



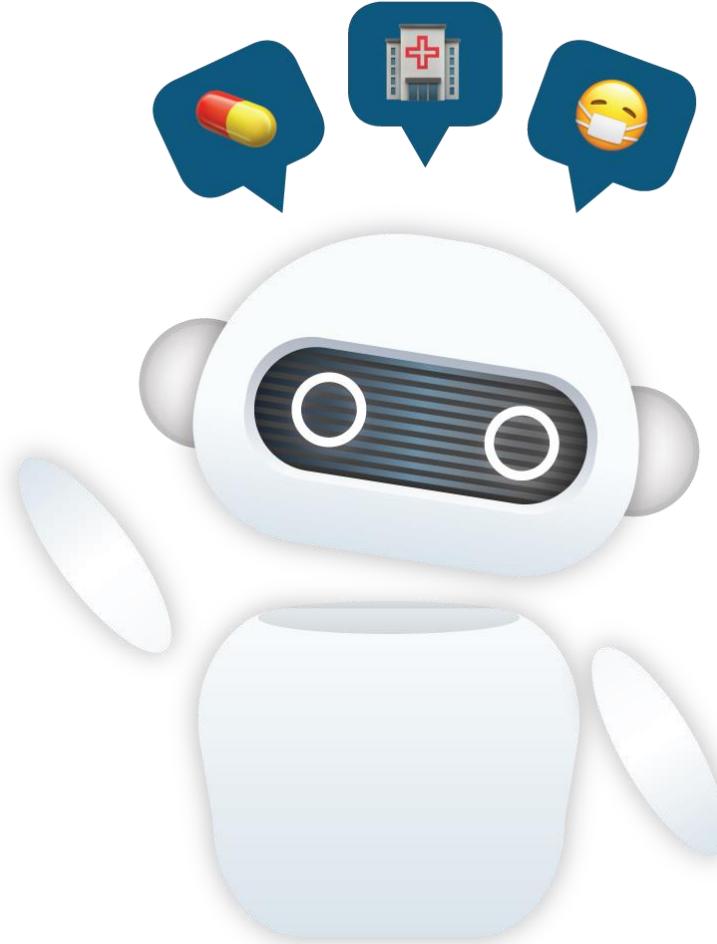
# Top 15 Use Cases for **Chatbots in Healthcare**



# Inspiration before healthy chatbot creation

Chatbots are no replacement for the human touch in healthcare, but with wait times and bureaucracy often impeding timely patient care, there's no question they have a place. Recent technological advancements in AI make it easy for healthcare providers to launch their own chatbots. Still, the relative newness of the technology means there's no well-worn path to success for you to follow.

With this in mind, we've drawn on our experience building healthcare chatbots to identify 15 practical use cases that benefit providers and patients alike.





Chatbot

What concerns you most about your health right now? List any relevant symptoms



I am feeling sick to my stomach



I have noted nausea



I need to learn more before I can tell you what might be happening. How long ago did the nausea start?



Within 1 hour

1-8 hours

8+ hours

Have you been in contact with anyone who has the flu?



