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RESEARCH INTERESTS

Human-AI interaction; digital behavior phenotyping; digital health intervention; AI-enabled care; future of work; telehealth and remote patient monitoring; patient-provider relationship.

ACADEMIC APPOINTMENTS

- 2023–Present **Research Scientist**, (supported by K-award/NIH), Population Health (DPH), NYU Grossman School of Medicine (NYUGSoM)
- 2021–2023 **Postdoctoral Fellow**, Center for Healthful Behavior Change, NYUGSoM; Technology Management & Innovation (TMI), NYU Tandon School of Engineering
- 2020–2021 **Adjunct Faculty**, School of Communication & Information (SC&I), Rutgers University, New Brunswick

EDUCATION AND TRAINING

Education

Year	Degree	Field	Institution
2021	Ph.D.	Information Science	Rutgers University, New Brunswick, USA
2014	M.E.	Computer Science	Jadavpur University, Kolkata, India
2011	B.E.	Computer Science	Jadavpur University, Kolkata, India

Training

2014–2016	Research Fellow	Jadavpur University, Kolkata, India
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GRANTS

AGENCY	ROLE	EFFORT	PROJECT TITLE	STATUS
NIDDK/ NIH	PI	75%	EngageTEXT: Using phenotypes to enhance engagement with a diabetes text messaging intervention [1K99DK144663-01]	Active
AHRQ	Co-I	15%	iMatter2: An AI-driven approach to supercharge a novel digital patient-reported outcomes tool for diabetes management [R01HS026522-06]	Active
SoDEC (Internal)	PI	10%	p-TRAIT: Patient assessment of trust in clinicians' AI-supported care and triage	Under Review

AWARDS AND FELLOWSHIPS

Year	Award/Fellowship
2020	Dissertation research award from School of Communication & Information (SC&I), Rutgers (\$1,000)
2020	Library and information science endowment fund from SC&I, Rutgers (\$5,000).
2019-2020	Graduate assistance from SC&I, Rutgers (\$10,000).
2018	Doctoral student summer research training support from SC&I, Rutgers (\$2,000).
2016-2017	Distinguished Tefko endowed fund for doctoral students from SC&I (\$5,000).
2015	Selected for Visvesvaraya PhD fellowship by Ministry of Electronics & IT, Govt of India (GoI).

PUBLICATIONS

Peer-reviewed Journal Articles

1. **Mandal S**, Wiesenfeld BM, Szerencsy AC, et al. Utilization of generative AI-drafted responses for managing patient–provider communication. *npj Digital Medicine*. 2025.
2. Schoenthaler A, Hack R, **Mandal S**, et al. Closing hypertension equity gaps through digitally inclusive remote patient monitoring. *NEJM Catalyst*. 2025.
3. Chervonski E, Pelegri E, De F, et al. Cardiovascular health markers with remote team-based hypertension management in a safety-net population. *American Journal of Preventive Medicine*. 2025.
4. **Mandal S**, Wiesenfeld BM, Mann DM, Nov O. The “new” new normal: Changes in telemedicine utilization since COVID-19. *The American Journal of Managed Care*. 2025.
5. **Mandal S**, Wiesenfeld BM, Mann DM, Szerencsy AC, Iturrate E, Nov O. Quantifying the impact of telemedicine and patient medical advice request messages on physicians’ work outside work. *npj Digital Medicine*. 2024.
6. Small WR, Wiesenfeld B, Brandfield-Harvey B, et al. Large language model–based responses to patients’ inbasket messages. *JAMA Network Open*. 2024.
7. Gago C, De Leon E, **Mandal S**, et al. “Hypertension is such a difficult disease to manage”: Federally qualified health center staff- and leadership-perceived readiness to implement a technology-facilitated team-based hypertension model. *Implementation Science Communications*. 2024.
8. Marini C, Cruz J, Payano L, et al. Opening the black box of an mHealth patient-reported outcome tool for diabetes self-management: Interview study among patients with type 2 diabetes. *JMIR Formative Research*. 2023.
9. Lawrence K, Singh N, Jonassen Z, et al. Operational implementation of remote patient monitoring within a large ambulatory health system: Multimethod qualitative case study. *JMIR Human Factors*. 2023.

