

# Ovid® Discovery Al

Search Smarter. Discover Faster. Improve Outcomes.

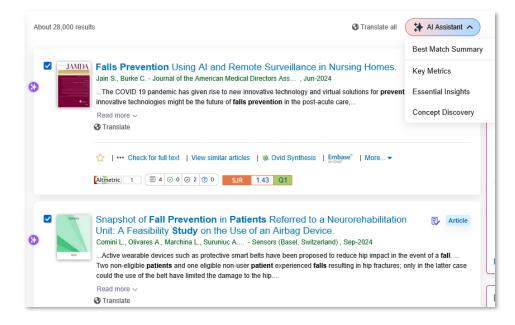
# Ovid Discovery Al Assistant tools FAQ

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## 1. Introduction:

We're thrilled to announce a major upgrade to ODS AI capabilities. The new AI Assistant is here, with powerful features that streamline research, synthesize key insights, and accelerate resource analysis. With the new AI Assistant button, users can:

- Generate a best match summary of top search results
- Select any set of specific publications for summarization
- View key publication details and study-level metrics for selected results
- Delve deeper into main concepts within the literature





## 2. ODS AI Quality Assurance (QA) and outcome validation process:

To ensure relevant and high-quality responses, we implement a Retrieval-Augmented Generation (RAG) approach. This allows us to feed the model trusted, indexed content — and instruct it to generate outputs (e.g., search results, summaries, or extraction of key metrics) based on that content only. This ensures that responses are grounded in authoritative, high-quality sources from our index only.

We have also been performing extensive Q&A testing for months by our content, technical and product teams prior to the release and refined the tool development to improve accuracy based on testing feedback. The solution also includes an internal audit mechanism that logs all responses generated by the system. Users can provide real-time feedback through thumbs up/down buttons in the interface, helping us continuously monitor and improve the quality of responses.

Our customers and users' experience with OvidDiscovery Al features matters to us. So we're always looking to improve and meet our customers' highest expectations; please encourage customers to provide their feedback and comments about how to improve OvidDiscovery.

#### 3. Product Features:

## **Best Match Summary**

With one click, you can generate a summary producing key findings from the top search results retrieved for the query, each linked back to its source and the corresponding citation; and, via OvidDiscovery Link Resolver, to the full text and PDF when available.

## Al Summary of top results

Over the past five decades, falls in older adults have transitioned from being viewed as inevitable to largely preventable through evidence-based interventions. Robust meta-analyses and systematic reviews demonstrate that **moderate to high intensity balance and strength exercises** provide a significant reduction in both rate and risk of falls among community-dwelling and high-risk older adults, with additional benefits from multifactorial approaches tailored to individual risk factors <sup>[1]</sup>, <sup>[5]</sup>, <sup>[7]</sup>. Other effective single interventions include **cataract surgery, multicomponent podiatry care, environmental modifications, and expedited cardiac pacing for selected patients <sup>[1]</sup>, <sup>[5]</sup>.** 

In care facilities such as nursing homes and hospitals, **multifactorial interventions**—including exercise, staff education, and systematic risk assessments—are strongly recommended, though the practical implementation is challenged by resource limitations and a need for tools tailored to the long-term care context <sup>[4]</sup>, <sup>[7]</sup>. Clinical guidelines recommend against uniform use of specific fall risk assessment tools, highlighting the need for more research and contextual adaptation <sup>[7]</sup>.

Technological advances, including **wearable sensors, mobile applications, video monitoring, exergames, and predictive analytics using EHRs**, show promise in enhancing fall risk prediction and personalized interventions, with evidence for improved accuracy and scalability in community and care settings <sup>[2]</sup>, <sup>[3]</sup>, <sup>[6]</sup>, <sup>[9]</sup>, <sup>[10]</sup>. However, further empirical validation is required, especially in real-world nursing home settings and for frail patients with dementia, where comprehensive, interdisciplinary, patient-centered approaches appear most effective <sup>[4]</sup>, <sup>[8]</sup>.

Integrated, multifactorial strategies, supported by digital technologies and targeted clinical judgment, currently offer the best outcomes in fall prevention for older adults [1], [3], [5], [7], [10].