Yes

No



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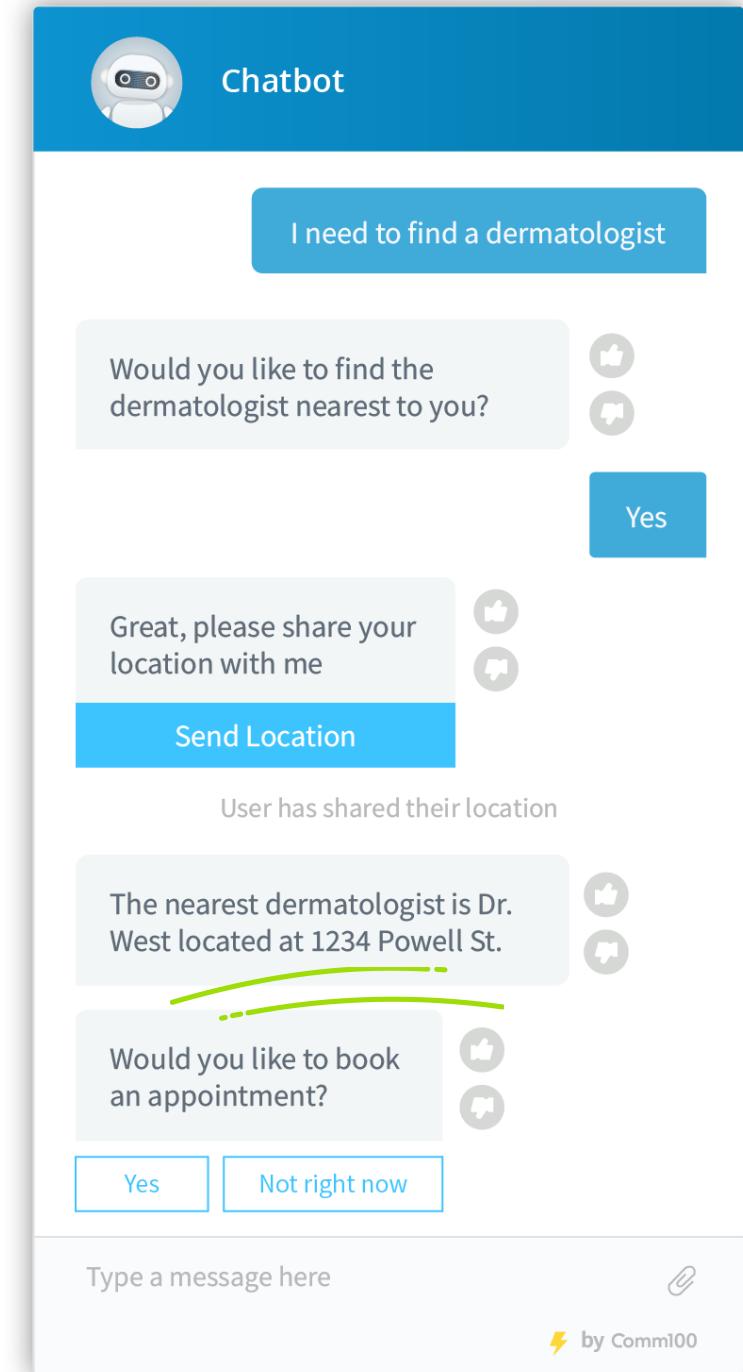
## Checking Symptoms

Plugging a collection of symptoms into a search engine can yield unclear or unnecessarily alarming results. Chatbots can ask clarifying questions and factor in personal details before offering advice. They can also identify when a person might need urgent care and pass along chat transcripts to providers so that patients don't have to repeat themselves.

# 2

## Finding Healthcare Services

Finding health services that are close by and in your care network can be difficult. Chatbots can personalize their responses based on account information and use location data to find the nearest relevant services.





Chatbot



What types of insurance does your clinic accept?

Our health facility accepts the majority of all Health Insurance plans, including all Medicare and Medicaid plans.



Do you take walk-ins?

Walk-ins are only available between 9 and 4 on weekdays.



I think I have a sprained ankle, what should I do?

Type a message here



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## Answering Basic Questions

Commonly asked questions take up the majority of time for most customer service teams, and healthcare is no exception. In an industry where serious questions require serious attention, why not let a chatbot answer the FAQs and let your agents spend more time on critical inquiries.

# 4

## Medication Guidance

Chatbots aren't replacements for pharmacists. but they can be handy for sharing basic drug information and reminding patients when to take their medication. Chatbots can interact over web, social, SMS, and even through your mobile app so your customers will always see the reminder.





Chatbot

Is it okay to drink alcohol with medication X?

When taking medication X, it is advised that you do not consume alcohol as it can cause disorientation, loss of balance, and drowsiness.

Can I set a reminder to take medication X?

Sure, how often are you supposed to take it?

Once a day

And what time of day would you like your reminder?

