Smart Hospital Chatbot-Virtual Consultation and Appointment using NLP and Machine Learning

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Abstract: Healthcare services face a huge challenge of supply-and-demand which you can fix when we create a digital platform. In the traditional healthcare system, patients would go to the hospitals, and they always have to wait for appointments and medical reports. Also, conversation between doctors and patients about their health status and daily lives is not fully remembered by the doctor as well as patients. So, to improve the doctor-patient interaction, we will design and implement a machine learning framework that contains a chatbot, voice transcription and other functionalities. The proposed Medical Chatbot can interact with the users, giving them a realistic experience of chatting with a medical Professional. Our motive is to show that the proposed medical chatbot could be a better alternative to many already existing chatbots in the domain of medicine. An AI enabled conversational UX can deliver personalized experiences to your patients for identifying the illness, scheduling doctor appointments, notifying caregivers about symptoms, monitoring the health status, updating the homecare assistant from time-to time and more. Also, the proposed system converts the voice to text first and then generates prescriptions automatically by extracting the keywords and provides the prescription in the desired format automatically. This system can also generate prescriptions efficiently with just the audio file of the conversation between the doctor and the patient through a phone call.

REFERENCES


