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CASE STUDY · MARLUC SYNOPSIS

Hôpital Foch AI consultation reports

IMPLEMENTED 2025–2026 · HEALTH AND LIFE SCIENCES · FRANCE · BAND D · CLAIMED ONLY

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A non-profit hospital near Paris is rolling out an AI medical assistant from Tandem Health that drafts consultation reports from the doctor-patient conversation. About a thousand consultations had used it by January 2026; results are anecdotal so far.

ABOUT THIS SYNOPSIS

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Facts and figures are as reported by the sources listed below, which may be incomplete, self-reported or out of date. Check the original source before relying on any figure.

The impact band, proof marker and SEAM view are MarLuc's opinion. The organisation is not a MarLuc client and has not reviewed or endorsed this synopsis. Names and trademarks belong to their owners.

NOTICE WORDING LAST UPDATED 16 NOVEMBER 2026

AT A GLANCE

AI used: Generative AI medical assistant drafting consultation reports from recorded conversations (Tandem Health).

Implemented: 2025–2026. Grade: band D, Task support, Claimed only.

Headline result, as reported: AI assistant used in nearly a thousand consultations before a hospital-wide rollout across 28 departments, by Hôpital Foch's account, January 2026

1 · The case

The facts, as reported by the 2 sources listed at the end. Where a source is silent, the field says "Not reported".

Organisation

Hôpital Foch. Private non-profit hospital in Suresnes, west of Paris, created by the Franco-American Foch Foundation. It has 2,300 staff including nearly 300 doctors, 611 beds and more than 60,000 admissions a year, and took over the Institut Mutualiste Montsouris in 2025. Canvas block: 4. Operations and process. Also 5. People and skills, 8. Governance and risk.

Business challenge

The challenge. Writing consultation reports takes time for doctors, allied health staff and medical secretaries, and is a source of stress for staff and for patients who may feel their doctor is not fully listening, by the hospital's account.

Who implemented it

Tandem Health (Software vendor): Supplies the AI medical assistant.
OpenAI (Model or cloud provider): Whisper transcription technology used in the tool, per Le Monde Informatique.
Ethik-IA (Consultancy): Advises on transparency and regulatory compliance of AI tools.

Technology (SEAM pillar E)

SEAM types: T2 Embedded AI in existing software. Deployment: Not reported. Vendors and products: Tandem Health, OpenAI, Tandem Health AI medical assistant, Whisper (speech transcription).

Where it was built in: Records the consultation and produces a structured report in real time that can be passed into the electronic patient record.

What changed

Before: doctors typed or dictated reports during and after consultations. After, for users: the report is drafted as the conversation happens. A urologist said he gains several minutes per appointment and has fewer interruptions. [1] [2]

What it cost

Not reported

What it saved

Not reported. The hospital says the number of hours of medical time freed could reach several thousand; one urologist reports saving several minutes per appointment. [1] [2]

Governance and control

A multidisciplinary committee, staff training programmes and a partnership with the consultancy Ethik-IA oversee AI innovations and their compliance with European rules, by the hospital's account. Tandem Health says it does not store audio permanently and trains its models only on synthetic medical data, per Le Monde Informatique. Clinician review of each report: Not reported.

S2 · Accountable owner · Claimed
Innovations are overseen by a multidisciplinary committee; the director of innovation speaks for the programme. [1]

A1 · Safe use · Claimed
Training programmes for clinicians and a partnership with Ethik-IA to ensure transparency and compliance with European rules, by the hospital's account. [1] [2]

A2 · Human in the loop · Not reported
Not reported.

A3 · Monitoring and assurance · Not reported
Not reported.

A4 · Vendor AI · Claimed
Tandem Health says it does not store audio permanently and trains its models only on synthetic medical data. [2]

A5 · Agent controls · Not reported
No agents described.

A6 · Standards and regulation · Claimed
The hospital says its Ethik-IA partnership ensures compliance with European regulation. [1]

What worked, what did not, what is unproven

WORKED

- Quick adoption: the hospital says clinicians learn the tool in minutes without prior training.
- Clinicians report more eye contact and fewer interruptions, by the hospital's account.

DID NOT

- Not reported

UNPROVEN

- Time saved across the hospital: the estimate of several thousand hours is a projection.
- Accuracy of AI-drafted reports and how errors are caught.
- Effect on patient experience beyond clinicians' accounts.

Timeline

Jan 2026 Hôpital Foch announces its partnership with Tandem Health after nearly a thousand consultations with the tool [1]

Feb 2026 Le Monde Informatique reports the hospital plans to equip all staff by September 2026 [2]

2 · Grade and SEAM assessment

MarLuc's opinion, made on the evidence above. How cases are graded: marluc.co.uk/case-studies/how-we-rate

Level of change and impact

Claimed: Not applicable. Grade: D, Task support. Proof: Claimed only. Level of change: Task support.

Task support (Level 1, band D). Doctors keep writing the same reports, with AI drafting them.

Graded D: doctors produce the same reports with AI drafting them during the consultation. The hospital expects thousands of hours of medical time to be freed, but no measurement is reported.

The SEAM view and lessons learnt

The hospital describes governance set up before scaling: a committee, training and outside ethics advice. What is missing so far is measurement. For larger organisations, set a baseline for documentation time and report quality before rollout, so the benefit can be shown.

2. State who reviews each AI-drafted report before it is filed.
3. Ask vendors in writing how audio is stored and what data trains their models.

Evidence

Score 0 of 4. Self-reported: the hospital's press release, relayed by trade press.

Evaluation method. Self-reported: clinician accounts from the first thousand consultations; no measured results.

Sources disagree. The press release says the hospital performs nearly 472,000 consultations a year with 435 doctors; its own 'about' section and Le Monde Informatique give 260,000 consultations excluding maternity and emergencies, and nearly 300 doctors.

Status. Ongoing: rollout across departments during 2026, with extension to the Institut Mutualiste Montsouris planned.

3 · Original sources

Read these in full. To challenge a fact or a grade, use the contact form at marluc.co.uk or the link on https://marluc.co.uk/case-studies/hopital-foch-tandem-ai-consultation-reports

[1] Hôpital Foch: press release, L'Hôpital Foch signe un nouveau partenariat avec Tandem Health (29 January 2026, French)
https://www.hopital-foch.com/app/uploads/2026/02/CP-Foch-x-Tandem-Health-DEF.pdf

[2] Le Monde Informatique: Avec l'IA, l'Hôpital Foch génère des comptes-rendus médicaux (27 February 2026, French)
https://www.lemondeinformatique.fr/actualites/lire-avec-l-ia-l-hopital-foch-genere-des-comptes-rendus-medicaux-99475.html

Hôpital Foch website: https://www.hopital-foch.com

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