

Real People, Real Care:

Why Patients Trust 😊 People * Over AI



Introduction

Technology has transformed healthcare, but it's still the human hello that patients value most.

To understand how people feel about AI in patient communication, we partnered with OnePoll to survey 6,000 consumers.

We got our first results back in October 2025. Over time, one clear truth has only gotten stronger: **people want to connect with people.**

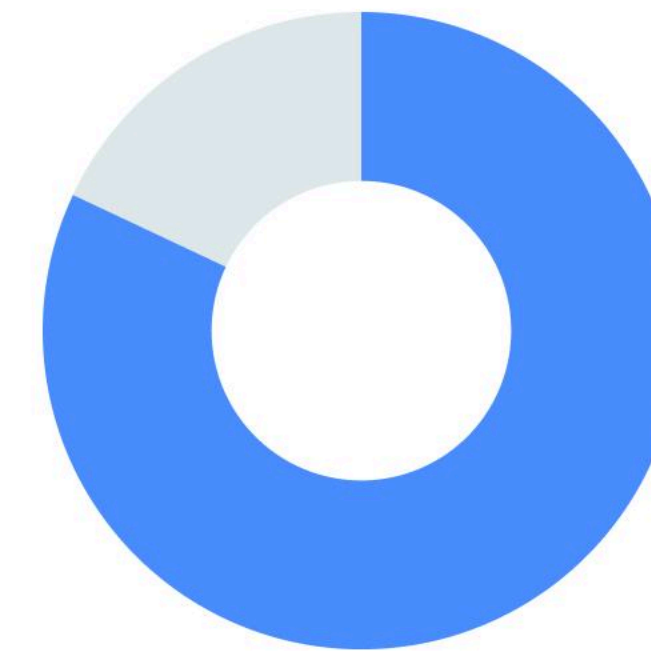
Especially when it comes to their care.

Key findings:



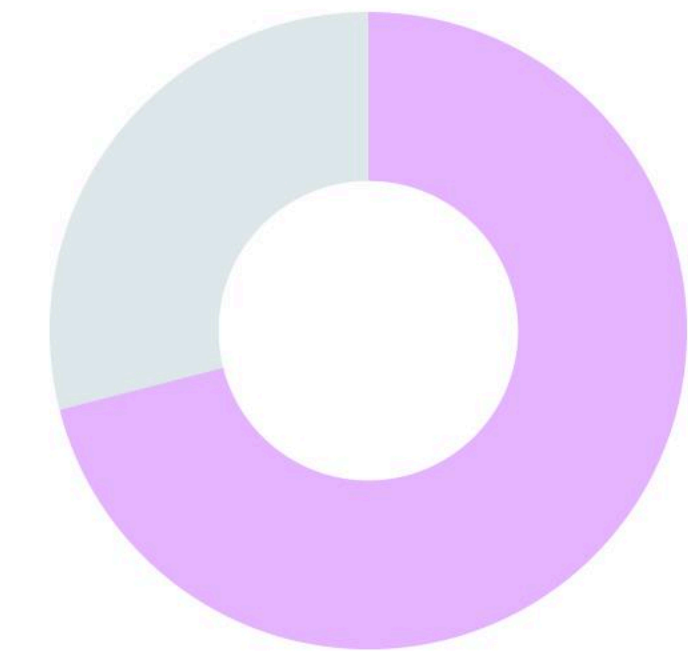
90%

of people prefer speaking to a real person over AI — **up from 89% in October 2025.**



82%

have actively requested to speak to a human rather than an AI agent.



