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# Enhancing Patient-Doctor Communication with Explainable AI Systems

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## ABSTRACT

In recent years, the integration of artificial intelligence (AI) into healthcare has shown significant potential to transform patient-doctor interactions. This paper explores the role of Explainable AI (XAI) systems in enhancing communication between patients and healthcare providers. While traditional AI systems often operate as opaque "black boxes," XAI systems aim to provide transparency by elucidating the decision-making process. This transparency is crucial in a healthcare context where trust and understanding between patients and doctors are paramount.

We examine the unique challenges and opportunities posed by XAI in clinical settings, focusing on its ability to demystify complex medical diagnoses, treatment options, and prognostic predictions. By making AI's reasoning process more interpretable, patients can engage more actively in their healthcare decisions, leading to improved patient satisfaction and adherence to treatment plans. Additionally, doctors may leverage these systems to verify AI-generated insights, ensuring that the recommendations align with their clinical judgment and patient-specific nuances.

Our investigation includes a comprehensive analysis of various XAI methodologies, such as feature importance, counterfactual explanations, and natural language generation, and evaluates their efficacy in fostering effective communication. We also discuss the ethical implications of deploying XAI systems, emphasizing the need for balancing algorithmic transparency with patient privacy and data security. Furthermore, the paper identifies potential barriers to adoption, including technical limitations and the need for healthcare professionals to acquire new competencies to interact effectively with these advanced systems.

Ultimately, this study underscores the transformative potential of XAI technologies in bridging the communication gap in healthcare. By enhancing understanding and collaboration between patients and doctors, XAI systems not only promise to improve health outcomes but also to advance the broader agenda of patient-centered care.

## 1. Introduction

In recent years, the integration of artificial intelligence (AI) into healthcare systems has revolutionized the manner in which medical services are delivered. Among

the most promising applications of AI is its potential to enhance communication between patients and healthcare providers. Explainable AI (XAI) systems, which are designed to make AI-driven decisions transparent and understandable, are at the forefront of this

transformation. They hold the promise of not only improving diagnostic accuracy and treatment efficacy but also fostering trust and collaboration between patients and doctors. The complexity of medical information often poses significant barriers to effective communication. By elucidating the reasoning behind AI recommendations, XAI systems can bridge this gap, providing patients with a clearer understanding of their health conditions and treatment options [15, 22].

The necessity for explainability in AI systems is underscored by the increasing reliance on machine learning models, which are often criticized for their "black box" nature. As healthcare continues to adopt these advanced technologies, ensuring that AI systems are interpretable and accountable becomes imperative [6, 9]. This paper explores the potential of XAI systems to enhance patient-doctor communication, focusing on how these technologies can be integrated into clinical practice to support informed decision-making and improve patient outcomes.

### 1.1. The Role of Explainable AI in Healthcare

Explainable AI is a subfield of AI that seeks to make machine learning models more transparent and understandable to human users [2, 4]. In the healthcare sector, XAI can demystify complex algorithms, allowing clinicians to interpret AI-generated insights with confidence. By providing clear and accessible explanations for AI decisions, XAI systems can help mitigate risks associated with misinterpretation and misuse of AI recommendations [13, 17].

The integration of XAI into healthcare allows for the democratization of medical knowledge, empowering patients to become active participants in their care. When patients understand the rationale behind AI-driven recommendations, they are better equipped to engage in meaningful discussions with their healthcare providers, leading to shared decision-making and improved satisfaction with care [3, 5].

### 1.2. Challenges and Opportunities

Despite its potential, the implementation of XAI in healthcare faces several challenges. One major obstacle is the inherent complexity of medical data, which requires sophisticated algorithms that can be difficult to interpret [7, 25]. Additionally, there is a need to balance explainability with other critical factors such as accuracy and efficiency. Simplifying models to enhance interpretability could compromise their performance, thus necessitating a careful trade-off [12, 14].

Moreover, the integration of XAI into clinical workflows requires substantial changes in both technology infrastructure and clinician training. Healthcare providers

must be equipped with the skills to understand and communicate AI explanations effectively to patients [1, 24]. Despite these challenges, the potential benefits of XAI in improving patient-doctor communication and fostering trust in AI technologies present significant opportunities for innovation in healthcare delivery [11, 18].

### 1.3. Literature Review

The exploration of XAI in healthcare is supported by a growing body of literature that highlights its potential advantages and applications. Studies have demonstrated that explainable models can improve diagnostic accuracy and facilitate better risk assessment in clinical settings [8, 21]. Furthermore, research indicates that patients are more likely to trust and adhere to treatment plans when they understand the decision-making process involved [16, 20].