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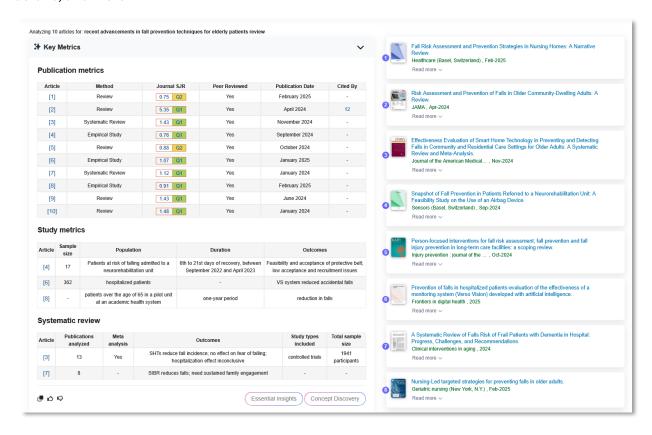
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This is an Al-generated summary. It may contain inaccuracies.



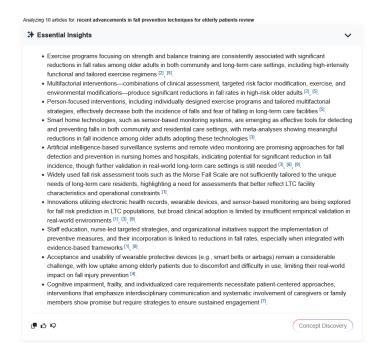
## **Key Metrics**

Key publication details and study metrics are extracted from selected results and placed in easy-to-read tables so you can quickly view and compare study methods, populations, outcomes, systematic review details, and more.



## **Essential Insights**

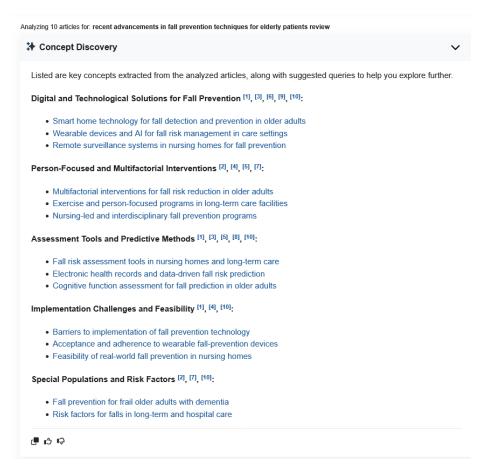
Users can also generate a summary synthesizing key findings from any set of selected publications, each linked back to its source; insight focuses on user's preselected records.





## **Concept Discovery**

Explore additional search queries that are recommended based on main concepts extracted from your selected publications.



## What is ODS Al searching on:

- One Index
- Only Quality Sources
- Selection from Trusted Providers.
- Strict Criteria for CrossRef and Medline: we include only journals with an SJR rating
- Exclude Retracted Articles
- Resources searched by ODS AI:
  - Databases:
    - MEDLINE only those with an SJR ranking
    - CrossRef only those with an SJR ranking
    - ScienceDirect Complete
  - Publications:

ACM	ACS	APA PsycARTICLES	ASTM
BMJ	Brill	IEEE	IOP
LWW	MITPress	NEJM	OUP
SAGE	Springer	Taylor & Francis	Wiley
ISTOR			

\*Publication date after 2014-01-01



## **Data Protection Regulation:**

There is no users' data stored nor reused or learnt from whatsoever, ODS AI doesn't utilize in any way the users' behavior.

ODS AI uses Microsoft Azure Open AI:

https://learn.microsoft.com/en-us/legal/cognitive-services/openai/data-privacy?tabs=azure-portal

- Your prompts (inputs) and completions (outputs), your embeddings, and your training data:
  - are NOT available to other customers.
  - are NOT available to OpenAI.
  - are NOT used to improve OpenAI models.
  - are NOT used to train, retrain, or improve Azure OpenAl Service foundation models.
  - are NOT used to improve any Microsoft or 3rd party products or services without your permission or instruction.
  - Your fine-tuned Azure OpenAI models are available exclusively for your use.

The Azure OpenAI Service is operated by Microsoft as an Azure service; Microsoft hosts the OpenAI models in Microsoft's Azure environment and the Service does NOT interact with any services operated by OpenAI (e.g. ChatGPT, or the OpenAI API).

OvidDiscovery is a cloud-hosted application for content and information discovery and delivery. The OvidDiscovery service facilitates organizational users' discoverability of content, through both searching, browsing, and alerting, and the delivery and access to the content, based on organizational proprietary, licensed and OpenAccess content, and on pre-built workflows.

