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The Healthcare Chatbot Playbook:

Everything you need to know
before you launch



\$944

million is the projected size of the global healthcare chatbots market by 2032, with a CAGR of 16.98%

72%

of Americans trust that the health advice they receive from a chatbot is accurate

AI-powered instruments are gaining traction among patients, including virtual nurses for monitoring (52%), virtual health coaches (52%), assistants for handling costs, appointments, and coverage (45%), and tools for diagnosis assistance (45%).



Top advantages of medical chatbot as per healthcare providers comprise:

- ✓ **78%** streamlining appointment scheduling,
- ✓ **76%** assisting in locating clinics,
- ✓ **71%** providing detailed medication information,
- ✓ **65%** promoting better nutrition habits ,
- ✓ **54%** enhancing self-health management,
- ✓ **51%** reducing stress levels,
- ✓ **53%** offering quicker access to care,
- ✓ **60%** improving medication adherence.



USE CASES IN ACTION

46% of adults are comfortable with AI managing medical services, including diagnosing and recommending treatments

42% of physicians acknowledge the importance of virtual assistants in healthcare

Patient-Faced Applications

Symptom Assessment Assistant

Interpreting symptoms and suggesting potential conditions for early intervention from home.

24/7 Support and Engagement

Ensuring constant assistance and access to information, keeping patients connected to care providers.

Patient Education

Simplifying medical concepts and delivering personalized health guidance, empowering patients with knowledge.

Mental Health Support

Offering psychological help and therapeutic conversations, providing coping strategies and emotional well-being tips.

Appointment Scheduling and FAQs

Facilitating visits coordination and answering health-related questions, reducing administrative workload.

Internal Usage

Automated Recruitment Assistance

Optimizing hiring by pre-screening candidates, handling FAQs, and automating interview booking.

Medical AI Assistant

Monitoring patients, recommending therapy, translating documents, and supporting decision-making.

Medical Research Navigator

Improving access to studies and data, instantly searching databases, and aiding in diagnosis and treatment administration.

Clerical Workload Relief

Automating routine tasks, relieving bureaucratic burdens, and streamlining patient check-in and document management.

Supervisory and Onboarding Aid

Guiding new employees through procedures and connecting them with supervisors for additional support.



BUSINESS VALUE

01 Patient-Faced Applications:

- ✓ Accelerates initial assessments, reducing in-clinic wait times and optimizing care delivery.
- ✓ Enhances patient trust and loyalty, crucial for institutions' success and reputation.
- ✓ Encourages informed decision-making, leading to potentially reduced costs and better health outcomes.
- ✓ Expands care accessibility, elevating overall community wellness and minimizing healthcare disparities.
- ✓ Maximizes efficiency and patient satisfaction through automation, resulting in cost savings.



02 Internal Usage:

- ✓ Reduces time and resources spent on initial candidate assessment and coordination.
- ✓ Increases productivity of care providers and elevates patient experience.
- ✓ Improves patient outcomes and contributes to more informed clinical practices.
- ✓ Boosts operational efficiency and staff performance.
- ✓ Facilitates smoother onboarding and ensures patient safety

1 in 2.6

patients believe that using AI for tasks like diagnosing diseases and recommending treatments would result in better health outcomes

44%

of doctors are likely to recommend bots to their patients within five years





How AI is Transforming the Healthcare Landscape



MASSACHUSETTS
GENERAL HOSPITAL

At Massachusetts General Hospital, a new AI chatbot is undergoing tests. This tool is designed to explore scientific articles, offering results in a conversational format.



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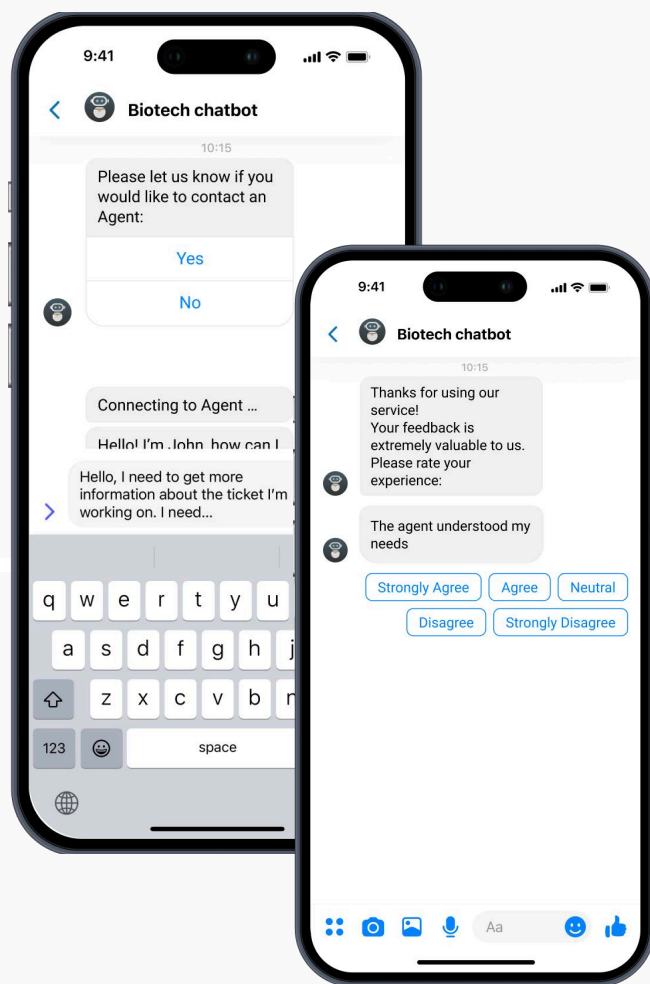
Kaiser Permanente's AI chatbot aids patients in navigating their treatment options. It handles initial inquiries and basic diagnostic questions. The bot allows medical personnel to focus more on direct patient care.