Recent advancements in machine learning techniques have contributed to the development of more sophisticated XAI methods capable of generating human-interpretable explanations without sacrificing model performance [10, 23]. The body of work in this area underscores the critical role of XAI in enhancing patient-doctor communication, suggesting a promising avenue for future research and clinical application [19].

In summary, the introduction of explainable AI systems in healthcare presents a transformative opportunity to enhance patient-doctor communication. By making AI recommendations transparent and understandable, these systems can improve patient engagement, facilitate shared decision-making, and ultimately enhance the quality of healthcare delivery. As this field continues to evolve, ongoing research and innovation will be essential to address the challenges and realize the full potential of XAI in healthcare.

## 2. Related Work

The integration of Explainable Artificial Intelligence (XAI) systems into healthcare has emerged as a pivotal area of research, driven by the need to enhance transparency, trust, and understanding between patients and healthcare providers. The complexity of AI systems, often described as "black boxes," poses significant challenges in the medical domain, where clarity and comprehension are critical. As AI becomes increasingly involved in clinical decision-making, explainability is crucial to foster effective communication between patients and doctors, ensuring that AI-driven recommendations are understood and trusted by all stakeholders involved [15, 17, 22].

In recent years, numerous studies have explored the potential of XAI systems to bridge communication gaps

in healthcare settings. These efforts aim to demystify AI processes and outputs, ultimately empowering patients to participate more actively in their healthcare decisions and enabling doctors to provide more informed and personalized care [2, 6, 9]. This section delves into the related work in enhancing patient-doctor communication through XAI, highlighting key advancements and identifying ongoing challenges in the field.

### 2.1. Explainable AI in Healthcare

Explainable AI in healthcare is a burgeoning field that seeks to mitigate the opacity of AI models by providing interpretable insights into their decision-making processes. Several approaches have been proposed to enhance the explainability of AI systems, ranging from model-agnostic methods to model-specific techniques. For instance, LIME (Local Interpretable Model-agnostic Explanations) and SHAP (Shapley Additive Explanations) have been widely adopted to offer human-understandable explanations for model predictions [4, 13]. These methods have been instrumental in elucidating complex AI models, thereby facilitating improved communication between healthcare providers and patients.

Moreover, research has highlighted the importance of tailoring explanations to the context and audience. Personalized explanations that consider patient-specific factors, such as health literacy and emotional state, have shown promise in enhancing the effectiveness of communication [3, 5]. Such context-aware systems ensure that explanations are not only accurate but also resonate with the patient's understanding and concerns.

### 2.2. Patient-Centric Approaches to AI Explainability

Patient-centric approaches emphasize the role of XAI in fostering patient engagement and empowerment. By providing clear and concise explanations of AI-driven recommendations, patients are better equipped to understand their health conditions and treatment options, thereby facilitating shared decision-making [7, 25]. Studies have demonstrated that when patients comprehend the rationale behind AI recommendations, they are more likely to adhere to prescribed treatments and maintain trust in healthcare providers [12, 14].

Incorporating patient feedback into the design and evaluation of XAI systems is also crucial. Engaging patients in the development process ensures that the explanations align with their needs and preferences, ultimately enhancing the usability and acceptance of AI systems in clinical practice [1, 24]. This participatory approach has been shown to improve patient satisfaction and outcomes, highlighting the critical role of patient involvement in the evolution of XAI technologies.

### 2.3. Challenges and Future Directions

Despite significant progress, several challenges remain in the development and deployment of XAI systems in healthcare. One of the primary challenges is balancing the trade-off between model accuracy and interpretability. Highly accurate models, such as deep neural networks, often lack transparency, while more interpretable models may compromise on predictive performance [11, 18]. Ongoing research is focused on developing hybrid models that strike an optimal balance between these competing demands.

Additionally, the ethical and legal implications of XAI in healthcare continue to be a topic of intense debate. Ensuring that AI systems provide unbiased and non-discriminatory explanations is paramount, as biased explanations can perpetuate existing health disparities [8, 21]. Future research must address these ethical considerations and develop frameworks that ensure the ethical deployment of XAI systems in clinical settings.

In conclusion, while XAI holds immense potential to enhance patient-doctor communication, ongoing research and collaboration across disciplines are essential to overcome existing challenges and fully realize the benefits of these systems in healthcare [16, 20, 23]. Continued exploration and refinement of XAI technologies will pave the way for more transparent, trustworthy, and patient-centered healthcare solutions [10, 19].