Type a message here

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**BOOK AN APPOINTMENT**

**Park Ave Medical Clinic**  
Open 9am to 9pm, Monday to Saturday  
Next available appointment: 10:00am  
[Book this appointment](#)

**Broadway Health Clinic**  
Open 7am to 6pm Monday to Saturday  
Next available appointment: 11:25pm  
[Book this appointment](#)

 Chatbot

I'd need to visit a clinic

I can book you an appointment using our online scheduling service. Click the link below to get started

[Book an appointment](#)

Type a message here 

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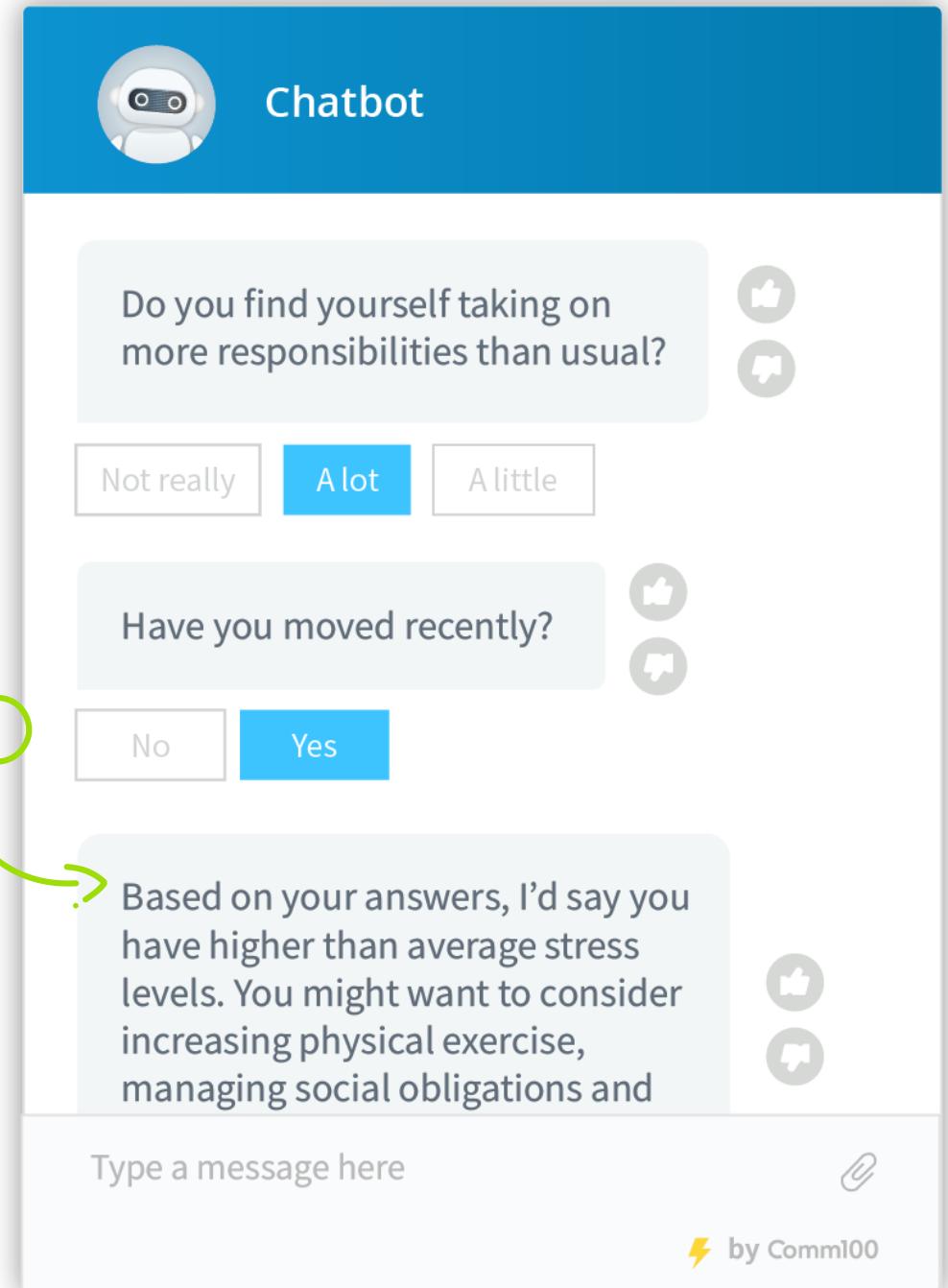
## Scheduling Appointments

