

H&PS BOT WITH IVR FOR AN RPA CLIENT

STORYBOARD



AI Health System

USE CASE 1

Scheduling an Appointment



AI Health System

**Welcome to AI Health System.
In this demo we will see how AI Health
System can improve patient scheduling
interactions through the use of artificial
intelligence.**



Jane has moved to a new suburb across town in a large metro area.

A close-up photograph of a woman with her eyes closed, holding her right hand to her forehead in a gesture of pain or distress. She is holding a pair of glasses in her left hand. The entire image is covered with a semi-transparent blue filter.

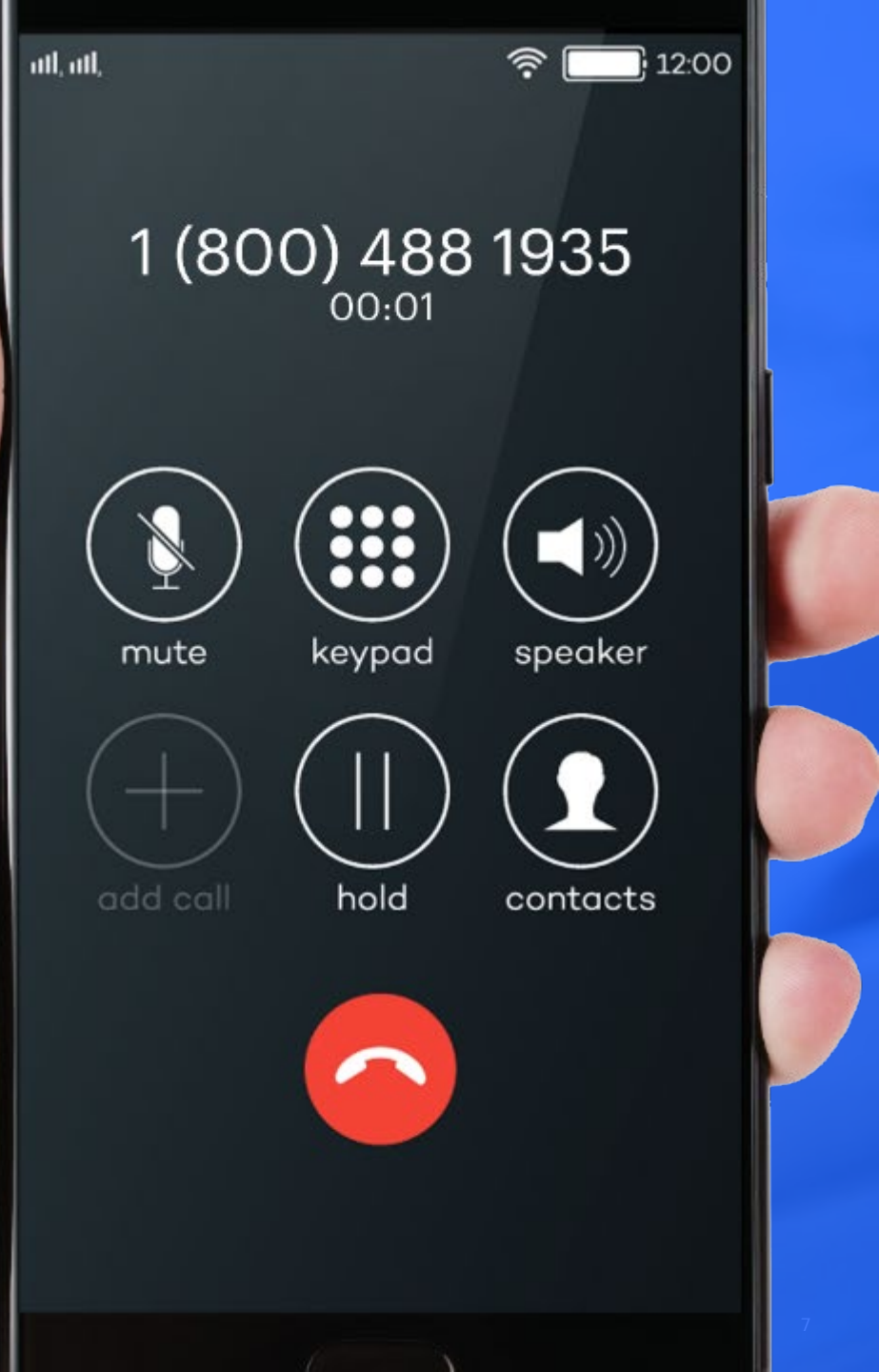
Jane needs to find a new physician and wants to stay with AI Health System.