## 3. Methodology

Developing a robust methodology to enhance patient-doctor communication through the integration of Explainable AI (XAI) systems demands a comprehensive and systematic approach. This section delineates the methodological framework employed in this study, aiming to achieve an optimal synthesis of AI interpretability and clinical communication. Drawing from established paradigms and emerging techniques in the fields of AI and healthcare, this methodology is designed to ensure that the XAI systems not only improve understanding but also foster trust between patients and healthcare providers.

The primary objective of this methodology is to establish a model that accommodates the diverse needs of both patients and doctors, leveraging the capabilities of XAI to bridge communication gaps. This model is predicated on iterative design and evaluation, incorporating feedback loops from real-world clinical settings to refine and enhance the AI systems' functionality and transparency. By employing a mix of qualitative and quantitative methods, this study seeks to comprehensively evaluate the impact of XAI on clinical communication, ensuring that the insights derived are both statistically robust and contextually relevant.

### 3.1. Design and Development of Explainable AI Systems

The initial phase of this study focused on the design and development of XAI systems tailored to the healthcare context. Inspired by methodologies outlined in [22] and [5], this phase involved a multi-disciplinary collaboration between AI experts, healthcare professionals, and patient representatives. The systems were designed to provide clear and concise explanations of AI-driven recommendations, using natural language processing techniques to ensure comprehensibility across varying levels of health literacy [9].

Central to this design process was the selection of appropriate machine learning models that balance performance with interpretability. As suggested by [2], models such as decision trees and rule-based systems were prioritized for their transparency. Additionally, techniques such as SHAP (SHapley Additive exPlanations) and LIME (Local Interpretable Model-agnostic Explanations) were integrated to provide post-hoc explanations of more complex models, as recommended by [17] and [13].

### 3.2. Implementation in Clinical Settings

The implementation phase involved deploying the developed XAI systems in select clinical environments to facilitate real-time patient-doctor interactions. Following the protocols established in [25], this deployment was executed in a controlled manner, ensuring minimal disruption to existing workflows. The systems were embedded within electronic health record interfaces to allow seamless access during consultations [3].

To gauge the systems' effectiveness, a mixed-methods approach was employed, incorporating both observational studies and structured interviews with healthcare providers and patients. This approach allowed for the collection of quantitative data on communication efficacy, as well as qualitative insights into user experiences and perceived trustworthiness [11].

### 3.3. Evaluation and Feedback Loop

Evaluation is a critical component of this methodology, providing the necessary data to iteratively refine the XAI systems. Building on the frameworks proposed by [18] and [15], this study employed both pre- and post-intervention assessments to measure changes in communication quality and patient satisfaction.

Feedback from these assessments was systematically analyzed using thematic analysis techniques, as outlined by [23]. The insights gained were then used to inform subsequent iterations of the XAI systems, ensuring continuous improvement. This feedback loop not only enhances system functionality but also aligns with the

participatory design principles advocated by [14] and [21].

### 3.4. Data Analysis and Interpretation

The data collected from the implementation and evaluation phases were subjected to rigorous statistical analysis to determine the significance of the observed outcomes. Statistical methods such as ANOVA and regression analysis were employed to evaluate the impact of XAI on communication metrics, following the methodologies of [1] and [24].

Furthermore, the interpretive aspect of the analysis involved correlating quantitative results with qualitative findings to provide a holistic understanding of the XAI systems' impact on clinical communication. This comprehensive analysis framework, inspired by [10], ensures that the study's conclusions are grounded in robust empirical evidence.

In conclusion, this methodology represents a comprehensive approach to integrating XAI in healthcare with the ultimate goal of enhancing patient-doctor communication. By leveraging both technical innovations and participatory principles, this study seeks to contribute to the growing body of literature on the effective deployment of AI in clinical settings [19].

## 4. Results

The integration of Explainable AI (XAI) systems into healthcare has garnered significant attention due to its potential to enhance patient-doctor communication. By providing transparent and interpretable insights into complex medical data, XAI systems can bridge the gap between technical medical diagnoses and patient comprehension, thereby fostering trust and collaboration in clinical settings. This section presents the findings of our study, which examined the impact of XAI on patient-doctor interactions, emphasizing improvements in communication, patient satisfaction, and clinical outcomes.

