: View current Plugins

Once your ChatGPT Plus subscription is activated, return to the ChatGPT chat screen and click **GPT-4** at the top. From the small menu that appears, choose **Plugins (Beta)**.



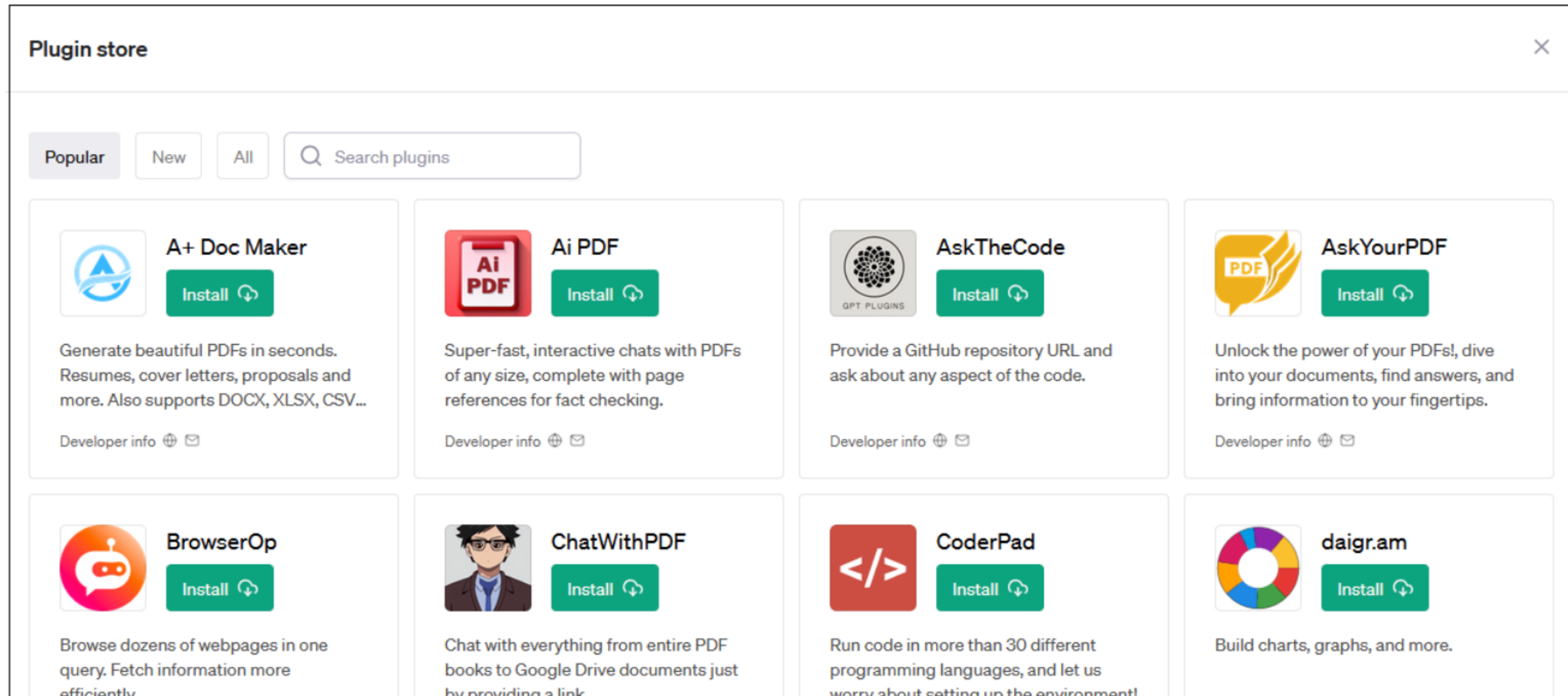
Step 3: Open Plugin Store

Since you currently have no plugins added, select the **No plugins enabled** option and then click the **Plugin store** button.