AI Health System

AI Health System is able to use AI to find a physician close to her new home and book her appointment seamlessly.

She calls AI Health System at the Toll free number 1(800) 488 1935, to get assistance in finding the nearest physician.





I need to find a new OB/Gyn.

Thank you for calling AI Health System.
In a few words, tell me what you are calling about today.



Yes

Have you been seen at AI Health System before?



Jane Doe

Can you give me your first and last name?



5/30/1952

Can you give me your date of birth?

Jane, I see that you are calling from 123-456-7890,
is that your preferred cell phone number?



Yes

Jane, I see that you have Aetna insurance. Is that current?



Yes

Ok, we have a digital assistant that can show you some
options for OB/GYNs that are taking new patients and
accept your insurance. The assistant can then schedule
your appointment. Would you like me to connect you to
the digital assistant?



Yes

Ok, I will send you a link to your mobile phone number to
connect to the digital assistant, please click the link to connect.

Jane, did you receive the link and were you able to connect?



Yes

Thank you for calling AI Health System.



12:00

1 (800) 488 1935
00:01



mute



keypad



speaker



add call



hold



contacts





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12:00



MESSAGES

now

589-88

Please find URL for Health System Digital Assistant.
<https://hnpsbot1.firebaseio.com/bot/Jane/schedul...>



1 (800) 488-1935 (3)

unknown

10:42 PM



Shruti (2)

mobile

4:11 PM



Shruti (2)

mobile

3:14 PM



+1 (302) 576-7082

Wilmington, DE

12:29 PM



+1 (800) 317-1288 (7)

unknown

Yesterday



+1 (609) 558-5939

Lawrence Township, NJ

Yesterday



Shruti

Yesterday



(913) 319-1157

Kansas City, KS

Monday



+1 (607) 203-8359

Binghamton, NY

Monday



Favorites



Recents



Contacts



Keypad



Voicemail



Would you prefer a morning or afternoon appointment?



Morning

Here are 5 OB/Gyn physicians in your area that specialize in menopause/hormone replacement and accept Aetna. Would you like to schedule an appointment with one of them?



Dr. Schaeffer
Drive, Gary, IN 67428
★★★★★





Yes, Dr. Schaeffer

Sure thing. Just a few more questions, have you had any changes to your Aetna insurance since your last visit in May 2018?



No

The first available appointment for Dr. Schaeffer is on January 18, 2019 at 8:30 am. Would you like that one?



Yes

Great, I will get that booked for you. Jane, I noticed that you are also due for your annual mammogram this year. Would you like to go ahead and schedule that appointment also?



Yes, that would be great.





The first available mammogram appointment at the location closest to your home is January 19, 2019 at 7:30 am. Would you like that appointment?



No

The next 3 available appointments are January 19 at 8:30 am, 10:00 am, and 12:00 pm. Do any of those appointments work for you?



January 19th

☒ 8:30am

☐ 10:00am

☐ 12:00pm



12:00 pm

Great, your appointments are scheduled. Would you like me to sign you up for a text appt reminder?



No



OK, Dr. Schaeffer's office recommends that you arrive 15 minutes early and complete the new patient paperwork online prior to arrival at this [link](#). You will also have a \$30 copay due at the time of the visit.



No

OK, Dr. Schaeffer's office recommends that you arrive 15 minutes early and complete the new patient paperwork online prior to arrival at this [link](#). You will also have a \$30 copay due at the time of the visit.



Is there anything else that I can do for you today?



No

Thank you for choosing AI Health System for your healthcare needs.

