

Transforming Healthcare Triage

PROBLEM STATEMENT

As a leading AI, ML, and Data Science solutions provider, we were presented with an opportunity to collaborate with a progressive healthcare provider to revolutionize their patient triage system. The healthcare industry has been experiencing increased demand for efficient patient categorization and prioritization. In response, our team worked closely with the healthcare provider to develop an AI/ML-driven solution that would optimize patient triage and enhance the patient experience

Challenge

The challenge at hand was to create an automated and data-driven system that could effectively categorize and prioritize patients based on the information they provide through an online form. The AI/ML solution needed to make recommendations regarding whether the patient should be seen in-person or remotely, the priority of their appointment, and the type of care required. This would not only improve the efficiency of healthcare delivery but also ensure that patients with more severe conditions receive immediate attention.

RESULTS



Efficient Triage

The healthcare provider achieved a more efficient patient triage system, significantly reducing the wait times for patients in need of immediate care.



Improved Patient Experience

Patients appreciated the convenience of online forms and the quick response from the healthcare provider.



Optimized Resource Allocation

By categorizing patients effectively, the healthcare provider was able to allocate resources more efficiently, ensuring that critical cases received prompt attention

Solution Overview

- 1. Online Form:** Patients complete an online form detailing their symptoms and medical history.
- 2. Data Integration:** AI/ML integrates this data with existing medical records to create a comprehensive patient profile.
- 3. Machine Learning:** Machine learning algorithms analyze the data, considering factors like symptom severity, medical history, and health metrics.
- 4. Triage Recommendations:** The system provides one of these recommendations:
 1. In-person visit (high or standard priority).
 2. Remote consultation (high or standard priority).
 3. Where should the patient be directed for care
 4. What priority should they be scheduled
- 5. Instant Notifications:** Patients receive instant notifications with their triage recommendation and appointment details. Critical cases alert healthcare professionals immediately.