

CARE - Connected Agent for Responsive Environments

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CARE is a hospital-wide AI assistant built to transform patient journeys through seamless, intelligent support. From check-in to post-care, CARE uses voice, vision, and language models to connect systems, empower staff, and enhance care.

CARE is multi-modal and cloud-connected. It runs as a web-based system accessible via hospital kiosks, desktops, or tablets, with secure on-premise data bridges. It integrates directly with EMRs, EPMA systems, and NHS Spine where needed.

Authentication is role-based and federated, so doctors, receptionists, nurses, and administrators each log in with their NHS/Trust ID. Once logged in, CARE understands their role and offers the right tools. Each action is logged, trackable, and compliant with UK healthcare data laws.

At home, CARE reaches patients via secure SMS, email, or automated calls. For caregivers, it uses pre-approved contact preferences to send real-time updates. And for prescriptions, CARE checks with the EPMA database to ensure patients have filled what they were given, and alerts staff if there's a lapse or concern.

CARE isn't replacing human care; it enhances it. This is ambient intelligence for modern medicine.

User Story: Doctor

As a doctor, I want to instantly understand a patient's medical history without reading through pages of records, so I can make safer, faster decisions. With CARE, I receive an AI-generated summary upon entering the room, can dictate notes, get EPMA-based prescription alerts, and even get nudges for tests based on symptoms the patient shared.

User Story: Receptionist

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As a receptionist, I want to streamline check-ins and reduce administrative delays. CARE helps me recognize the patient with a camera, scan their ID and insurance, and keep the doctor informed in real time. It's like having a second brain.

User Story: Patient

As a patient, I want to feel like I'm seen, heard, and supported. CARE checks me in, informs me of my wait, helps me understand my prescriptions, and even follows up after my visit to ensure I'm okay. It's care that continues beyond the clinic.

User Story: Caregiver

As a caregiver, I want to know how my loved one is doing. CARE automatically sends me updates when medications are administered, appointments are complete, or follow-ups are needed. I feel informed and included without being overwhelmed.

Receptionist Dashboard UI

CARE

AI Receptionist

- Home
- Appointments
- Patients**
- Records

Home

John Smith
is here for his appointment

Medical History
Reviewed prior conditions

Symptoms
Reporting chest pain and fatigue

Transcription
Coughing noted, will order additional tests



Doctor's Assistant Interface

CARE

AI Doctor's Assistant

Home

Appointments

Patients

Records

AI Doctor's Assistant



John Smith

58 gm Male

ID 532917 03/14/2066

Temperature 98.4°F

Blood pressure 130/62

Heart rate 78 bpm



Medical History

Reviewed prior conditions, surgeries



Symptoms

Reporting chest pain and fatigue



Lab Results

Blood tests are within normal limits



Transcription

Coughing noted, will order additional tests



Follow-Up Call with Transcript and Summary



C.A.R.E.

Follow-Up Call

John Smith

📞 Phone Call In Progress

Call Transcript

AI: Hello, John. I wanted to check in and see how you're doing after your recent visit?

John: I'm feeling much better, thank you. The medication seems to be helping.

Summary

John is feeling improved following his visit and is responding well to the prescribed medication.

Real-Time AI Suggestion During Consultation



C.A.R.E.

Suggestion

John Smith is saying:

I'm feeling much better.
The medication seems to
be helping.

Consider discussing tapering
the dosage of the current
medication.

Ignore

Snooze

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EPMA & Hospital-Wide CARE Integration Overview



Prescriptions

John Smith EPDA

Aroxicillin 500 mg capsule
Take one day a trial

Paracetamol 500 mg tablet
Take two colet a meal

Simvastatin 40 mg tablet
Take one day a déj

eGFR 25% RENAL IMPAIRMENT Consider a reduction

A digital interface showing a prescription list for a patient named John Smith. The list includes three medications: Aroxicillin 500 mg capsule, Paracetamol 500 mg tablet, and Simvastatin 40 mg tablet. Each item has instructions below it. On the right side of the interface, there is a note about eGFR being 25% and renal impairment, with a suggestion to consider a reduction.

AI-POWERED HOSPITAL ASSISTANCE

CARE

Order Renal Ultraasound
John's mention of lower abdominal pain.

Ignore Snooze

A digital interface titled "AI-POWERED HOSPITAL ASSISTANCE". It shows a message from the CARE system: "Order Renal Ultraasound" and "John's mention of lower abdominal pain." At the bottom, there are two buttons: "Ignore" and "Snooze".

Final Feature: CARE Mind – Emotional Wellness Companion

CARE Mind is a digital emotional support companion designed for early-career professionals and anyone facing emotional or work-related stress. Unlike clinical tools, CARE Mind is soft, human-centered, and calming. It detects emotional cues like sadness or anxiety using facial expressions and voice tone, then responds with simple, comforting dialogue. No menus. No diagnostics. Just presence.

Users can start a conversation with a single 'Call CARE' button. When activated, CARE Mind engages with them through live video or voice, offering empathetic prompts like, 'You seem a bit sad. Want to talk?'

This tool is part of the broader CARE ecosystem, focused on humanizing healthcare and beyond. It doesn't just support hospital teams — it supports people everywhere.

User Story: General User

As someone starting my first job, I feel pressure to always seem fine. CARE Mind noticed I looked overwhelmed and said, 'Want to talk?' It became a soft place to land when I needed space the most.

Call CARE



You seem a bit sad.
Want to talk?