71%

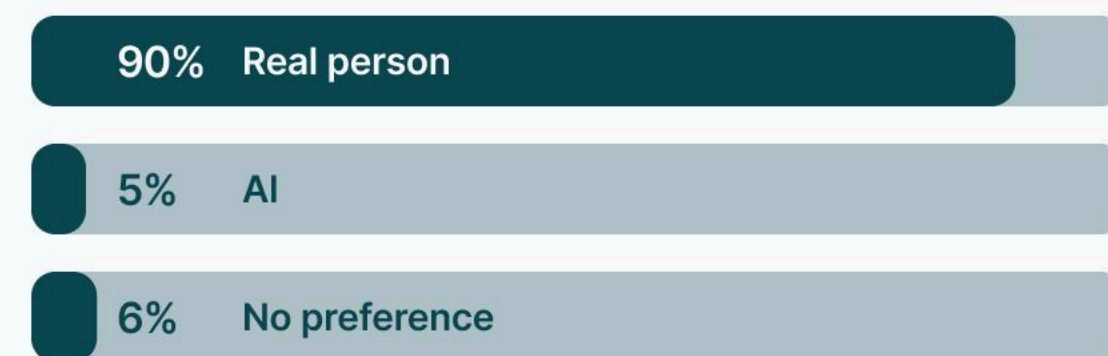
feel human agents show more empathy and care.

Keep Healthcare Human

Patients Want People

AI promises efficiency, but in healthcare, accuracy and empathy are non-negotiable. Patients are often sharing personal concerns, asking vulnerable questions, and looking for reassurance.

When contacting a healthcare practice, would you rather speak to a real person, or AI?



90%

of people prefer speaking to a real person over AI when contacting a healthcare practice.

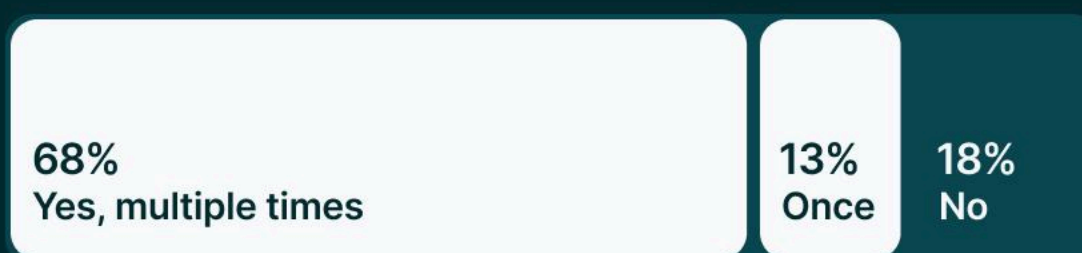


Keep Healthcare Human

82%

of people have asked
to speak to a person
instead of a bot.

Have you ever requested to speak to a real person
instead of an AI agent or Chatbot?





1 in 3

would hang up if connected
to an automated system.

The Frustration List

What, if any, frustrates you when speaking to an AI agent?

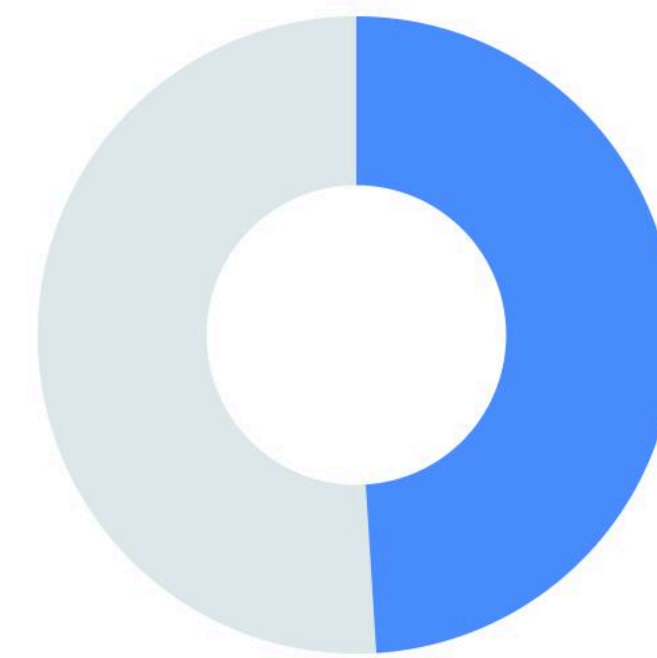


Our research shows **people often experience frustration and distrust** with automated systems.



