

April 6, 2025

To the AI/Machine Learning demonstration Pilot Project 2025 Selection committee.

I wholeheartedly support the proposed project to develop and validate the AI TRIage Aide (ARIA) tool to enhance the processing of neurology referrals. This project addresses the crucial needs and resources by multiple stakeholders including but not limited to our staff, faculty, and our patients. The staggered approach described in this proposal takes into account impactful and attainable goals.

The first stage of this has already been deemed successful by proof of concept through implementation at a smaller scale of clinical and administrative staff. These individuals have been able to exponentially increase their efficiency, increase their accuracy, and increase their confidence and job satisfaction. Connecting the required data upload process and the database will only improve the success we have already experienced and prepare us for the future.

The second stage of integrating AI into our EHR is a daunting task and small steps are required to achieve this goal. The first steps must include a build with standardized tools but acknowledge that each department and clinic need individualized functionality and information needed for the care of patients requiring their specialty. This stage of integration appreciates the need for standardized logistical tools but signals to our faculty that we appreciate their medical expertise by incorporating it into our electronic triaging system that was once bound by the inability to translate it into our Apex/HER system.

The future of referrals and ambulatory care will be challenged by the increasing volume that will likely not be matched by our medical, clinical, and administrative workforce. They will need tools like this stated in this proposal to function more efficiently.

I enthusiastically support this project will ensure the individuals involved have the necessary time to ensure its success.

DocuSigned by:

*Aleksandrina Eppel*

6B6A1E971083485...

Aleksandrina (Sasha) Eppel, MBA

Ambulatory Director, Medical Specialties

[aeppel@ucsf.edu](mailto:aeppel@ucsf.edu)

415- 806-0749



