

Branch / Category	Description	Example Triggers	Related Steps	Response Goal
Health Check Scheduling	Appointment setup and timing	"When can I come?", "Book appointment"	Health Check steps 3–7	Help user choose convenient slot easily
Consultation & Results	Doctor meeting, review of results	"When are my results?", "Who is my doctor?"	Health Check steps 8–12	Clarify outcomes, maintain trust
Follow-up & Prevention	Routine recheck or monitoring	"Do I need to come back?", "What's next?"	Health Check steps 13–15	Encourage ongoing care
Lifestyle Support	Daily habits, diet, and exercise	"How do I stay healthy?", "What should I eat?"	Pre-Diabetes steps 6–8	Provide simple, practical wellness advice
Chronic Condition Guidance	Long-term conditions (e.g., pre-diabetes)	"My sugar is high", "I have hypertension"	Pre-Diabetes steps 1–12	Encourage proactive self-care
Emotional Support	Fear or worry about results	"I'm scared", "I'm anxious"	Fallback: Emotional Support	Provide comfort, reassurance
Escalation to Nurse	Human follow-up required	"I want to talk to someone"	Fallback: Escalation	Enable smooth human handover
Exit / Pause	Stop or restart conversation	"Stop", "Pause", "Restart"	Exit Flow sheet	Respect consent and provide re-entry path