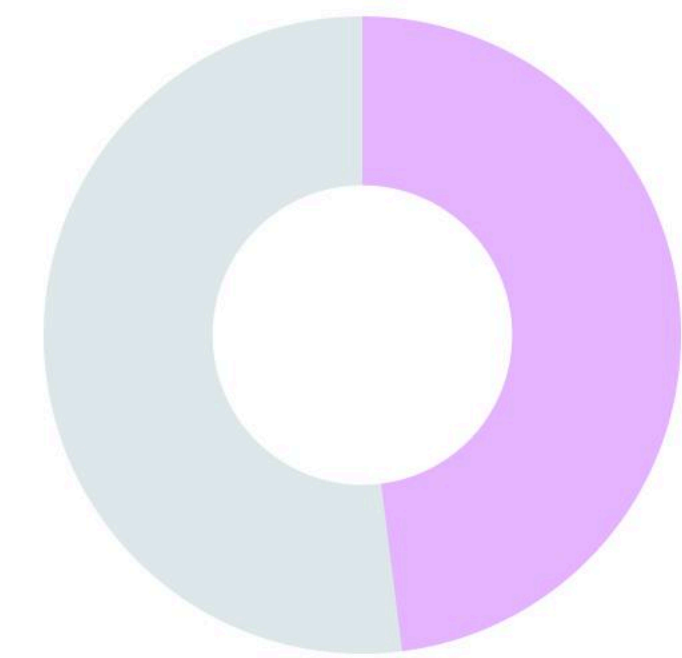
53%

report AI agents fail to understand their needs – **up from 49% (Oct 2025).**



49%

said AI agents were unable to answer their questions.



48%

said AI agents were unable to solve their problem.

For practices, this translates into **missed appointments, decreased satisfaction, and potential loss of trust.**

Real People, Real Care

71%

say human agents
demonstrate more
empathy and care
than AI.

Empathy is essential in healthcare. Patients want to feel heard, understood, and supported.



Real People, Real Care

Empathy Builds Trust

Patients consistently choose humans over AI for reasons that matter in healthcare: **accuracy, empathy, and confidence.**

These numbers reveal a critical opportunity for healthcare practices: **investing in human-first communication improves patient trust, reduces errors, and enhances overall experience.**