10. **Mandal S**, Belli HM, Cruz J, Mann D, Schoenthaler A. Analyzing user engagement within a patient-reported outcomes texting tool for diabetes management: Engagement phenotype study. *JMIR Diabetes*. 2022.
11. **Mandal S**, Wiesenfeld BM, Mann D, et al. Evidence for telemedicine’s ongoing transformation of health care delivery since the onset of COVID-19: Retrospective observational study. *JMIR Formative Research*. 2022.
12. Lawrence K, Nov O, Mann D, **Mandal S**, Iturrate E, Wiesenfeld B. Virtual work outside work: The impact of telemedicine on physicians’ after-hours EHR work during the COVID-19 pandemic. *JMIR Medical Informatics*. 2021.
13. Senteio CR, Hershey DS, Campbell T, **Mandal S**. Intergenerational technology transfer: Enhancing African American older Adults’ Self-efficacy for diabetes self-management. *Progress in Community Health Partnerships*. 2021.
14. **Mandal S**, Shah C, Peña-Alves S, et al. Understanding the spread of prevention and cessation messages on social media for substance use in youth. *Aslib Journal of Information Management*. 2020.
15. Liu J, Wang Y, **Mandal S**, Shah C. Exploring the immediate and short-term effects of peer advice and cognitive authority on web search behavior. *Information Processing & Management*. 2019.

Journal Articles Under Review

16. **Mandal S**, Belli H, Arena GM, et al. Text message–based intervention for improving diabetes management: A randomized controlled trial. Under review in *JAMA Network Open*.
17. Schoenthaler A, De La Calle F, Belli H, et al. A multilevel intervention for hypertension management in a federally qualified health center: A stepped-wedge cluster randomized clinical trial. Under review in *JAMA Internal Medicine*.
18. Mastrianni A, Small WR, Cui Y, et al. Differences in tone of AI and care team responses to patient messages by patient demographics. Under review in *npj Digital Medicine*.
19. De Leon E, De La Calle F, **Mandal S**, et al. Understanding implementation of a technology-facilitated hypertension model in federally qualified health centers: A realist evaluation of staff experiences. Under review in *Journal of General Internal Medicine*.

Peer-reviewed Conference & Workshop Proceedings

1. Mendel T, **Mandal S**, Nov O, Wiesenfeld BM. Who is responsible, the advisor or the AI? Understanding the effects of advisors disclosing their AI use on their perceived responsibility and AI reliance. *Proceedings of the ACM on Human–Computer Interaction (CSCW)*. 2025.
2. **Mandal S**, Rath M, Wang Y, Patra BG. Predicting Zika prevention techniques discussed on Twitter: An exploratory study. *Proceedings of the ACM Conference on Human Information Interaction and Retrieval (CHIIR)*. 2018.

3. Wang Y, Liu J, **Mandal S**, Shah C. Persuasion by peer or expert for web search. *Companion of the ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW)*. 2018.
4. Wang Y, Liu J, **Mandal S**, Shah C. Search successes and failures in query segments and search tasks: A field study. *Proceedings of the Association for Information Science and Technology (ASIS&T)*. 2017.
5. **Mandal S**, Banerjee S, Naskar SK, Rosso P, Bandyopadhyay S. Adaptive voting in multiple classifier systems for word-level language identification. *FIRE Workshops*. 2015.
6. Patra BG, Mukherjee N, Das A, et al. Identifying aspects and analyzing their sentiments from reviews. *Mexican International Conference on Artificial Intelligence*. IEEE. 2014.
7. Patra BG, **Mandal S**, Das D, Bandyopadhyay S. JU_CSE: A conditional random field-based approach to aspect-based sentiment analysis. *International Workshop on Semantic Evaluation (SemEval)*. 2014.

