New AWS machine learning services for healthcare customers

Amazon Web Services (AWS) has announced that Amazon Translate, Amazon Comprehend and Amazon Transcribe are now HIPAA eligible services.

Through using machine learning, AWS provider and patient clientele can leverage data insights to deliver better healthcare outcomes.

AWS HIPAA eligible services enable use of the secure AWS environment to process, maintain, and store protected health information. Covered entities and their business associates subject to HIPAA are eligible for access.

The addition of Amazon Translate, Amazon Transcribe, and Amazon Comprehend to the list of HIPAA eligible services will allow customers to leverage these AWS machine learning for upgrade of patient engagement and streamlining of customer support.

See also: [Human brain supercomputer turned on for first time](#)

The three services can be used in following ways:

- **Amazon Transcribe:** A speech-to-text service that automatically creates text transcripts from audio files will allow healthcare organisations to create text transcripts calls with patients
- **Amazon Translate**: A neural machine translation service that delivers fast, high-quality, and affordable language translation. This service can be employed to easily translate large volumes of text efficiently and enable patients to chat with their healthcare provider in their preferred language
- **Amazon Comprehend:** A natural language processing (NLP) service that can find insights and relationships in unstructured text. It can analyse sentiment (e.g., negative, positive, and neutral), and extract key phrases from patient interactions to better understand and improve engagement

Source: AWS

Image credit: Pixabay

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