

2026 PEW RESEARCH CENTER'S AMERICAN TRENDS PANEL
Wave 195: AI and health
JUNE 22-28, 2026

TOPLINE
N=3,488

Note: All numbers are percentages unless otherwise noted. Rows/columns may not total 100% due to rounding. The questions presented below are part of a larger survey conducted on the American Trends Panel.

"No answer" includes web respondents who do not answer the question as well as telephone respondents who refuse to answer or who say they don't know how to answer. In cases where "Not sure" was offered as an explicit option to web and telephone respondents, the "No answer" category includes only web skips and telephone refusals.

This survey was conducted primarily online, with some interviews conducted by live telephone. This topline shows the programming language for online administration. For details on how questions were slightly modified for phone administration, visit the questionnaire.

PN = Programming note

	Sample size	Margin of error at 95% confidence level
U.S. adults	3,488	+/- 1.8 percentage points

OTHER QUESTIONS PREVIOUSLY RELEASED OR HELD FOR FUTURE RELEASE**CHATUSEMOD****ASK ALL:**

Do you ever use an artificial intelligence (AI) chatbot like ChatGPT, Gemini or Copilot?

	<u>Yes, I do</u>	<u>No, I do not</u>	<u>No answer</u>
Jun 22-28, 2026	51	49	<1
Feb 17-23, 2026	49	51	<1

TREND FOR COMPARISON:**CHATUSE****BASED ON ALL ADULTS:**

Have you ever used an artificial intelligence (AI) chatbot like ChatGPT, Gemini or Copilot?¹

Aug 12-18,

2024

<i>33</i>	<i>Yes, I have</i>
<i>38</i>	<i>No, I have not</i>
<i><1</i>	<i>No answer to CHATUSE</i>
<i>28</i>	<i>Has heard nothing at all about AI chatbots</i>
<i><1</i>	<i>No answer to CHATAWARE</i>

¹ In the 2024 survey, this question was asked of those who had heard at least a little about AI chatbots (CHATAWARE). It is presented here among all adults.

CHATHLTHWHY**ASK IF USES AI CHATBOTS (CHATUSEMOD=1) [N=1,919]:****[PN: RANDOMIZE ITEMS ACROSS TWO SCREENS]**

Do you ever use artificial intelligence (AI) chatbots for the following health and medical reasons?

		Yes, I use artificial intelligence (AI) chatbots for this	No, I do not use artificial intelligence (AI) chatbots for this	No answer
SYMPT.	To figure out what's causing symptoms Jun 22-28, 2026	50	50	<1
LAB.	To help understand lab results Jun 22-28, 2026	39	61	<1
GOHC.	To help decide whether to go to a doctor or other healthcare provider Jun 22-28, 2026	29	70	<1
TREAT.	To get information about treatments Jun 22-28, 2026	44	56	<1
DIAG.	To learn more about a diagnosis from a doctor or other healthcare provider Jun 22-28, 2026	42	57	<1
COST.	To get health information at little to no cost Jun 22-28, 2026	43	57	<1
UNCOMF.	To get health information you are uncomfortable talking about Jun 22-28, 2026	35	64	<1
QUICK.	To get health information quickly Jun 22-28, 2026	55	45	<1

CHATHELPHLTH

ASK IF USES AI CHATBOTS FOR HEALTH AND MEDICAL REASONS (CHATHLTHWHY_SYMPT-QUICK=1) [N=1,306]:

[PN: ROTATE RESPONSE OPTIONS 1-5/5-1 IN SAME ORDER AS ROTATION_GEN²]

In general, how helpful is the health and medical information you get from artificial intelligence (AI) chatbots?

Jun 22-28,

2026

12	Extremely helpful
34	Very helpful
48	Somewhat helpful
4	Not too helpful
1	Not at all helpful
<1	No answer

CHATPERSCOMF

ASK IF USES AI CHATBOTS FOR HEALTH AND MEDICAL REASONS (CHATHLTHWHY_SYMPT-QUICK=1) [N=1,306]:

[PN: ROTATE RESPONSE OPTIONS 1-5/5-1 IN SAME ORDER AS ROTATION_GEN, HOLDING 6 LAST]

How comfortable would you be sharing personal information about your health with an artificial intelligence (AI) chatbot?

