

LLM Chatbot for Improved Patient Engagement

PROBLEM STATEMENT

The healthcare sector faces challenges in patient engagement and efficient communication. Patients often experience difficulties in accessing timely medical information, booking appointments, and receiving prompt responses to their queries. This results in a gap in healthcare delivery and patient satisfaction.

SOLUTION

Developed an AI-powered chatbot system designed to interact with patients 24/7. This chatbot provides instant responses to patient queries, facilitates appointment bookings, and offers relevant health information. The system is integrated with the healthcare provider's database for accurate and personalized patient interaction.

RESULTS



INCREASED PATIENT ENGAGEMENT & SATISFACTION SCORE

40% increase in patient engagement, Patient satisfaction scores improved by 35% due to quicker response times and more accessible health information



REDUCTION IN WORKLOAD

50% reduction in administrative workload for appointment scheduling



MORE TIME FOR THE STAFF

chatbot successfully handled 70% of common queries, freeing healthcare professionals to focus on critical cases