**Smart Doc: AI Powered Medical Consultant with a Human Intellect to Support and Enhance People’s Lives in Emergencies.**

**Abstract**

Tech-based self-service channels and digital health interventions have the potential to support the patients in their everyday life and health professionals likewise. With the rise in artificial intelligence and innovation in digital technologies have paved the way for the medical systems to expand to meet the expectations of the people who need health care support especially during these kinds of unprecedented circumstances such as the hay fever, flu and other viral infections.

Although there are scalable self-service channels such as Alexa, Google Assistant, Siri, yet they cannot be applied in medical care settings due to their lack of domain knowledge. Hence this project presents a healthcare chatbot called ‘Smart Doc’ created using Artificial Intelligence that can have a significant impact on the lives of the people. This chatbot provides us with a human-system interaction with a user-friendly interface and it aims to solve the specific prerequisites of a person who need healthcare suggestions before visiting the hospital. The chatbot system works on the inputs provided by the user (patient) and answers it accordingly as it has been programmed with machine learning techniques regarding healthcare with suitable algorithms.

The functionalities of Smart Doc include primary healthcare services where a normal person with a mobile can be able to have an interaction regarding the services. The chatbot enables the person to identify themselves by providing their age and contact number and then allows them to specify their symptoms. It also helps to schedule an appointment with the concerned doctor in a nearby hospital facility or to have an online discussion with the doctor regarding the treatment. The chatbot will also be able to manage the appointments for specific dental and optical services and to give suggestions regarding precautionary measures. This will reduce the healthcare costs and improve accessibility to medical knowledge even for people living in rural areas while enhancing their lives at the same time.

**Modules:**

* Input from user
* Analyse and process user’s input
* Identify the symptom
* Compose Reply
* Schedule and Manage Appointments