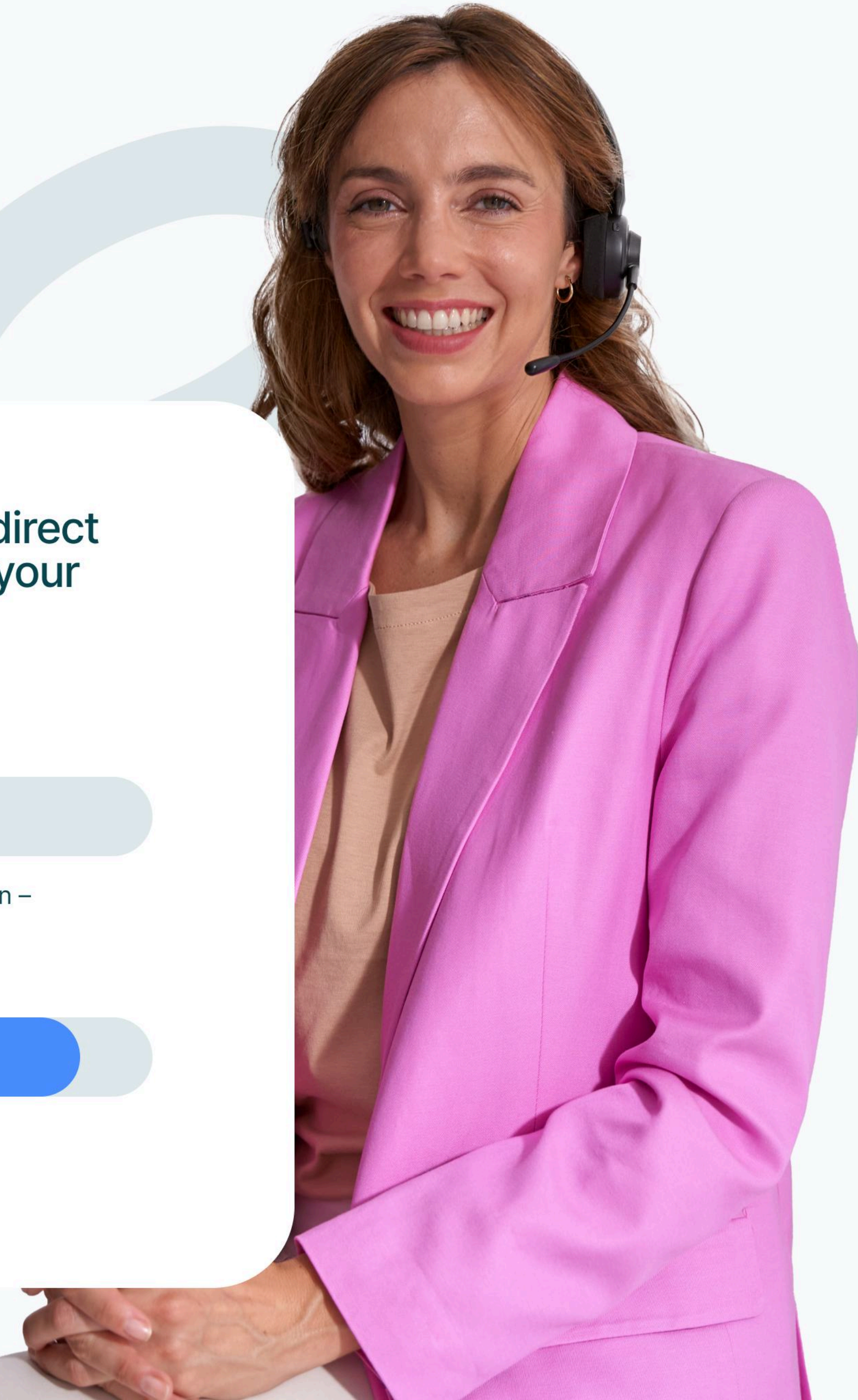
Human connection has a direct impact on the success of your practice as well.

55%

do not trust AI to relay correct information – up from 41% (Oct 2025)

89%

insist on human review for decisions affecting their care.



Trust Matters

Risks of AI-Only Communication

Relying heavily on AI for patient communication carries measurable risks:

AI can be a useful tool, but healthcare is a sector where mistakes carry consequences. Human oversight is essential to protect trust, privacy, and patient outcomes.

57%

of people report decreased trust if a business predominantly uses AI – up from 47% (Oct 2025)

72%

are uncomfortable with AI accessing large amounts of personal data.

77%

worry about AI replacing humans in customer service.

The Power of People

Balancing Innovation With Care

By keeping humans at the center of patient interactions, WellReceived **enhances satisfaction, protects trust, and supports your practice's growth.**



24/7 Live Receptionists

Every patient call is answered by a trained medical receptionist.



Accurate & Efficient

Reduces missed calls and ensures correct information is conveyed.



Empathetic & Trustworthy

Live receptionists ensure that patients feel cared for, not rushed or misunderstood.



Support for Staff

Free your internal team to focus on patient care instead of call handling.

Keeping 😊 People in the ❤️ Picture

Patients overwhelmingly value human interaction in healthcare communications. AI can assist, but it **cannot replace empathy, trust, and accuracy.**

What practices can do:

- Prioritize human-first communication for patient calls.
- Leverage trained receptionists to improve accuracy and empathy.
- Use AI only as a support tool, not a replacement for human judgment.
- Consider WellReceived as a partner to deliver consistent, compassionate, and professional patient experiences.





“

The nature of humanity, its essence, is to feel another's pain as one's own, and to act to take that pain away. There is a nobility in compassion, a beauty in empathy, a grace in forgiveness.

– John Connolly

Start delivering patient care with a human hello today.

A human-first answering service can reduce missed appointments, increase positive reviews, and strengthen patient trust.

Find out how WellReceived can support your practice in delivering exceptional patient experience.

[Book an appointment](#)

[Book a free demo](#)