Getting time with your practitioner is typically done through a phone call. But with demand for digital options increasing, a chatbot that can book appointments might be just what the doctor ordered. They can hook into your existing scheduling tools or, if you already have online appointment booking, host that service inside the chat window.

# 6

## Health and Wellness Advice

Living a healthier life often requires access to information that helps you make informed decisions. A chatbot can provide personalized nutritional information, take people through questionnaires, and keep people engaged with their health-related goals.





Chatbot

Can you send my medical records to Dr. Smith?

Okay, in order to that you'll need to fill out a disclosure authorization form.

Can you tell me which state you live in?

Select a state ▾

- California
- Oregon
- Washington

Great, I've found the form you need, you can access it by clicking the button below

Disclosure Form

Type a message here

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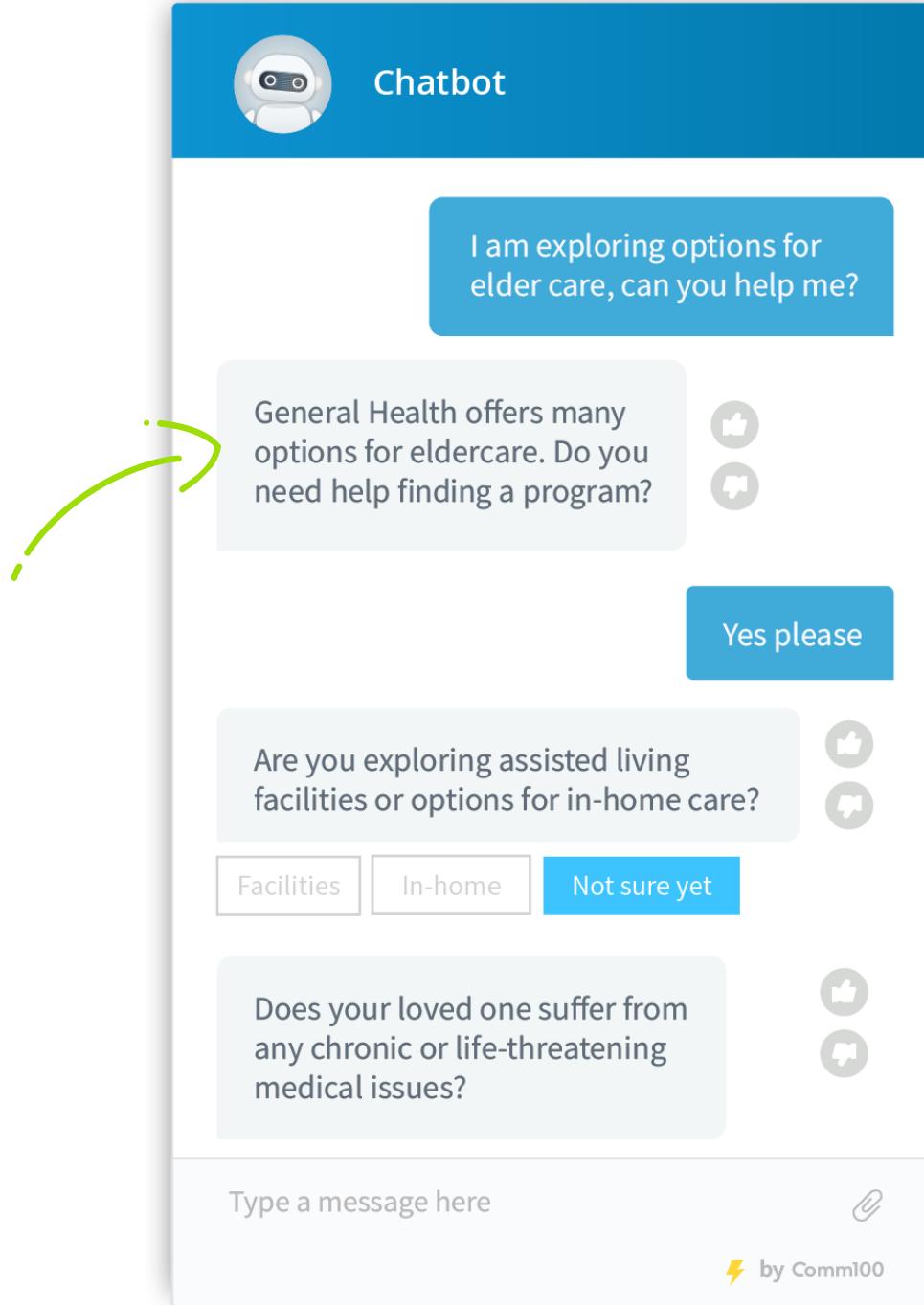
## Finding the Right Form