## **Built on AWS**

- OvidDiscovery uses Amazon Web Services' (AWS) Infrastructure as a Service and many other AWS services to deliver a reliable, globally available service.
- OvidDiscovery is hosted entirely in AWS data centers and uses many of its services. This allows us to focus on the quality of the product while taking advantage of the state of the art capabilities, protection, and industry certifications available from the AWS platform.
- ODS Servers are hosted in the US and the Republic of Ireland (EU).

## **Availability**

• To protect data in the case of hardware or service failures, OvidDiscovery mission critical infrastructure is situated in two different Availability Zones (AZ) which are hundreds of miles apart and assure redundancy. This means that when one AZ is hit by a major outage or disaster, we will automatically serve traffic only from our other AZ.

#### Backups

• OvidDiscovery servers are snapshotted once per day, which allows us to recreate a server within minutes. In addition, our database servers take fine-grained point-in-time backups.

#### Security

• Our servers and services are inaccessible from the internet, even our webservers are behind an AWS managed load balancer and AWS firewalls. In addition we guard our systems with a Web Application Firewall and Machine Learning based anomaly detections services. We log everything security related. **Encryption** 

# All data is encrypted both in transit and at rest.

## **Penetration Tests**

A third party is performing weekly penetration tests



## **Employee Access**

• We adhere to the Principle of Least Privilege, meaning only those employees that underwent security training, and have a true need to access, will get only access to the systems relevant to the needs.

## Competitors scenario:

Ovid Discovery leverages the latest OpenAI LLM models, including OpenAI GPT-40 and OpenAI GPT-03-mini, which offer advanced reasoning capabilities.

The comparison of ODS AI and other Health Information AI platforms is that ODS AI is fully based and fed from a comprehensive, high quality and curated STM index, peer reviewed sources, it will not take into account not-contrasted resources, so the information would be far more reliable and it would avoid fake or problematic information (super critical when it comes into medical/health answers...).

Google Scholar and other publicly available AI platforms lack the same curation process, which can result in the output based on unreliable content, including fake articles (such as articles generated by LLMs), retracted publications, and articles from predatory or unreliable journals.

In addition, Ovid Discovery AI goes beyond providing answers and summaries. It features search capabilities and results ranking algorithm enhanced by natural language processing, significantly improving search precision. Resources from all leading publishers within the ODS index have been converted into numerical parameters (vectors) that represent their meaning. When a user enters a search query, the query is also transformed into vectors, enabling natural language searches across Ovid index. Ovid Discovery AI search engine will retrieve the most relevant results, which not only include the correct keywords (or their synonyms) but whose research focus aligns with the context, intent, and meaning behind the query. This saves significant time for researchers by quickly pinpointing the best results from across their library's holdings and other credible sources. Ovid Discovery AI also offers additional features that streamline research workflows, including smart biomedical filters, search suggestions, and continuously evolving AI features that accelerate resource analysis and generate insights.

It is also important to consider that Ovid Discovery is a robust research platform offering more than just Aldriven tools. It includes advanced filtering options, thesaurus implementation, built-in link resolver, customized library/research portal, personalization features with ability to tailor the experience based on user profile, and more. As a comprehensive toolbox for medical and academic research, Ovid Discovery was designed with libraries and researchers in mind and is enhanced with focused Al capabilities to support research workflows. Unlike some freely available tools used by the general public, it is not just an Al-based platform for answering questions—it is a complete, powerful research solution for searching, analyzing and accessing trusted resources in a clinical, research and academic settings.

Other important benefits of ODS compared to these external products:

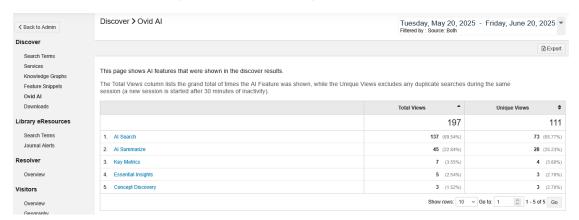
- ODS AI fully integrated within the library and the library's resources,
- ODS AI is part of Ovid Discovery, combining the platform's robust research features with advanced AI capabilities.
- ODS AI searches curated resources from all leading content providers, using semantic search to deliver precise results that capture the intent and meaning behind the search.
- Providing from ODS AI results direct access to full text via LinkResolver.