### 4.1. Improvement in Communication Clarity

Our findings demonstrate a substantial improvement in communication clarity when XAI systems are utilized in consultations. Patients reported a clearer understanding of their medical conditions when explanations were supplemented by AI-generated visual aids and narratives [15, 22]. These tools demystified complex diagnostic information, allowing patients to engage more actively in discussions with their healthcare providers. The use of XAI visualizations, such as heatmaps and decision trees, provided tangible evidence that patients found easier to

comprehend than traditional verbal explanations alone [6, 9].

#### 4.2. Increased Patient Satisfaction

The study also revealed a significant increase in patient satisfaction scores post-consultation in scenarios where XAI systems were employed. Patients expressed higher levels of trust and satisfaction due to the perceived transparency in the decision-making process [2, 4]. This aligns with previous findings suggesting that increased information transparency leads to improved patient experiences [13, 17]. Moreover, patient feedback indicated a preference for consultations that included AI explanations, as these sessions were perceived as more informative and empowering [3, 5].

#### 4.3. Enhanced Clinical Outcomes

Quantitative analysis revealed that the use of XAI systems correlated with improved clinical outcomes. Patients involved in XAI-assisted consultations showed better adherence to prescribed treatment plans, likely due to a deeper understanding of their medical conditions and the rationale behind specific therapeutic choices [7, 25]. Additionally, these patients exhibited higher engagement in self-management practices, which are crucial for chronic disease management [12, 14]. Such outcomes underscore the potential of XAI to not only enhance communication but also directly impact patient health positively [1, 24].

#### 4.4. Limitations and Challenges

Despite the promising results, several challenges were identified in the deployment of XAI systems in clinical settings. One challenge is the variability in AI literacy among patients, which can affect the efficacy of AI-driven explanations [11, 18]. Furthermore, there is a need for continuous training for healthcare professionals to effectively integrate XAI tools into their practice [8, 21]. This finding is consistent with the literature, which emphasizes the importance of education and training in maximizing the benefits of technological advancements in healthcare [16, 20].

In conclusion, our results indicate that XAI systems hold significant promise for enhancing patient-doctor communication by clarifying complex medical information, improving patient satisfaction, and contributing to better clinical outcomes. However, addressing the challenges associated with their implementation is crucial for realizing their full potential in transforming healthcare communication [10, 19, 23].

## 5. Discussion

The integration of Explainable AI (XAI) systems in healthcare settings has become a focal point of research as it promises to enhance the patient-doctor communication paradigm. This discussion examines the implications, challenges, and potential solutions that arise from deploying XAI systems to facilitate clearer, more effective dialogues between patients and healthcare providers. The transformation from opaque AI systems to those that offer transparency and interpretability is a critical step towards fostering trust and understanding in medical consultations.

The efficacy of XAI in enhancing communication is supported by several studies that emphasize the importance of transparency in AI-driven healthcare solutions [6, 15, 22]. These studies suggest that when patients and doctors have a clearer understanding of AI recommendations, it leads to improved decision-making processes and patient outcomes. This section will delve into the key aspects of this transformation, addressing both the benefits and the hurdles that must be overcome to realize the full potential of XAI in clinical settings.

### 5.1. Improving Trust Through Transparency

Trust is a cornerstone of effective healthcare delivery, and XAI systems play a pivotal role in bolstering this trust by making AI decisions more transparent. According to [9] and [2], the interpretability of AI models can significantly enhance patient confidence in the diagnostic and treatment recommendations provided by clinicians. By offering explanations of AI-generated insights, patients are more likely to engage in meaningful dialogues with their healthcare providers, leading to more personalized care [4].

Furthermore, the transparency provided by XAI systems allows doctors to better understand and communicate the limitations and uncertainties inherent in AI predictions. As noted by [17], this understanding is critical in managing patient expectations and fostering a collaborative environment where patients feel empowered to participate actively in their healthcare decisions.

### 5.2. Challenges in Implementing XAI Systems

Despite the promising benefits, the implementation of XAI systems in healthcare is fraught with challenges. A significant concern is the complexity of translating AI explanations into language that is both accessible and meaningful to patients [3, 13]. Achieving this requires a nuanced understanding of patient literacy and the ability to tailor explanations to diverse populations [5].

Additionally, there is the challenge of balancing the trade-off between explanation detail and cognitive overload. As [7] points out, overly detailed explanations can overwhelm patients, reducing their ability to comprehend essential information and make informed decisions. Therefore, optimizing the level of detail in AI explanations is critical to enhancing patient-doctor communication without causing confusion [25].

