

Branch / Category	Description	Example Triggers	Related Steps	Response Goal
A. Appointment Scheduling	User chooses or changes appointment slots	"Can I come later?", "Change my time"	Steps 3–9	Help user reschedule easily, maintain reassurance
B. Emotional Support / Fear	User expresses worry or discomfort	"Is it painful?", "I'm scared"	Steps 10–11, F4 (Fallback)	Provide warmth, accurate info, emotional calm
C. Logistics / Directions	User asks for help getting to hospital	"Where is it?", "How do I get there?"	Steps 12–14	Share directions, offer clarity, ease anxiety
D. Results & Next Steps	User receives results and guidance	Steps 15–18	Explain follow-up calmly, ensure user feels supported	
E. Treatment Planning	User agrees to next steps / treatment	Steps 19–25	Clearly summarize plan, emphasize full coverage	
F. Post-Treatment / Survivor Care	Follow-up after treatment	Steps 26–28	Encourage recovery, maintain connection	
G. Escalation	When user needs human help	F1–F5 (Fallback)	Smooth handover to nurse or specialist	
H. General Inquiries / Out-of-Scope	Non-health questions (policy, claims, etc.)	"What about my life policy?"	F3 (Fallback)	Redirect politely to correct service