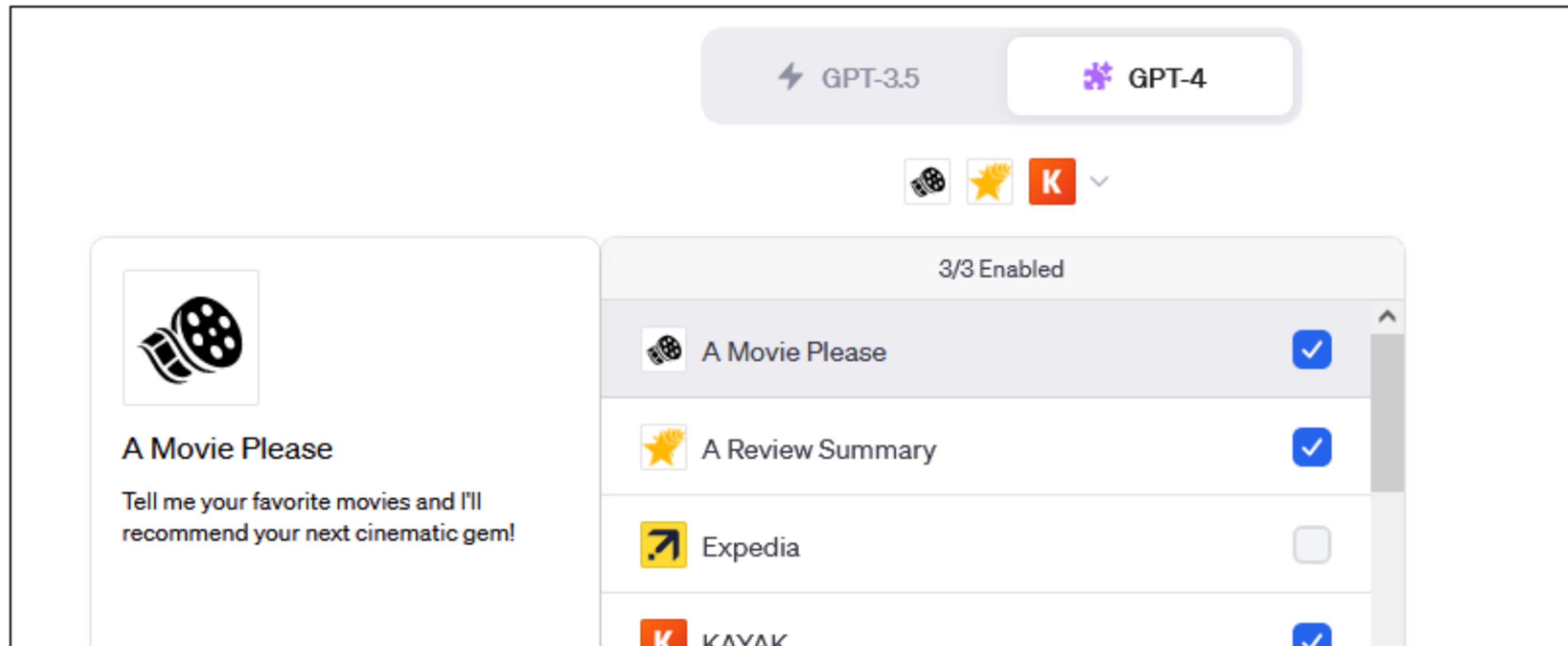
Step 4: Install Plugins

A window for the Plugin store pops up with apps organized a few different ways. Click **Popular** to see the hottest plugins, **New** for the most recent additions, and **All** to show them all. If you see a plugin that interests you, click the **Install** button next to it. After you've installed a plugin, another category for **Installed** will house the ones you chose.



Step 5: Enable your plugins

After you've downloaded some plugins, close the store window. Back at the chat screen, click the row of icons to view your installed plugins. From the drop-down window, check the plugins you want to use. You can enable only up to three plugins at a time, though you can change them at any time depending on which ones you want to use.



Chat GPT PlugIns

Useful for you in HFMA

(Look for even better ones by browsing through the 800+ Plug Ins)

I have also listed these in your handouts. Please share the handout with your co-workers and friends)

Revenue Cycle Management Plug Ins

- 1 **Aviso** | Brings conversational intelligence, relationship intelligence, revenue forecasting.
- 2 **Clari** | Stop revenue leaks with Clari's complete set of revenue capabilities.
- 3 **Tableau** | Accelerate decision-making and eliminate repetitive tasks with Tableau Pulse and Einstein Copilot
- 4 **Power BI** | Power BI allows users to create interactive reports and dashboards, making it easier to analyze bad debt data and identify key insights.

Managing Denied Claims

- 1 **Availity** | Patient management, claims management, claims correction, remittances, Provider information management, denied claims, provider engagement, referral management
- 2 **Cerner** | Can help identify the reasons for claim denials, verifying insurance eligibility

Chat GPT PlugIns

Useful for you in

HFMA

(Look for even better ones by browsing through the 800+ Plug Ins)

Revenue Integrity

1 **Audit Net** | Post denial management, pro denial management

Debt Collections

1 Experian | Debt Collection Solutions, fraud management, collections prioritization strategies
2 Zoho CRM | Debt collection

Marketing, E Mails

1 **Chime** – Schedule calls, generate custom messages, content creation

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Chat GPT PlugIns

Useful for you in

HFMA

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Receipt Scanning

1 **Zoho Expense** | Automated receipt scanning. Free trial for 14 days

2 **Wave Accounting**

Receipt scanning

3 **Expensify**

\$0/month. Limited to 25 scans per month for free

4 **Shoe Boxed**

\$29/month. Free trial for 30 days

THANK YOU FOR HAVING ME AND STAYING THROUGH MY PRESENTATION...
THANK YOU HFMA HAWAII...

If you'd like a FREE copy of my e-book "Emotional Intelligence in Business" please e mail me at pre@kelumteam.com or message me on Linked In.
Thanks...

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