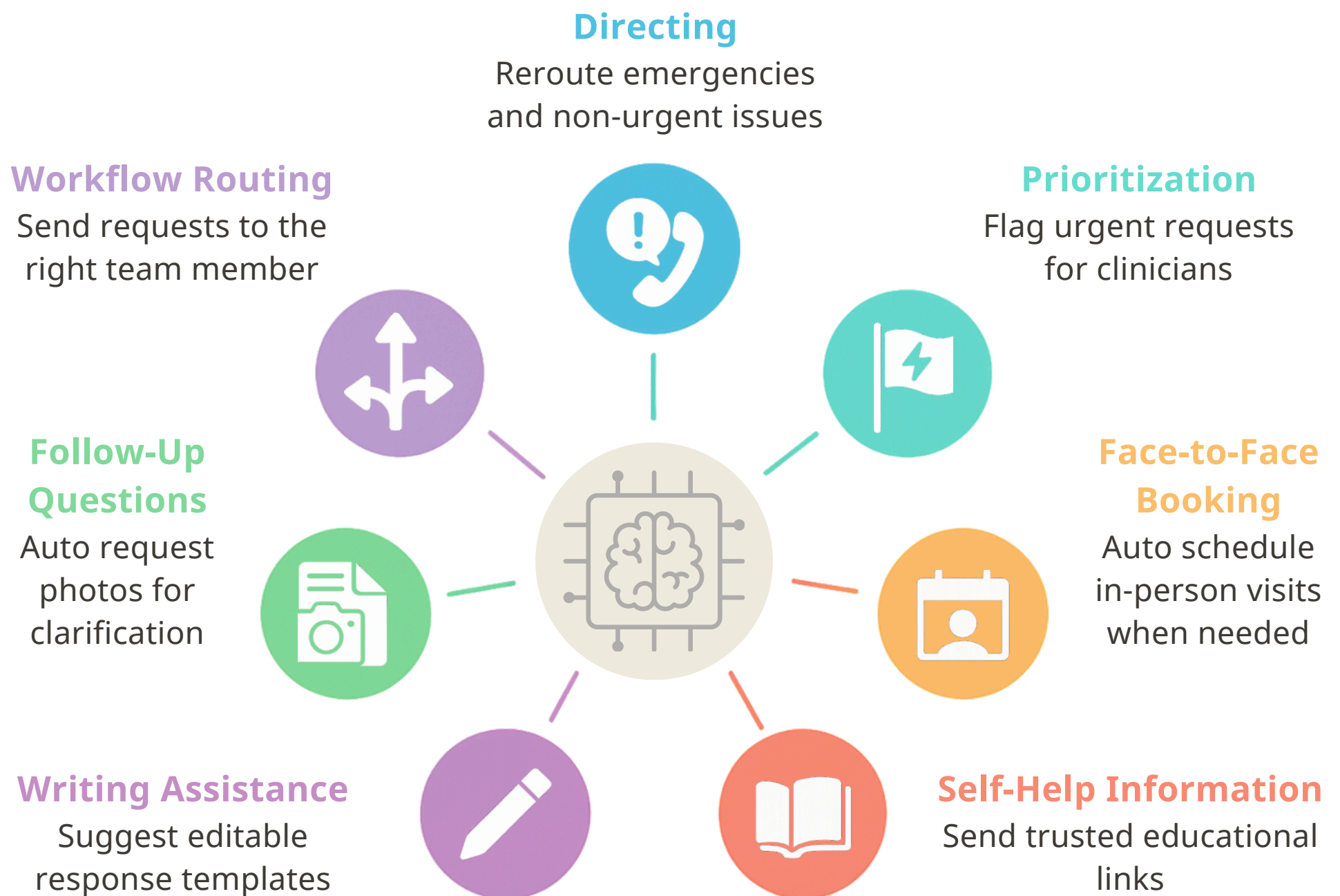# Seven Ways AI Could Improve eVisits in Primary Care

In this qualitative study, researchers explored patient and staff views on the use of and opportunities for AI during eVisits.

Directing
Reroute emergencies and non-urgent issues

Prioritization
Flag urgent requests for clinicians

Workflow Routing
Send requests to the right team member

Face-to-Face Booking
Auto schedule in-person visits when needed

Follow-Up Questions
Auto request photos for clarification

Writing Assistance
Suggest editable response templates

Self-Help Information
Send trusted educational links