Healthcare websites often have a plethora of forms which differ in subtle but important ways, so finding the right one can be very difficult. Instead of making people navigate that labyrinth, why not let them have a conversation with a chatbot instead? Chatbots can be programmed to know which questions need to be answered before the right form can be presented.

# 8

## Recommending Programs

When it comes to boosting enrollment in your healthcare programs, raising awareness can be half the battle. Chatbots with natural language processing can pick up on someone's goal and use that information to make appropriate plan recommendations.





Chatbot

On a scale of 1 to 5, how happy were you with the care you received today?



During your stay, did the nurses explain things in a way you could understand?



Always      Sometimes      Never

If you can remember, describe a situation where something was **not** made clear



Type a message here



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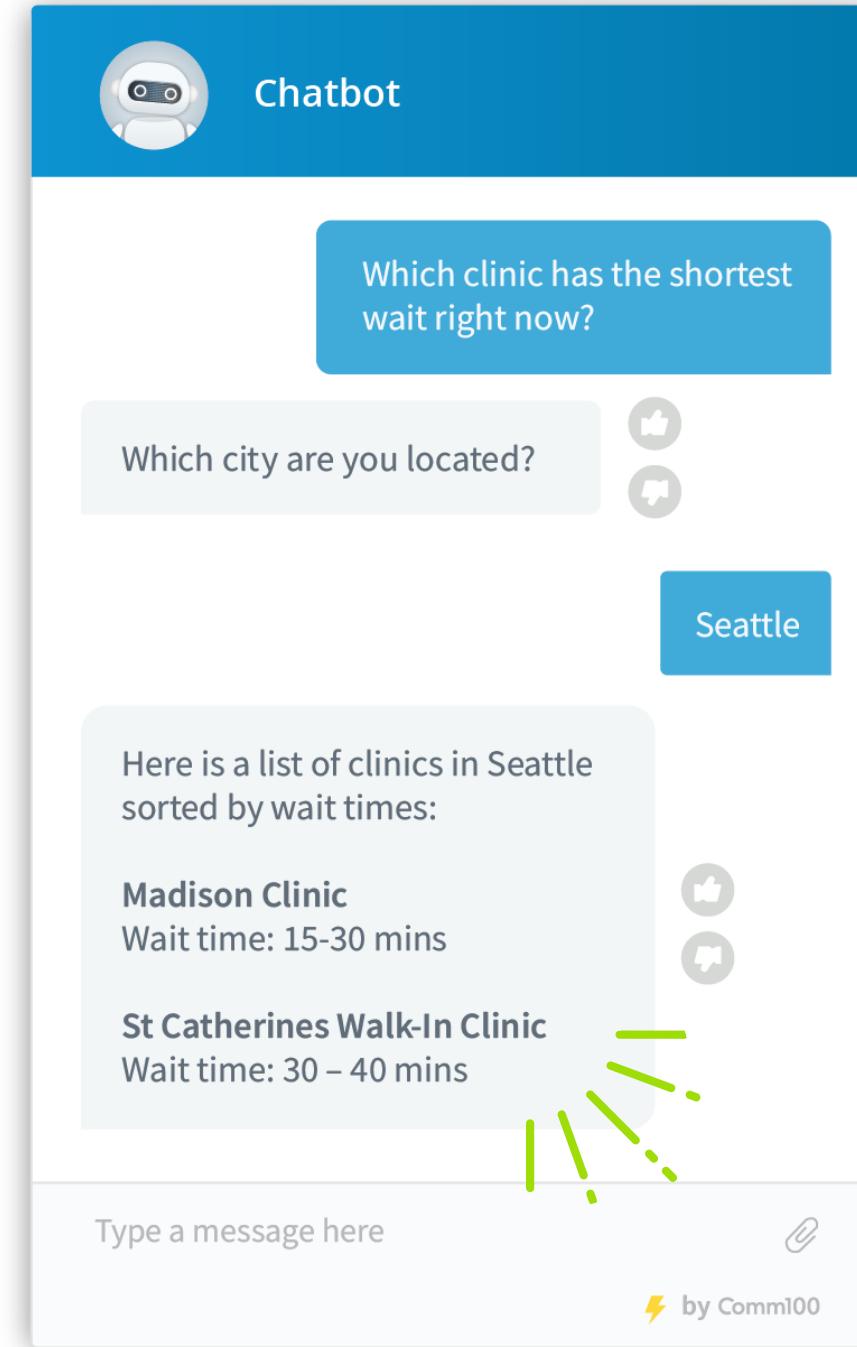
## Collecting Patient Feedback