SUCCESS

STORIES



Master of Code Global fine-tuned and transitioned an existing internal communication **chatbot of a biotechnology company** onto a new system. This tool assists newbies by providing instant access to advice from supervisors.



Cleveland Clinic

Cleveland Clinic's AI-powered online screening tool, launched early in the pandemic, allowed users to assess their COVID-19 risk based on CDC guidelines



The Children's Healthcare of Atlanta chatbot assists in job searches, offering position recommendations based on user-provided details. Additionally, the bot addresses common hiring-related queries.



Google's Med-PaLM-2 chatbot, tested at Mayo Clinic, provides diagnoses as per symptoms, and performs tasks like summarizing consultation notes or organizing patient data.



96% of patients reported being satisfied with the experience (the pilot program) from using Northwell Health's AI-driven "Pregnancy Chats." This bot offers personalized, stage-specific support to expectant mothers, identifying urgent concerns and ensuring timely care.



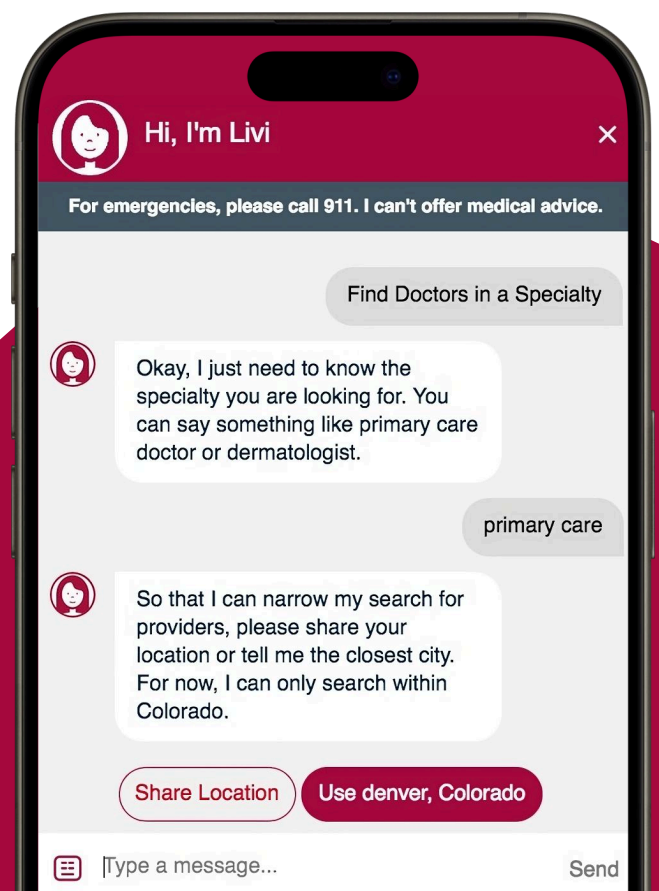
The 'Ask Oli' chatbot, developed for Alder Hey Children's Hospital, uses AI to:

- provide real-time answers to patient and family questions,
- reduce anxiety by engaging with children in a fun, interactive way,
- free up doctors' time by handling routine inquiries



UCHealth's virtual assistant "Livi"

- offers a comprehensive range of operations through smart speaker devices;
- helps with finding doctors, services, and health information;
- enhances patient interaction and accessibility.





EXPERT RECOMMENDATIONS FOR EFFECTIVE CHATBOT IMPLEMENTATION

01 **Implement Seamless Handoff Protocols:**

Ensure your bot can pass dialogues to a live agent if it doesn't understand the user after two or three attempts. Clear handoff messages build trust and loyalty.

02 **Redirect to Other Channels and End Conversations Gracefully:**

When live agents aren't available, offer other options such as email or phone help, and elegantly finish the exchange to avoid users feeling stuck.

