



A company of technology experts, leading the way through digital innovation.



HealthBot is a virtual channel of support that uses cognitive technologies such as artificial intelligence, in order to optimize and speed up the times of health institutions: clinics, hospitals or health care centers. In this way, the staff of these institutions can focus on more complex tasks that involve human participation.

HealthBot will chat with patients in a friendly, humane and personalized way.

Among its benefits, patients can make an appointment in the morning, even if they show the first symptoms late at night. They can also access information, suggestions and assistance 24 hours a day, 7 days a week to improve your health.

During the bot development, doctors and healthcare providers can incorporate basic FAQs so that visitors and patients get the information they need.

They can also schedule follow-up appointments using a patient's reservation history, send reminders about upcoming appointments, manage their medical orders and prescriptions, and even manage payments.

### Scope

- 1 Assignment and confirmation of service shifts with validation of credentials.
- 2 Personalized questions providing 24/7 assistance.
- 3 Management of documentation and medical studies.
- 4 Video calls with professionals.
- 5 Payment management.
- 6 Automatization of routine tasks.

### HealthBot application examples



An emergencies care center could have HealthBot act as a symptom checker, asking users about the health problem they are facing and recommending whether they should seek care at the clinic.



A health insurance company may help customers find in-network providers near them based on city or zip code. It may also answer questions about claims and coverage.



A therapist's office could configure the artificial intelligence bot to act as a listening ear for users who need to speak, offering tips and advice between sessions.



A dentist could configure HealthBot to allow users to schedule their next appointment.



A health organization could use the bot to disseminate important details about vaccines or epidemics.



A medical spa could use HealthBot to generate leads. The bot could attract new prospects, ask them questions to understand their requirements and offer them the best service.

# Main Benefits

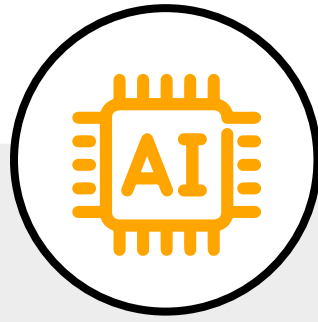
- 1** Inexpensive and easy to add to the website.
- 2** Automatic, fast and easy scheduling of medical appointments.
- 3** Response delay in just seconds.
- 4** Avoid having to ask questions and routine tasks.
- 5** 24/7 attention: interactions every day, at any time and from anywhere.

# Technologies



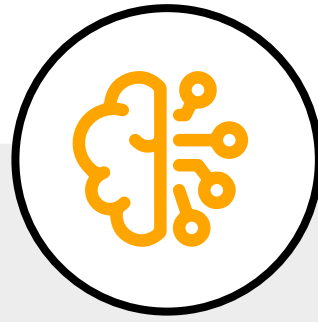
## Chatbots and virtual agents

Systems that can interpret voices or texts freely to provide predefined standard responses.



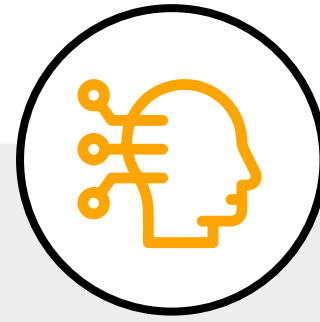
## Intelligent Automation

With the support of Artificial Intelligence, it allows optimizing processes to reduce operating cycles.



## Natural Language Processing (NLP)

Learning algorithms that analyze information unstructured.



## Machine Learning (ML)

Systems that learn through variations in advance, assimilating learnings from data and decisions.



# Success Cases

## Needs:

The clinic needed to improve average time care for patients at the same time they lower their costs and times of routine administrative tasks that can be automated by software (of process automation).

## Nubiral Solution:

A chatbot is implemented through WhatsApp to allow the efficient and automatic scheduling of appointments for virtual consultations while streamlining the loading and back office work of assigned secretaries. In addition, it includes cognitive services that interact in an intelligent way, and are connected with the current administrative systems of the client, without having to make major modifications.

## Results:

It was possible to improve the average time of attention to patients by 70%, and lower dedication costs from administrative staff to routine tasks at 50%.



Do you want to get a free assessment of this solution? **Contact us**

**New Challenges. New Thinking.**  
**Innovate with us.**