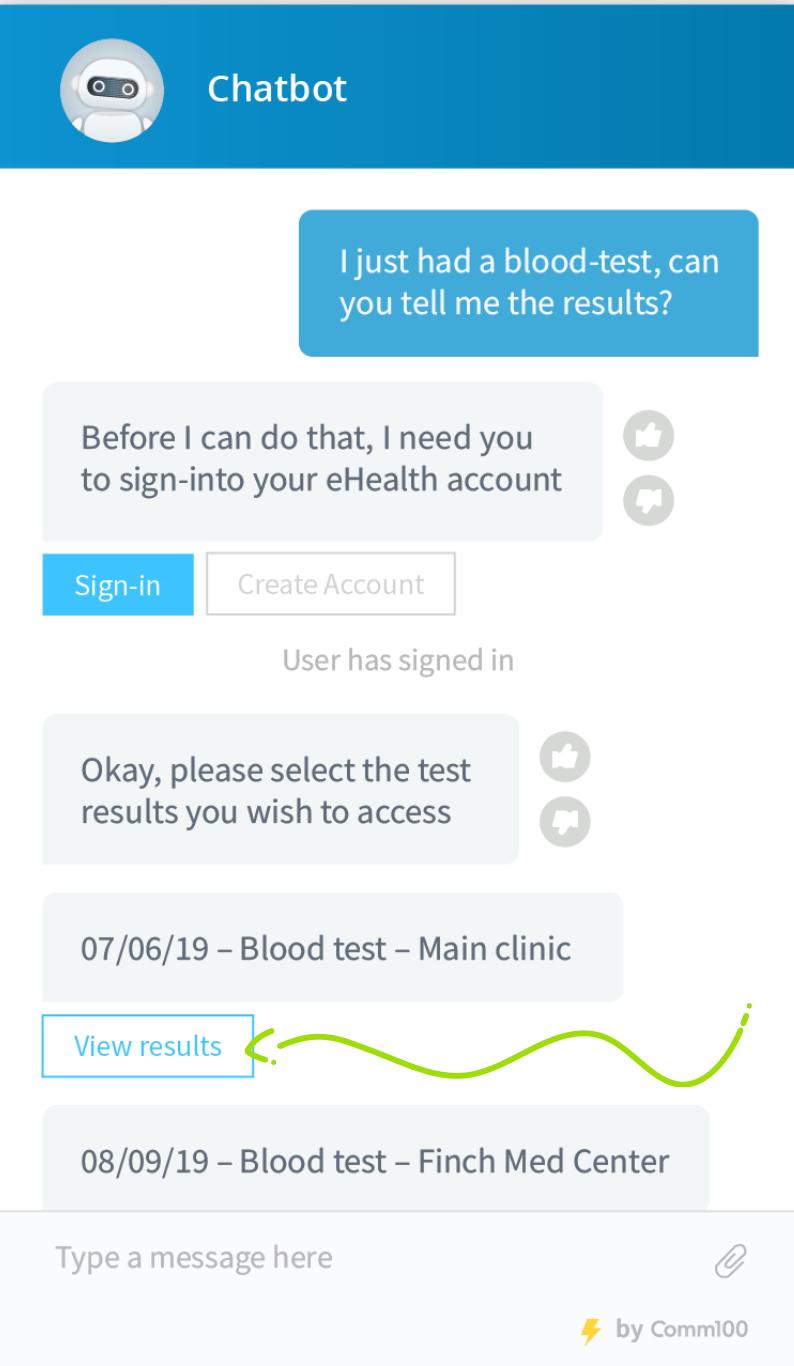
Collecting patient feedback is crucial for continuous improvement. Chatbots can ask survey questions in whatever format your business uses and push that data to third party systems to ensure patient answers get where they need to go.