### 5.3. Strategies for Effective XAI Integration

To address the challenges associated with implementing XAI systems, several strategies have been proposed. One approach is to incorporate feedback loops in the design of XAI systems, allowing continuous refinement of explanation mechanisms based on patient and doctor feedback [12, 14]. This iterative process ensures that the systems remain aligned with user needs and preferences, enhancing their overall efficacy in clinical settings.

Moreover, training healthcare professionals to effectively use XAI tools is essential for maximizing their potential. According to [1], educational programs that focus on the interpretability and application of AI technologies can empower doctors to leverage these systems more effectively, thereby improving patient communication.

### 5.4. Future Directions and Research Opportunities

The future of XAI in healthcare holds numerous opportunities for research and development. One promising avenue is the exploration of hybrid models that combine human intuition with AI analytical capabilities, as suggested by [24] and [11]. Such models could enhance the interpretability of AI systems while preserving their analytical power, leading to more nuanced and accurate patient consultations.

Furthermore, interdisciplinary collaborations between AI researchers, healthcare professionals, and communication experts are vital for advancing the development of XAI systems that are both technically robust and user-friendly [8, 18]. These collaborations can drive innovations that address the diverse needs of patient populations and improve the overall quality of healthcare delivery.

In conclusion, the integration of XAI systems into patient-doctor communication represents a transformative shift in healthcare. While challenges remain, the potential benefits in terms of trust, transparency, and patient engagement are substantial. Continued research and strategic implementation efforts are essential to fully realize the potential of XAI in enhancing healthcare communication [10, 16, 19–21, 23].

## 6. Conclusion

In the rapidly evolving landscape of healthcare, enhancing communication between patients and doctors remains a pivotal challenge. The integration of Explainable AI (XAI) systems holds significant promise in addressing this challenge, offering tools that can foster understanding and trust. As this paper has explored, the potential of XAI in improving patient-doctor communication is profound, providing pathways to more informed and personalized healthcare experiences.

The deployment of XAI systems in healthcare settings is not just a technological advancement but a paradigm shift that redefines the roles of patients and healthcare providers. By making AI-driven decisions transparent and interpretable, these systems empower patients with a clearer understanding of their medical conditions and the rationale behind treatment options. Simultaneously, they equip healthcare providers with enhanced decision-support tools, facilitating more effective communication and shared decision-making processes.

### 6.1. Implications for Patient-Doctor Communication

The integration of XAI into clinical practice has profound implications for patient-doctor communication. By elucidating the reasoning behind AI-derived insights, XAI systems foster a collaborative environment where patients can engage more deeply with their healthcare providers. This enhanced interaction can lead to improved patient satisfaction and adherence to treatment plans, as patients gain a clearer understanding and trust in the medical advice provided [6, 15, 22].

Moreover, XAI systems can bridge the gap in health literacy, providing explanations that are tailored to the patient's level of understanding. This personalization is crucial in ensuring that the benefits of AI are equitably distributed across diverse patient populations, reducing disparities in healthcare outcomes [2, 9].

### 6.2. Challenges and Future Directions

Despite the promising potential of XAI systems, several challenges remain. Ensuring the accuracy and reliability of these systems is paramount, as errors or biases in AI explanations can erode trust rather than build it. Continuous research and validation are necessary to refine these systems, ensuring they meet the high standards required in healthcare settings [4, 17].

Furthermore, the integration of XAI systems requires careful consideration of ethical and privacy concerns. As these systems handle sensitive patient data, robust frameworks must be established to protect patient confidentiality while leveraging AI's capabilities [3, 13].

Looking forward, interdisciplinary collaboration between AI researchers, healthcare professionals, and ethicists will be crucial in advancing the field of XAI in healthcare. Such collaboration can facilitate the development of guidelines and best practices that ensure the effective and ethical use of XAI systems [5, 7].

### 6.3. Conclusion

In conclusion, Explainable AI systems represent a transformative development in the realm of patient-doctor communication. By demystifying AI processes and outcomes, these systems have the potential to enhance trust, understanding, and collaboration in healthcare. While challenges remain, the ongoing advancements in XAI technology and methodology hold the promise of a future where patient-doctor interactions are significantly enriched, leading to improved healthcare delivery and patient outcomes [12, 19, 25]. As we continue to explore and refine these technologies, the ultimate goal remains clear: to harness the power of AI to empower patients and support healthcare providers in delivering exceptional care [1, 14].

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