

THE APPLICATION OF GENERATIVE ARTIFICIAL INTELLIGENCE TOOLS IN HEALTHCARE COMMUNICATION EDUCATION: A SYSTEMATIC REVIEW



AUTHORS

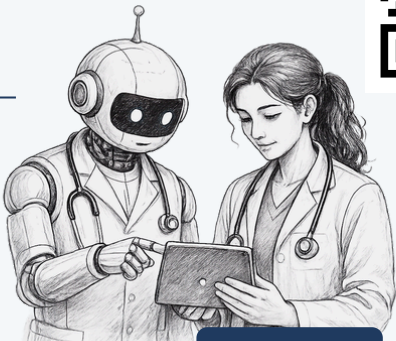
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WHAT CAN I LEARN?

The current state of generative AI applications in healthcare communication education

KEY TERMS

Healthcare Communication

The information exchange among various stakeholders, often through multimodal messages, with the goals of ensuring accessibility, supporting decision-making, and promoting feelings of mutual understanding.



29 STUDIES SUMMARISED

WHAT DOES IT FIND?



Pedagogical Roles

GenAI was mainly applied as a virtual patient, followed by a feedback provider and a content generator.



Key Benefits

Applications enhanced learner engagement, instructional support, and communication skill development.



Major Challenges

Concerns regarding ethics, pedagogy, and content quality, particularly algorithm bias, vague feedback, and inaccurate information.



Three Key Gaps

- Lack of robust theoretical grounding
- Insufficient reporting of reliability and validity evidence
- Over-reliance on text-based interaction.



HOW CAN I USE THE FINDINGS?



Teachers can help learners **move beyond passive practice** and guide them to critically evaluate generative AI outputs not only in post-training reflections but also within **moment-by-moment interactions**.

Teachers can help learners **navigate the dynamics of clinical encounters** by considering communication not as a set of static skills, but as a **socially situated and co-constructed** interactional process.

