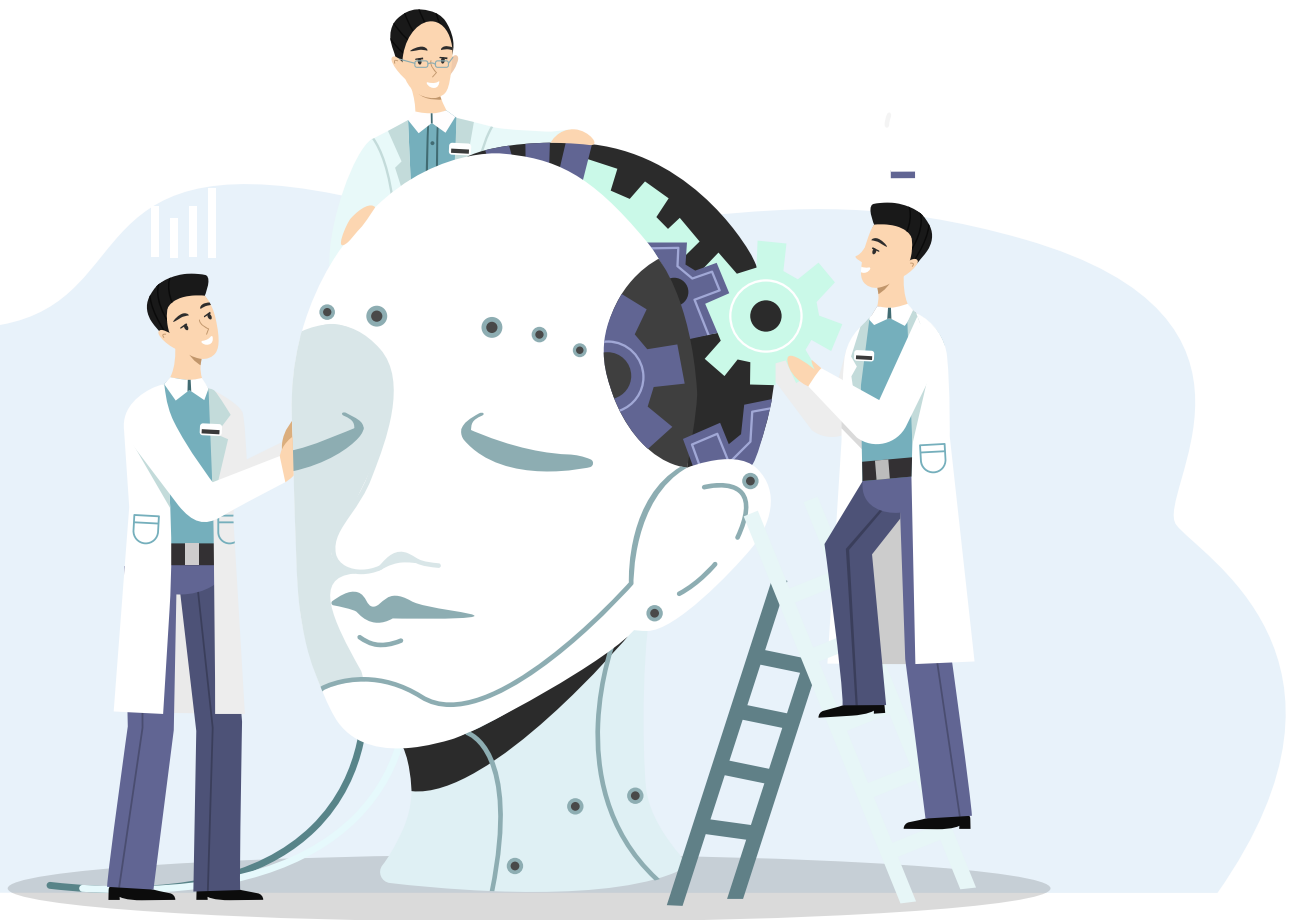


ARTIFICIAL INTELLIGENCE IN HEALTHCARE INDUSTRY



The Client is a Leading
Healthcare Organization in the U.S.



The Challenges Client Faced

The healthcare organization was facing problems handling the volume of user queries they receive on a daily basis. They needed an innovative application solution to analyze their large volume of complex medical data and utilize that information to provide real-time chat support to existing users and new prospects. They want to reduce the average waiting time of the users in chat and provide a better customer experience (CX).



Calpion's Plan Of Action

The client reached out to Calpion and explained their situation. They wanted a chatbot solution implemented within six months. Calpion analyzed their current situation, and the challenges the client was facing.

The Calpion team then drafted an AI chatbot solution that will allow the client to have smooth and quick interaction with patients and new users about frequently asked questions and will allow doctors to retrieve medical information or a patient's medical history.

On approval from the client, Calpion immediately set up a team of certified developers and designers and backed them up with a world-class Project Management Office (PMO) team.

- ✓ The developers started designing the solution using Deep Learning and Natural Language Processing (NLP) techniques to navigate medical databases and get the desired information. The chatbots will analyze the medical information and patient medical history to provide real-time personalized chat support to existing patients and new users
- ✓ The PMO team monitored the deliverables through the Project Management tool to track the deadlines

- ✔ The design team designed the visual UI and app functions and collaborated with the client for approvals. Once approved, the designs were forwarded to the development team to integrate them within the solution
- ✔ The PMO team collaborated with the client from time to time to provide the latest update and feedback about the progress
- ✔ Calpion maintained backend and front-end application infrastructure and designed the software to be agile, scalable, and secured from all cyber threats
- ✔ With the help of the latest cutting-edge technologies, Calpion added new features and made the application more performant and easier to use with great UI/UX



Results

- ✔ The client was satisfied with the chatbot navigation and accessibility
- ✔ Calpion created the chatbot assistant to enable smooth and quick interaction not only with patients about frequently asked questions but also with doctors who might want to retrieve medical information or medical history of a patient
- ✔ The application improved [remote patient monitoring](#), diagnostics, prevention, and treatment of patients, increasing cost efficiency in health services
- ✔ The automated AI chatbot solution reduced the waiting time of patients by 1/10th
- ✔ Recent survey report from existing patients showed they liked the reduction in waiting time and the improvement in the quality of personalized information shared with them



Benefits To Client

- ✓ A customized, scalable, dependable, and secure chatbot that can run on any device and anywhere
- ✓ Options for a wide range of plugins across the platform to make the chatbots work with flexibility and agility
- ✓ Simple to deploy, maintain, and scope for future upgradation
- ✓ In short, a tailor-made Virtual assistant to provide real-time chat support

Feedback From Client

"Chatbot solutions provided by Calpion have made our life easier.

Patients can now quickly and easily get answers to their questions, and we can retrieve medical information or a patient's history in real-time. The AI chatbot is amazing, and I would recommend this tool to everyone in the healthcare industry. Your virtual assistant chatbot is helping us to generate faster results without affecting other backend operations, which was our main challenge. Your team made it look so easy! We are incredibly thankful for your contribution."

VP Operations (Healthcare)
Texas, U.S.A.

Calpion is a Dallas, Texas based technology consulting company with offices across US and India. We have been working with organizations that have been striving for digital excellence. We provide technology solutions for various industries like, Healthcare, Biotechnology, Logistics and Supply Chain, Manufacturing and Retail, etc.

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