

LETTER TO THE EDITOR

Reply to the Comment on “Vaccination hesitancy: agreement between WHO and ChatGPT-4.0 or Gemini Advanced” by Hinpetch Daungsupawong and Viroj Wiwanitkit

Dear Editor,

we would like to thank Dr. Daungsupawong and Wiwanitkit for their interesting comment (1) to our paper on the level of agreement between WHO and ChatGPT-4.0 or Gemini Advanced (2). With regard to the selection of the 38 questions, there was no selection, as we just used all the 38 frequently asked questions on vaccines and vaccine hesitancy listed by the WHO. We agree that any other choice would have been debatable.

Concerning the criteria adopted to evaluate the consistency and conformity between chatbots and WHO answers, we entirely agree that a level of subjectivity cannot be excluded. However, we specified the four criteria that were used and, in the absence of pre-established criteria in the literature, we believed, and still believe, that the judgment of two physicians with a long training in public health is the best and most reliable method to assess the level of agreement between complex, multifaceted answers to complex questions.

Finally, we entirely agree that longitudinal studies that examine the changing accuracy of AI replies as they learn and adapt over time, as well as how the answers can differ according to user demographics, will be extremely useful to better define chatbot strengths and limitations in real-world scenarios. We are currently expanding the investigation on the use of AI for vaccine hesitancy and hope to be able to address soon some of the above issues.

Conflict of interest: Authors declare no conflict of interest

Acknowledgement: None data availability statement: there is no new data

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References

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