



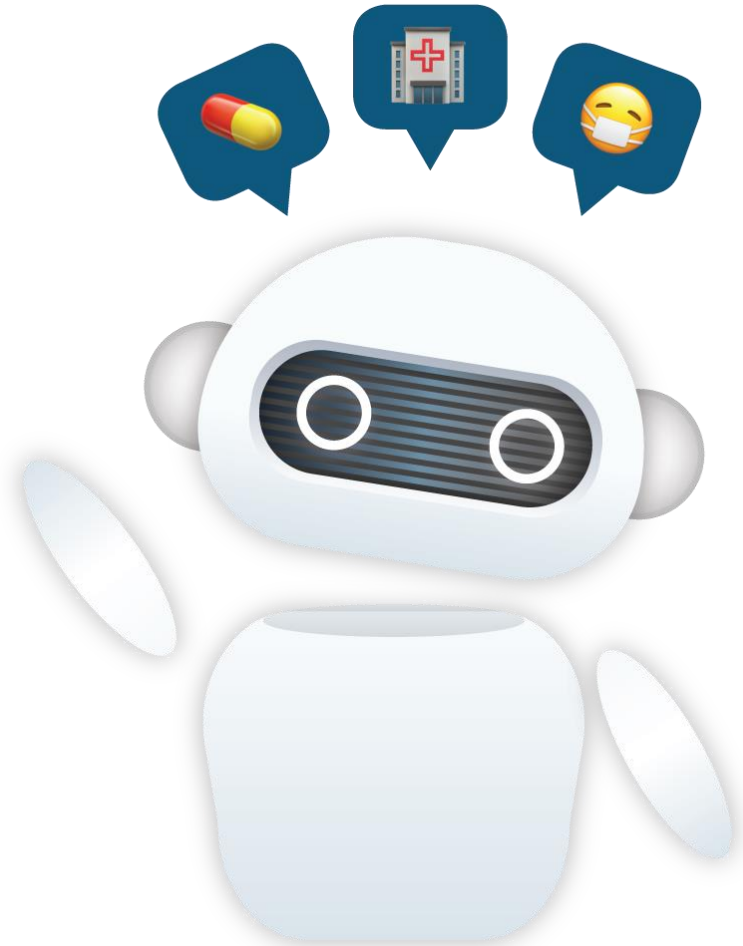
Top 15 Use Cases for Chatbots in Healthcare



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



by Comm100

1

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

I need to find a dermatologist

Would you like to find the dermatologist nearest to you?

Yes

Great, please share your location with me

Send Location

User has shared their location


The nearest dermatologist is Dr. West located at 1234 Powell St.

Would you like to book an appointment?

Yes

Not right now

Type a message here

 by Comm100



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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3

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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5

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.


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


by Comm100



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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


Do you find yourself taking on more responsibilities than usual?

Have you moved recently?

Based on your answers, I'd say you have higher than average stress levels. You might want to consider increasing physical exercise, managing social obligations and

Type a message here



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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



I am exploring options for elder care, can you help me?

General Health offers many options for eldercare. Do you need help finding a program?





Yes please


Are you exploring assisted living facilities or options for in-home care?




FacilitiesIn-homeNot sure yet

Does your loved one suffer from any chronic or life-threatening medical issues?



Type a message here

 by Comm100



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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9

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.

 Chatbot

Which clinic has the shortest wait right now?

Which city are you located?


Seattle

Here is a list of clinics in Seattle sorted by wait times:

Madison Clinic
Wait time: 15-30 mins

St Catherines Walk-In Clinic
Wait time: 30 – 40 mins

Type a message here

 by Comm100



Chatbot

I just had a blood-test, can you tell me the results?

Before I can do that, I need you to sign-into your eHealth account



Sign-in

Create Account

User has signed in

Okay, please select the test results you wish to access



07/06/19 – Blood test – Main clinic

View results

08/09/19 – Blood test – Finch Med Center

Type a message here



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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

by Comm100



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

13

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

I have [redacted] coming out of my [redacted], what should I do?

How long has this been happening?


2 days

It sounds like you may have [redacted], it is recommended that you seek immediate medical attention.

Would you like directions to the nearest hospital?

No Yes

Type a message here

 by Comm100



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.



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Want to learn more?

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

Let's chat!

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