# 10

## Checking Wait Times

Wait times are a pain, especially when you're suffering from a health-related issue. Chatbots can be equipped to tell patients where the shortest wait times are so they can get the help they need as fast as possible.





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## Accessing Test Results

A chatbot's ability to authenticate website visitors and integrate with external systems make them able to provide timely access to sensitive, personal information like test results. Make sure your bot provider is HIPAA compliant though!

# 12

## Expanding Service Hours and Reducing Queue Length

If you don't offer 24/7 support, chatbots are a great stand-in when your agents are offline. They are also ideal for when your team is overloaded with chats and need some breathing room. Your customers will benefit from more access to service, and your agents will have more time for customer care.



Chatbot

Hi there, I am General Health's virtual assistant. There are no human agents online right now, but I am here to answer your questions. If I am unable to help, I can pass your message along to a live agent who can follow up later. What do you want to chat about today?

I need to reset my password

Sure thing! Click the link below to reset your password

[Reset Password](#)



Type a message here





Chatbot

What is your full name?



Jane Smith



Are you an American Citizen?

No

Yes



How will you be paying today?

Payment Method ▾

Insurance

Credit Card

Check



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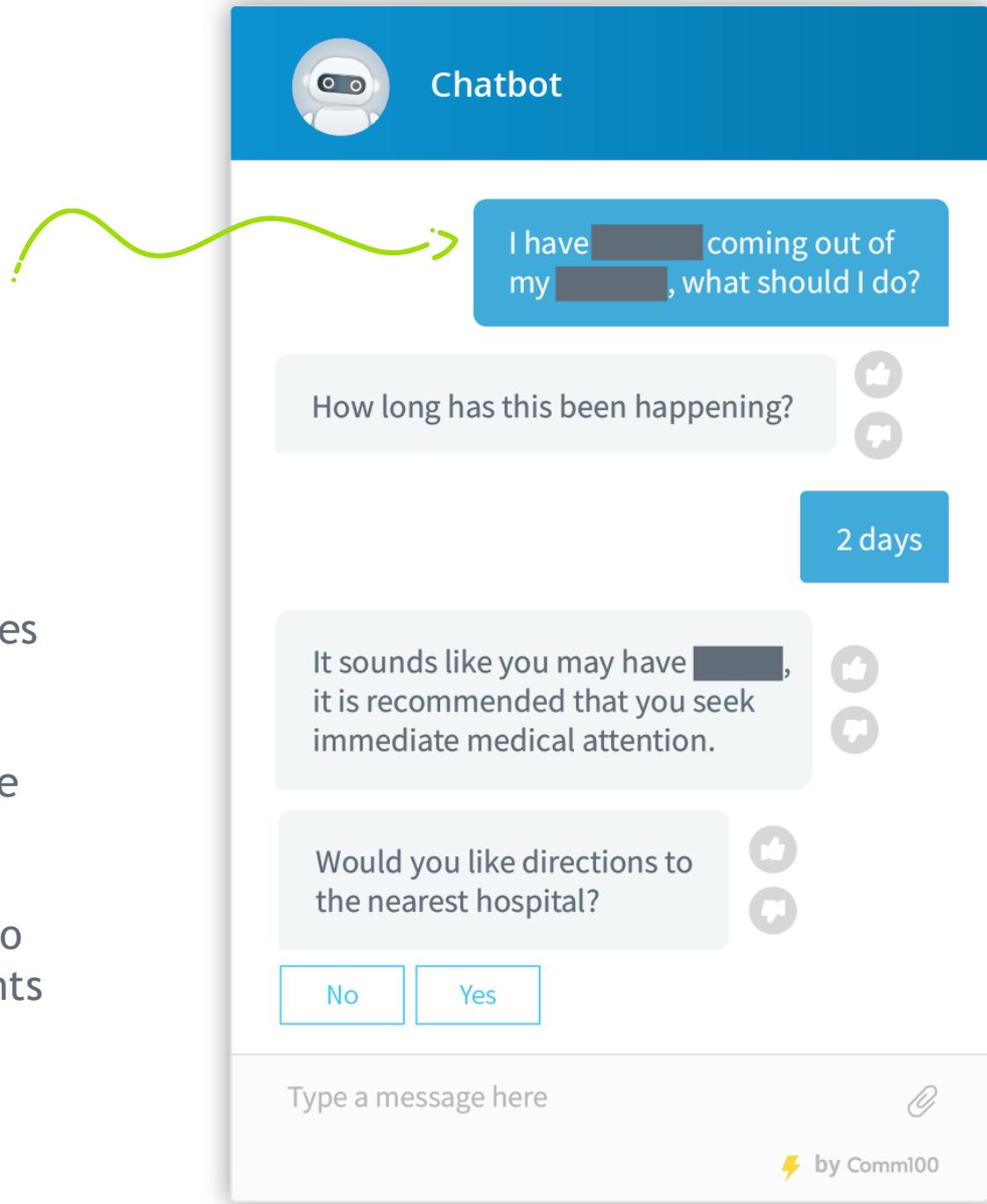
## Conversational Intake Forms

Visits to emergency or the doctor's office typically begin with the intake form. But with the rise of online intake, take it one step further and make the process even more friendly with a conversational chatbot. Forms can even be completed prior to their visit so that clients can get in front of a medical professional ASAP.

# 14

## Exploring Sensitive Topics

It's well understood that many diseases and health problems go unaddressed due to patient sensitivity and embarrassment. A chatbot can't judge you (not that a doctor would!), and patients know that, so they are ideal confidants. Chatbots can be trained to look for warning signs and notify agents if something serious comes up.





Chatbot

How much do I owe on my account?

Here is a list of invoices which have outstanding amounts owed, you can click on them for more details:



Invoice 2212

Regency Medical Center - \$221.25



Would you like to make a payment?



Yes

Not right now

Okay, please fill out this form:



Payment form

Type a message here



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## Facilitating Payment

When a patient is ready to make a payment, you don't want them to be put off by being put on hold. Chatbots are always available and can be integrated with backend billing systems to collect payments securely.

# Want to learn more?

Book a call with one of our chatbot specialists to continue the conversation.

Let's chat!

[letschat@comm100.com](mailto:letschat@comm100.com)

1-877-305-0464