Jun 22-28,

2026

9	Extremely comfortable
20	Very comfortable
42	Somewhat comfortable
19	Not too comfortable
6	Not at all comfortable
4	Not sure
<1	No answer

² ROTATION_GEN created to assign panelists' rotation orders for the following questions: CHATHELPHLTH, CHATPERSCOMF, DOCKNOWAI, DOCTELLIMP, AIDOCINFORM.

CHATEMOSUPP**ASK ALL:**

[PN: RANDOMIZE ITEMS; ROTATE RESPONSE OPTIONS 1-2/2-1, HOLDING 3 AND 4 LAST]

Do you think artificial intelligence (AI) chatbots do more to help or hurt people who use them to get support for...

		<u>Help more than hurt</u>	<u>Hurt more than help</u>	<u>Neither help nor hurt</u>	<u>Not sure</u>	<u>No answer</u>
LONE.	Loneliness					
	Jun 22-28, 2026	19	39	14	27	<1
DPRESS.	Depression					
	Jun 22-28, 2026	17	36	14	33	<1
STRESS.	Stress					
	Jun 22-28, 2026	22	29	18	31	<1

OTHER QUESTIONS HELD FOR FUTURE RELEASE**DOCTELLIMP****ASK ALL:**

[PN: ROTATE RESPONSE OPTIONS 1-5/5-1 IN SAME ORDER AS ROTATION_GEN, HOLDING 6 LAST]

How important do you think it is that a doctor or other healthcare provider tells you if they are using artificial intelligence (AI) in your healthcare?

Jun 22-28,
2026

44	Extremely important
27	Very important
16	Somewhat important
5	Not too important
2	Not at all important
6	Not sure
<1	No answer

OTHER QUESTIONS HELD FOR FUTURE RELEASE

AIPERMISS**ASK IF FORM 2 (X_FORM=2) [N=1,737]:****[PN: RANDOMIZE ITEMS]**

Do you think a healthcare provider or their office should tell you if artificial intelligence (AI) is being used to do each of the following in your healthcare?

		<u>Yes</u>	<u>No</u>	<u>Not sure</u>	<u>No answer</u>
APPT.	Schedule a medical appointment				
	Jun 22-28, 2026	56	33	10	<1
NOTES.	Take notes during a medical appointment				
	Jun 22-28, 2026	72	18	9	<1
DIAG.	Make a diagnosis				
	Jun 22-28, 2026	81	10	9	1
ANALYZE.	Analyze medical scans, such as X-rays or MRI images				
	Jun 22-28, 2026	81	10	9	<1
REFILL.	Order prescription refills from a pharmacy				
	Jun 22-28, 2026	64	25	10	<1
LAB.	Explain lab results				
	Jun 22-28, 2026	80	11	9	<1

AICONTROL1HLTH**ASK ALL:****[PN: ROTATE RESPONSE OPTIONS 1-5/5-1, HOLDING 6 LAST]**

In general, how much of a say do you think you have over whether a doctor or other healthcare provider uses artificial intelligence (AI) in your healthcare?

Jun 22-28,
2026

9	A great deal
8	Quite a bit
16	Some
34	Not too much
20	None
14	Not sure
<1	No answer

AICONTROL2HLTH**ASK ALL:****[ROTATE RESPONSE OPTIONS 1-2/2-1, HOLDING 3 LAST]**

Which statement comes closer to your own views, even if neither is exactly right?

Jun 22-28,

2026

21	I'm comfortable with how much say I have over whether artificial intelligence (AI) is used in my healthcare
63	I'd like more say over whether artificial intelligence (AI) is used in my healthcare
16	Not sure
<1	No answer

AI_DOC_USE**ASK ALL:**

To the best of your knowledge, have any doctors or other healthcare providers ever used artificial intelligence (AI) as part of your healthcare?

Jun 22-28,

2026

16	Yes
37	No
46	Not sure
1	No answer

AIDOCINFORM**ASK IF AI HAS BEEN USED IN THEIR HEALTHCARE (AI_DOC_USE=1) [N=607]:****[PN: ROTATE RESPONSE OPTIONS 1-5/5-1 IN SAME ORDER AS ROTATION_GEN, HOLDING 6 LAST]**

In general, how well do you understand how artificial intelligence (AI) has been used in your healthcare?

Jun 22-28,

2026

5	Extremely well
17	Very well
44	Somewhat well
27	Not too well
5	Not at all well
2	Not sure
0	No answer