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Knowledge, Attitudes, and Perceptions of Chronic Patients in Saudi Arabia Regarding the Use of Artificial Intelligence to Improve Medication Adherence

Background

Artificial intelligence (AI) is advancing healthcare globally and in Saudi Arabia, enhancing patient care, diagnostics, and administrative efficiency, despite challenges such as data privacy and regulation. This study explores knowledge, attitudes, and perceptions (KAP) regarding AI in medication adherence among chronic patients in Saudi Arabia.

Method

A cross-sectional study was conducted among patients with chronic diseases in the Makkah region, Saudi Arabia, from 1 July to 31 December 2024. The study included adult patients with chronic diseases (≥ 18 years) receiving primary care. KAP levels were analyzed using descriptive statistics and composite scores, with demographic associations evaluated through Pearson chi-square tests ($p < 0.05$).

Results

A total of 385 participants were included in the study. Most participants were women (60%), and those belonging to the 50 years or older group comprised the highest percentage (51.2%). The most reported chronic conditions were diabetes (30.7%), hypertension (19.7%), and asthma (14%). Knowledge levels were at a good level among 72.7% of the study participants, and 45.5% expressed a positive attitude towards AI's role. Perception was high among 50.9% of the respondents but low among 23.4%. Demographic factors, particularly age, significantly improved KAP (p -values of 0.048, 0.046, and 0.031, respectively). A positive attitude towards AI's role in medication adherence was observed in 58.2% of the participants with good knowledge levels compared to only 11.4% of those with poor knowledge ($p = 0.001$). Variations in perception levels regarding AI's role in medication adherence were evident across demographics, with statistically significant associations found for age and overall knowledge level (p -values of 0.031 and 0.001, respectively).

Conclusion

AI should be positioned as a supportive tool that complements—not replaces—human care, with transparent governance and targeted education playing key roles.

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Keywords

CEO, upper management, training, education, R&D

Biography

DrSafaa M. Alsanosi is an Associate Professor of Clinical Pharmacology and Therapeutics at the College of Medicine, Ummal-Qura University in Makkah. She earned her M.B.B.S. from UQU and completed both an M.Sc. and Ph.D. in Clinical Pharmacology at the University of Glasgow, where she also served as a postdoctoral fellow. Her research—spanning clinical pharmacology, AI-enabled polypharmacy management, medical education, and hypertension—has been published in high-impact journals and widely cited. She actively mentors students and holds leadership roles in academic development and quality assurance.