

TEAM PROMPTSTORM

SayHello Health (Voice AI)

Problem Statement:

In India, over 50 million people rely on phone-based support daily for essential services like healthcare. Yet, the experience remains frustrating—long wait times, robotic menus, repeated questions, and no language or emotional sensitivity. This disproportionately affects senior citizens, semi-literate users, and those in Tier 2/3 cities who face barriers with apps or English-only systems. Traditional IVRs lack the empathy, understanding, and adaptability required in sensitive contexts like medical help. In a world moving toward digital inclusion, these users are being left behind. There is an urgent need to humanize healthcare communication through intelligent, voice-first technology that speaks their language—literally and emotionally.

Target Audience & Context:

SayHello Health is designed for individuals who struggle with conventional digital interfaces—particularly the elderly, differently-abled, rural populations, and those who prefer regional languages. These users often depend on voice calls for critical medical needs like emergencies, appointments, and medicine access. On the provider side, small clinics and pharmacies are overwhelmed with call volumes and lack automation tools. This ecosystem urgently requires a simple, emotionally intelligent, multilingual solution that bridges the communication gap while respecting the cultural, linguistic, and cognitive diversity of India.

Use of Gen-AI:

- **Core Technology:** SayHello Health uses Generative AI to revolutionize healthcare conversations.
- **Voice Input:** Captures real-time voice via Whisper or Google STT.
- **Understanding:** GPT-4 Turbo interprets intent, detects sentiment, and handles multi-turn contextual chats.
- **Multilingual Support:** Supports multiple Indian languages.
- **Emotional Adaptation:** Adjusts tone based on urgency—e.g., comforting in emergencies, calm for routine queries.
- **Voice Output:** Uses Eleven Labs or Polly Neural for emotionally expressive, human-like replies.
- **Translation:** AI4Bharat and Bhashini enable smooth local-language conversations.

Solution Framework:

SayHello Health is a mobile-first, GenAI-powered voice assistant designed to simplify healthcare access through natural, multilingual conversations. It enables users to perform essential tasks like emergency help, appointment booking, and medicine lookup—all without navigating complex digital interfaces. Upon opening the app, users are given a choice between two interaction modes: Manual and Voice. Those selecting Voice can speak in their preferred language, and the app—powered by advanced speech recognition—understands their intent, emotional tone, and context to deliver human-like, empathetic replies. For users who prefer or require a visual approach, the Manual mode offers easy-to-use buttons and text, ensuring accessibility across age, literacy, and ability levels. The assistant is emotion-aware, adjusting its tone to panic, confusion, or urgency, and members

recurring needs such as preferred doctors or chronic conditions. It supports regional Indian languages, enhancing its utility in diverse communities.

Key Features of the App:

- Voice-based Registration: Assistant collects and confirms user data conversationally.
- Emergency Help Button: One tap initiates a call to the nearest hospital with geolocation.
- Appointment Booking: Book slots via voice or tap; reminders are auto-scheduled.
- Medicine Lookup: Check availability at nearby pharmacies using voice.
- Emotion-aware Responses: Tone adapts to urgency, distress, or confusion.
- Multilingual Voice Support: Supports regional Indian languages dynamically.
- Memory & Context Awareness: Recalls user history and preferences.
- Offline Mode (MVP roadmap): Basic services accessible without active internet.

Feasibility & Execution:

The app is highly feasible using available technologies. Flutter enables rapid mobile development. Google STT or Whisper provides voice input capabilities, while GPT-4 Turbo handles intent, memory, and response generation. ElevenLabs/Polly power emotional voice replies. Firebase handles authentication, real-time database, and analytics. Location-based routing is built with Google Maps API. APIs from hospitals and pharmacies can be connected via standard REST endpoints. An MLP can be developed within 6–8 weeks to cover registration, emergency help, and basic appointment bookings in at least 3 Indian languages, with voice-first flows as the default interaction mode.

Scalability & Impact:

SayHello Health is scalable across clinics, cities, and service domains. Its voice-first, multilingual design ensures accessibility in regions with limited digital literacy. New features like lab test bookings, chronic care tracking, and insurance queries can be modularly added. Automation of just the first 2–3 minutes of healthcare calls can reduce call center load by up to 50%. With wide adoption, it can serve millions of underserved users and empower healthcare workers to focus on critical tasks. It has the potential to redefine healthcare accessibility in India and beyond—bridging the last-mile gap with empathy and technology.

Conclusion / Summary & Minimum Lovable Product:

SayHello Health combines voice, emotion, and intelligence to deliver a warm, accessible healthcare experience. Our MLP offers voice-driven registration, emergency help, and appointment booking in regional languages. What makes it unique is its blend of human empathy with AI efficiency—especially for users left behind by traditional digital platforms. Scalable, inclusive, and lifesaving, SayHello Health is not just an app—it's a new way to access care.