03 **Choose Between Large Language Models and Deterministic Flows:**

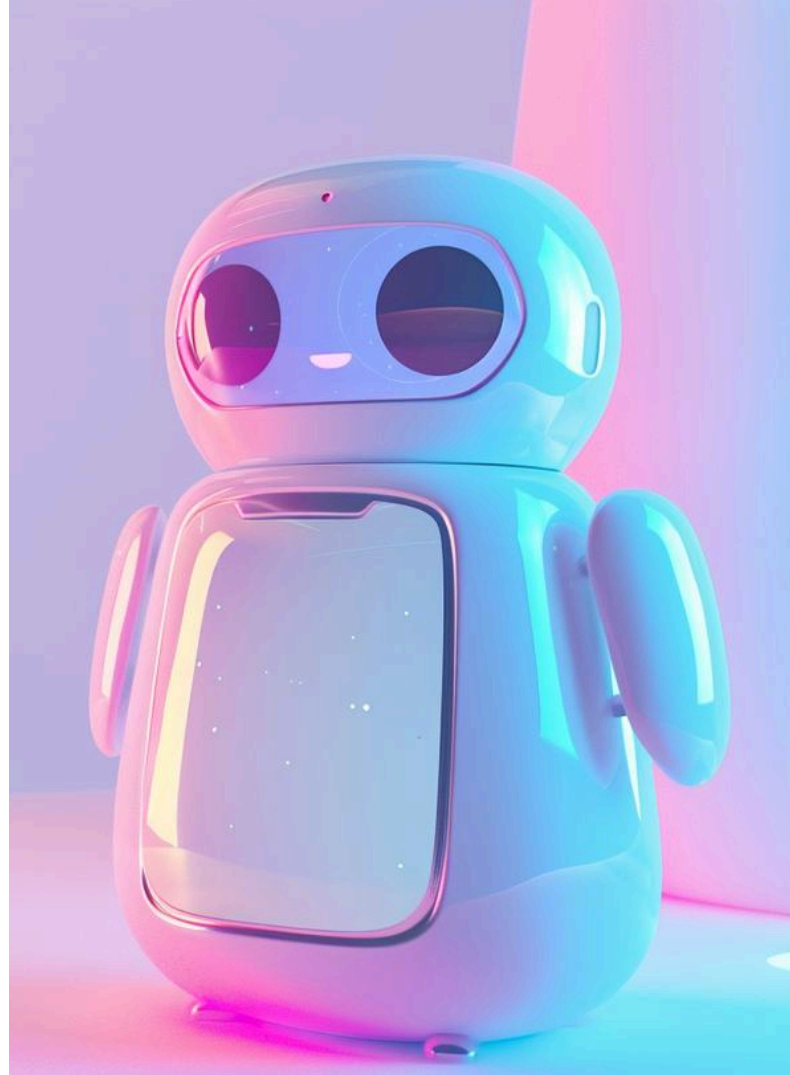
Employ deterministic flows for predictable tasks and LLMs for open-ended interactions. A hybrid approach can boost performance and user satisfaction.

04 **Continuous Training:**

Regularly train your digital agent with new data to improve its understanding over time, adapting to client behaviors and requests.

05 **Recognize Various Inputs:**

Utilize buttons, quick replies, and menus to guide users, while also allowing free-text inputs and recognizing typos, slang, and shorthand.



06 **Use Clear and Simple Language:**

Keep bot responses concise, avoiding technical jargon and complex sentences unless necessary for the client's expertise level.

07 **Multilingual Support:**

Implement language detection to assist in the user's preferred language.

08 **Get Real Feedback:**

Execute post-interaction surveys and analyze customer sentiments to identify issues and areas for improvement.

09 **Context Management:**

Maintain conversation context by using session memory to recall consumer information from earlier exchanges.



HOW MASTER OF CODE GLOBAL CAN EMPOWER YOUR AI JOURNEY

Our team specializes **building tailored AI-powered chatbots**, ensuring smooth integration and ongoing optimization for your brand. Here is what we bring to the table:



Find out more about our expertise in the healthcare sector **here** and get in touch for a personal consultation to bring your vision into reality



- **Designing custom solutions** tailored to your unique needs.
- **Integrating AI into internal communication platforms** and productivity tools seamlessly.
- **Developing conversational applications** rounded in your data for accurate and relevant responses.
- Offering strategic consulting on chatbots, AI, or language models to **optimize customer experience** and operational efficiency.
- **Fine-tuning and training AI model** on your domain-specific records to maximize performance and minimize risks.
- **Providing continuous maintenance** and monitoring to keep your smart apps up-to-date and effective.
- **Helping your teams with AI training** to ensure effective adoption and maximum impact across the organization.



ABOUT

MOCG

At **Master of Code Global**, we create custom AI agents, voice and Conversational AI, Generative AI solutions, as well as web and mobile products, built to solve your unique challenges and bring your vision to life.

We deliver secure, enterprise-grade solutions that meet top compliance standards.



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1+ Billion

Users Engaged

4.8/5

Clutch Rating



1,000+

Projects Delivered



ISO 27001
Information Security
Management

250+

Masters



81 NPS,
9.2 CSAT

Client
Feedback



Work in partnership with

VERINT

glia

Quiq

ada

sinch

cohere

nylas

chatfuel

boost-ai

infobip

VONAGE

botpress

HumanFirst

Google Cloud

LIVEPERSON®

Voiceflow



aws PARTNER
Select Tier
Services

Google Cloud
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Amazon
Connect



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We're helping businesses redefine and upgrade customer experiences with AI

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