Panel Discussions & Poster Sessions

1. Holmgren AJ, Reed M, **Mandal S**, Apathy N, Kannampallil T. The problem with screen time: Electronic health records and clinician work for telemedicine. *AMIA Annual Symposium*. 2024. [Panel]
2. Shunk A, Small W, Cui Y, Twan C, Richardson S, **Mandal S**, Aphinyanaphongs Y. Evaluating GPT-4-generated draft replies to patient messages for differences in patient-centeredness and positive affect by patient race. *AMIA Annual Symposium*. 2024. [Poster]
3. Gago C, De Leon E, **Mandal S**, et al. Federally qualified health center staff- and leadership-perceived readiness to implement a technology-facilitated team-based hypertension model: “Hypertension is such a difficult disease to manage”. *Annual Conference on the Science of Dissemination and Implementation (AcademyHealth)*. 2023. [Poster]
4. Patra BG, **Mandal S**, Pal S, Sholle E, Pathak J. A pilot study of public health messages on COVID-19 on Twitter. *AMIA Informatics Summit*. 2022. [Poster]

TEACHING AND MENTORING ACTIVITIES

Teaching

Term	Course	Institution	Role
Fall 2020	Internet & Information Environment (04:547:111)	RU, SC&I	Instructor
Spring 2020	Internet & Information Environment (04:547:111)	RU, SC&I	Instructor
Spring 2018	Information technology (16:194:612)	RU, SC&I	TA
Spring 2018	Database Design & Management (17:610:557)	RU, SC&I	TA
Fall 2017	Database Design & Management (17:610:557)	RU, SC&I	TA

Mentoring

02/2025–Present	Angel Cardona	High School	NYUGSoM	Mentor
08/2025–Present	Haitong Lin	Doctoral student	NYU Tandon	Mentor
04/2025–09/2025	Xiaoting Chen	Doctoral student	NYU	Mentor
11/2017–10/2018	Sahil Bhangre	Master’s student	RU, Business School	Mentor

INVITED TALKS AND PRESENTATIONS

2025	Future of Work Seminar, NYU Stern School of Business	
2024	Technology Management & Innovation (TMI) Research Workgroup, NYU Tandon	
2022	Future of Work Seminar, NYU Langone Health	
2021	Digital Health Research Workgroup, NYU Langone Health	
2018	2 nd ACM Europe Summer School on Data Science, Greece	
2018	ACM Conference on Human Information Interaction & Retrieval (CHIIR'18)	
2016	Guest Lecture, Techno India University, Salt Lake, Kolkata, India	

PROFESSIONAL SERVICE

2025	17 th ACM Web Science Conference (WebSci'25)	Program committee member
2025	88 th Annual Meeting, ASIS&T'25	Reviewer
2024	Conference on Human Factors in Computing Systems (CHI'24)	Reviewer
2024	American Medical Association (AMIA) Informatics Summit	Reviewer
2024	87 th Annual Meeting, ASIS&T'25	Reviewer
2022	AMIA Informatics Summit	Reviewer
2020	17 th International Conference on Natural Language Processing (ICON'20)	Program committee member
2019	16 th International Conference on Natural Language Processing (ICON'19)	Program committee member
2018	41 st International ACM SIGIR Conference on Research and Development in Information Retrieval	Student volunteer

PROFESSIONAL ASSOCIATION

2024 - Present	American Medical Association (AMIA)	
2023 - Present	Special Interest Group on Computer-Human Interaction (SIGCHI)	
2018 - 2023	Special Interest Group on Information Retrieval (SIGIR)	
2018 - Present	Association for Computing Machinery (ACM)	
2018 - Present	Association for Information Science & technology (ASIS&T)	

INDUSTRY EXPERIENCE

2016-2017	United Nations ICT for sustainable development (ICT4SD)	Research intern
2014-2015	SenseNet Technologies India Pvt Ltd	Consultant
2011-2012	Cognizant Technology Solutions	Software developer

Last edited on: February 1, 2026