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Design and Development of AI-Powered Healthcare WhatsApp Chatbot

Publisher: IEEE   Cite This   PDF

Prakasam S ; N. Balakrishnan ; Kirthickram T R ; Ajith Jerom B ; Deepak S   **All Authors** •••

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Abstract

Document Sections

I. Introduction

II. Related Work

III. Proposed Methodology

IV. Algorithms and Working

V. Results and Discussion

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Figures

References

Citations

Keywords

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Abstract:

Technology has been increased in massive part of today's healthcare scenario. The advancement and improvement of information and communication technologies had led to increase the usage of chatbots in almost all the healthcare sectors. And the technology has changed the way of communication between the patients and doctors in medical sectors. Nowadays, chatbots were used for computer medical communication in order replace the human agents due to high efficiency and cost effectiveness. Artificial Intelligence (AI) and Chatbots are the two base breaking technologies that have changed the patients and doctors perceive in healthcare. In the field of healthcare sector, the use of AI (Artificial Intelligence) has been explored for automating the applications and appointments for public users. A WhatsApp chatbot is program which can reply to messages automatically on WhatsApp. In this paper, to make the healthcare system more effective, and interactive a diagnostic chatbot is designed and developed using machine learning algorithms, to help the public users in booking, cancelling, and rescheduling the Doctor's appointment based on their timings. This proposed work is used to employ an artificial chatbot, to do a live chat with a patient and users regarding to the medical appointment with the concerned doctors. This application can well be extended from B2B to a B2C utilization, where service providers like doctors, ayurvedic, physiotherapist, psychologist as well as therapist, dietician, nutrition, trainer can cater to specific users. Thus, the indention to more focus on Natural Language Processing (NLP) techniques to improve the chatbot conservation aspects in future studies.