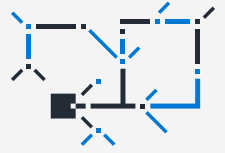


MIKE (MedInsight Knowledge Engine)

External FAQs for Current Customers



MIKE (MedInsight Knowledge Engine) is a purpose-built AI assistant within the MedInsight platform. The FAQs below provide a simple introduction to this new capability and answer common questions to help you become familiar with how MIKE works, what it can do, and the value it can deliver.

What is MIKE?



MIKE is an AI-powered assistant built into MedInsight that helps you quickly find answers, understand methodology, and navigate the platform through natural conversation.

It gives you direct access to trusted MedInsight knowledge without needing to search through documentation or training materials.

What problems does MIKE solve?

Healthcare analysts and business users may spend significant time searching for answers across documentation, training materials, and internal expertise.

MIKE helps solve this by:

- Delivering instant, accurate answers to product and methodology questions
- Reducing time spent searching across multiple resources
- Making MedInsight easier to use and adopt across teams

How does MIKE work?

MIKE uses advanced AI techniques to retrieve relevant information from trusted MedInsight sources and respond in plain language.

It can:

- Answer questions about MedInsight products, data, and methodologies
- Retrieve supporting documentation
- Explain complex concepts in a clear, conversational way

All responses are grounded in MedInsight content to ensure accuracy and reliability.

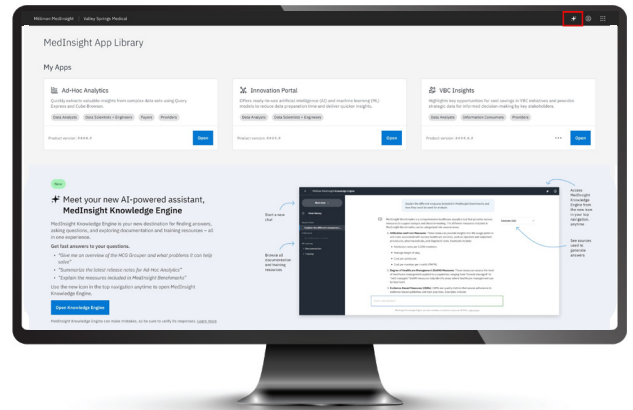


Where does MIKE get its information?

MIKE pulls from curated MedInsight resources, including:

- Product documentation and user guides
- Training materials and release updates
- Methodology reference content

As the platform evolves, additional data sources will be integrated to expand the breadth of knowledge available. Customer data is never used to train MedInsight AI.



What are the key benefits of MIKE for our organization?

MIKE helps your organization:

- ✓ Accelerate time to insight by removing manual searching
- ✓ Scale expertise across teams without relying on a small group of power users
- ✓ Improve productivity for analysts, actuaries, and business users
- ✓ Increase adoption of MedInsight tools through easier access to knowledge

Who can use MIKE?

MIKE is designed for all MedInsight users, including:

- Analysts and actuaries
- Clinical and financial teams
- Business and operations users

It supports both technical and non-technical users by enabling natural language interaction.

How is MIKE different from traditional help tools or documentation?

Traditional help tools require users to:

- Know where to look
- Search across multiple resources
- Interpret technical documentation

MIKE changes this experience by:

- Allowing users to ask questions directly
- Delivering clear, contextual answers
- Providing supporting references as needed

Is MIKE secure?



Yes. MIKE operates within MedInsight's existing security and governance framework.

It accesses only approved content sources and follows the same data protection standards that govern the broader MedInsight platform.



How can I access MIKE?

When enabled, MIKE will replace all current links to MI Learning, and will also be available directly via the App Library. It will open in a new tab every time, so it won't disrupt your workflow.

How will MIKE evolve over time?

MIKE is part of a broader shift toward more intelligent, user-centered analytics within MedInsight.

Future capabilities will expand from answering questions to:

- Helping users explore data
- Identifying insights
- Recommending actions
- Providing answers tailored to a customer's specific licensed products

This evolution is designed to move from tools and reports toward delivering answers and outcomes.

Does MIKE replace human support or existing workflows?

No. MIKE is designed to enhance, not replace, your relationship with MedInsight staff members.

It reduces repetitive work and makes it easier to access knowledge, allowing your team to focus on higher-value analysis and decision-making.

Interested in MIKE?

Contact your MedInsight representative to learn more about availability and how to get started.



Get Started Today

To learn more, contact us at info@medinsight.com.

Current MedInsight customers should contact their MedInsight account executive.

[medinsight.com](https://www.medinsight.com)

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