



By: TA | AP Insight

# Do you trust AI doctor? - More and more Americans are looking for health advice from a machine



When Tiffany Davis has a question about a symptom from the weight-loss injections she's taking, she doesn't call her doctor. She pulls out her phone and consults ChatGPT.

"I'll just basically let ChatGPT know my status, how I'm feeling," said the 42-year-old in Mesquite, Texas. "I use it for anything that I'm experiencing."

Turning to artificial intelligence tools for health advice has become a habit for Davis and many other Americans, according to a [West Health-Gallup Center](#) on Healthcare in America poll published Wednesday.

The poll, conducted in late 2025 and backed up by at least three other recent surveys with similar findings, found that roughly one-quarter of U.S. adults had used an AI tool for [health information](#) or advice in the past 30 days.

Dr. Karandeep Singh, chief health AI officer at the University of California San Diego Health, said AI tools, many of which now incorporate web search, are an upgraded version of Google health searches that Americans have been doing for decades.

"I almost view it like a better entry portal into web search," he said. "Instead of someone having to comb through the top, you know, 10, 20, 30 links in a web search, they can now have an executive summary."

## Most recent AI health users are looking for quick answers

Most Americans using AI tools for health purposes say they want immediate answers. In some cases, it helps them evaluate what kind of medical attention they need.

"It'll let me know if something's serious or not," Davis said of ChatGPT, which she typically consults before scheduling medical appointments.

The Gallup survey found about 7 in 10 U.S.

adults who have used AI for health research in the past 30 days say they wanted quick answers, additional information or were simply curious.

## Majorities used AI for research before seeing a doctor or after an appointment

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Rakesia Wilson, 39, in Theodore, Alabama, said she recently used AI to better understand her lab results after an endocrinologist visit.

She also regularly uses ChatGPT and Microsoft Copilot to decide whether she needs to take time off for a doctor's appointment or can simply monitor an ailment.

"I just don't necessarily have the time if it's something that I feel is minor," said Wilson, who said she sometimes works up to 70-hour weeks as an assistant principal.

## Younger adults and lower-income users have used AI to bridge care gaps

On the whole, the findings suggest that the rise of AI tools hasn't stopped people from seeking professional medical care.

About 8 in 10 U.S. adults say they have sought out a doctor or other health care professional for health information in the past year, while about 3 in 10 say that about AI tools and chatbots, according to a [KFF poll](#) conducted in late February.

Similarly, a [Pew Research Center](#) survey conducted in October found that about 2 in 10 U.S. adults say they get health information at least sometimes from AI chatbots, while about 85% said the same about health care providers.

## Some Americans are using AI for health advice because they are struggling to obtain professional medical care

But there are indications that some Americans are using AI for health advice because they are struggling to obtain **professional medical care**, at a time when federal policy and market factors are worsening health costs and creating **obstacles to access** around the country.

A small but significant share of respondents in the Gallup study say they used AI because accessing health care was too expensive or inconvenient.

About 4 in 10 wanted help outside of normal business hours, while about 3 in 10 did not want to pay for a doctor's visit. Roughly 2 in 10 did not have time to make an appointment, had felt ignored or dismissed by a provider in the past or were too embarrassed to talk to a person.

The KFF survey found that younger adults and lower-income people were more likely to say they used an AI tool or chatbot for health information because they could not afford the cost of seeing a provider or were having trouble accessing health care.

## Americans are divided on whether AI medical advice can be trusted

Tech experts often warn that AI chatbots **don't think for themselves** — and therefore can sometimes spout false information. Those concerns have trickled down even to frequent AI users.

About one-third of adults who had recently used AI for health information said they “strongly” or “somewhat” trust the accuracy of health information and advice generated by AI tools, according to the Gallup poll.

About the same share, 34%, distrusted it, and another 33% neither trusted it nor distrusted it.



*It is an assistant but not an expert, and that's why physicians need to be involved in that care - Dr. Bobby Mukkamala*

Dr. Bobby Mukkamala, an ear, nose and throat doctor and the president of the American Medical Association, said he loves when patients come in and have “more evolved questions than they used to have” because they used AI for research. But he said AI should be considered a tool and not a stand-in for medical care.

“It is an assistant but not an expert, and that's why physicians need to be involved in that care,” he said.

There are also concerns about privacy, according to KFF. About three-quarters of U.S. adults said they are “very concerned” or “somewhat concerned” about the privacy of personal medical or health information that people provide to AI tools or chatbots.

Singh, of UC San Diego Health, said most AI tools have settings users can toggle to prevent their data from being used to train future models. But that requires user vigilance — and not being careful can have consequences.

Last summer, for example, internet sleuths on Google discovered private ChatGPT conversations that had been indexed on a public website without the users realizing it.

Tamara Ruppert, a 47-year-old director in Los Angeles, said she is lucky enough to have

doctors in her husband's family that she contacts instead of turning to AI. With her family history of breast cancer, using a chatbot for health advice feels too risky.

"Health care is something that's pretty serious," she said. "And if it's wrong, you could really hurt yourself."