- ODS AI as one-stop-shop centralized point of access to all licensed and open access resources, instead of having users jumping across different platforms.
- ODS can also combine the customer's local resources (institutional repositories content, organizational information assets, etc.) for a single search across external and internal resources
- ODS features a content management system that enables libraries to boost their web presence, highlight resources and streamline workflows—all while incorporating their unique branding and style
- ODS seamlessly integrates with the organization's IT infrastructure and library systems, including the
  organizational SSO system, library management system, document delivery platforms and other
  library tools, enhancing resource access and user experience
- Ovid Training and Support 24x7, high quality service and support assistance and advanced implementation and consultants' team
- Advance customization and personalization expert consultants' support.
- Ovid Discovery is backed up by Wolters Kluwer, if users have doubts, concerns, results are not what
  is expected, the system fails in the worst moment, etc... who would you contact for those "Free"
  platforms? can a professional health system or institution rely on such unstable, unknown
  resource...?

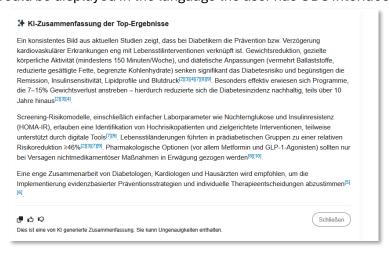
## Statistics:

All ODS AI traffic and activity can be monitored by Customers via ODS Statistics module



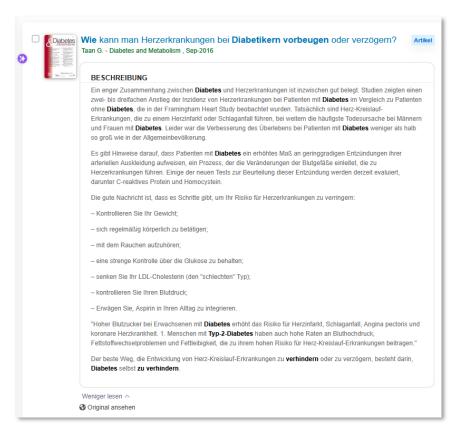
## **Translations:**

 All ODS AI features outcome and results, including Summary, Essential Insights, Key Metrics and Main Concepts, would be displayed in the language the user has ODS interface configured.





• Results can be translated automatically from the ODS results panel; including title and abstract.



## 4. Pricing & Plans:

- ODS AI, including these new features are fully integrated in ODS.
- All new ODS customer would have AI features enabled by default.
- Product Codes don't change, maintaining the same product code for the corresponding ODS version:
   Ovid Discovery Professional (ODSC-SV-PRO) and Standard (ODSC-SV-SRV).
- Current ODS customers would be upgraded within the renewal process
- Quotes can be provided for current ODS customers who would like to upgrade to ODS AI.

## 5. Trials:

- Trials are fully available for customers to test ODS AI
- Trials should follow WK Customer Service standard process based on SOP
- Trials can be activated only for administrators, allowing the customer to test the tool without interfering in the end-users service.
- Trials usage can be monitored by Ovid Support teams.

## 6. Demos:

• Customers' demos and presentations could be provided via our Main Demo ODS account, where all these ODS AI features are fully implemented:

https://wkh.ovidds.com/

ODS AI customers' PPT presentation example:

https://wolterskluwer-

<u>my.sharepoint.com/:p:/p/mauro\_castillo/EUBJP3wdc7hFpphMF\_VIAhEBCCQNvooEmQlxEXQ9HOz\_3dg?e=FMzY94\_</u>



• ODS AI OvidGO! demo videos:

https://tools.ovid.com/ovidgo/videos/watch.php?id=405 https://tools.ovid.com/ovidgo/videos/watch.php?id=347

## 7. Support:

- Contact your Customer Success representative for assistance with ODS AI customers demo, implementations, personalization, training, etc...
- Ovid Discovery Online Help Resource: https://tools.ovid.com/communities/ods/user/english/
- We have an Ovid Discovery Essentials Pathway videos in OvidGO!: https://tools.ovid.com/ovidgo/videos/odssearch.php
- Suggestions, enquires or concerns please contact Mauro Castillo <u>mauro.castillo@wolterskluwer.com</u>

## 8. Marketing:

• Marketing is already working on the corresponding update for all our ODS AI marketing material and resources.

ODS AI - factsheet - Jun25.pdf

https://www.wolterskluwer.com/en/solutions/ovid/ovid-discovery

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