

Revised Demo Context

1. High-level summary of Ninewells Hospital

Ninewells Hospital (Pvt) Ltd is a leading private hospital in Sri Lanka, **specialised exclusively in Women and Child Care**. It is widely recognised for excellence in **obstetrics, gynaecology, paediatrics, fertility care, and neonatal services (NICU)**.

Key highlights:

- Located in **Narahenpita, Colombo 05**
 - Known as the **nation's leader in maternity and newborn care**
 - Conducts **500+ baby deliveries per month**
 - Houses **Sri Lanka's top private NICU**
 - Offers **24-hour emergency, ICU, NICU, blood bank, laboratory, pharmacy**
 - Strong focus on **compassionate, family-centred care**
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2. Context for a Call Centre Chatbot

Below is **clean, chatbot-ready knowledge**, grouped exactly how a call-centre bot should think.

A. Hospital Identity (Bot Introduction Context)

Hospital Name: Ninewells Hospital (Pvt) Ltd

Tagline: *A Lifetime of Care*

Specialisation: Women & Child Care

Industry: Private Healthcare

Country: Sri Lanka

Bot intro example (context):

“I'm the Ninewells Hospital virtual assistant. How can I assist you today?.”

B. Location & Contact Information

Address:

55/1, Kirimandala Mawatha,
Narahenpita, Colombo 05, Sri Lanka

Main Hotline:

 +94 11 204 9999

Emergency:

 011 204 9988

Email:

 info@ninewellshospital.lk

C. Core Specialities (Intent Classification)

Your chatbot should recognise these as **primary user intents**:

1. Obstetrics & Maternity Care

- Normal deliveries
- Caesarean sections
- Labour rooms
- Delivery packages
- Antenatal & postnatal care

2. Gynaecology

- Women's health services
- Gynaecological surgeries
- Clinics & consultations

3. Paediatrics

- Child consultations
- Paediatric specialists
- Child wellness clinics

4. Neonatal Intensive Care Unit (NICU)

- Newborn intensive care
- Emergency newborn care
- Parent updates handled via staff

5. Fertility Centre

- Fertility consultations
 - Assisted reproductive services
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D. Other Hospital Services (Secondary Intents)

- OPD (Outpatient Department)
 - ETU & Ambulance services
 - ICU & NICU
 - Blood Bank (24-hour)
 - Laboratory services
 - Radiology & Imaging
 - Physiotherapy
 - Dental unit
 - ENT unit
 - Pharmacy (24-hour)
 - Accommodation (rooms)
 - Vaccination unit
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E. Appointment & Payments (Action Intents)

Consult a Doctor:

- Online appointment booking available

Make a Payment:

- Online payment supported

Laboratory Reports:

- Online lab report access available

Patient Registration:

- Registration support via hospital
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F. Delivery Packages (Frequently Asked Questions)

Normal Delivery

- Deluxe Room: LKR 110,000

Caesarean Section

- Deluxe Room: **LKR 135,000**

Prices:

- Excluding VAT
- Subject to terms & conditions

For more package options:



011 204 9999

G. Visiting Hours (Common Bot Question)

Visiting Hours:

5:00 AM – 10:00 PM

H. Helplines (Very Important for Routing)

Purpose	Contact
Maternity Helpline	070 552 0909
Surgery Packages	071 678 4451
Birth Registration Issues	011 204 9928 (Ext: 143)
Emergency	011 204 9988

I. ICU / NICU Patient Updates (Sensitive Intent)

Policy:

- ICU/NICU condition updates are **only given by nurses**
- Information is shared **only with immediate family members**

Bot response pattern:

“For patient condition updates in ICU/NICU, our nursing staff will directly communicate with immediate family members.”

J. Parking Information

- Parking available **inside hospital premises**
 - Additional parking land **100m away**
 - **Free parking** for patients and visitors
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K. FAQs the Bot MUST Handle

Your chatbot should confidently answer:

- Visiting hours
 - Delivery packages & prices
 - Emergency contact
 - How to book a doctor
 - NICU/ICU updates policy
 - Blood bank availability
 - Parking availability
 - Surgery & package inquiries
 - Birth registration corrections
 - What to bring for delivery (PDF leaflet)
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L. Tone & Personality Recommendation for Bot

Given the audience (expectant mothers, parents, families):

- Calm
- Reassuring
- Respectful
- Empathetic
- Simple language (no medical jargon unless asked)

DEMO DOCTOR LIST

1. Dr. A. K. Probodana Ranaweera

Specialty: Obstetrician & Gynaecologist

Availability: Mon, Wed, Fri – 6:00 PM to 9:00 PM

2. Dr. Ajith Amarasinghe

Specialty: Paediatrician

Availability: Mon–Fri – 3:00 PM to 6:00 PM

3. Dr. Amila Rubasinghe

Specialty: Obstetrician & Gynaecologist

Availability: Tue, Thu – 6:00 PM to 9:00 PM

4. Dr. Janath Liyanage

Specialty: Paediatric Surgeon

Availability: Tue & Thu – 4:00 PM to 7:00 PM

5. Dr. A. D. T. M. S. Tennekone

Specialty: Neonatologist

Availability: NICU – On call | OPD: Sat 10:00 AM – 1:00 PM

6. Dr. Chaminda Garusinghe

Specialty: Endocrinologist

Availability: Mon & Thu – 4:30 PM to 7:30 PM

7. Dr. Jagath Herath

Specialty: Cardiologist

Availability: Mon & Wed – 5:00 PM to 8:00 PM

8. Dr. Amila Walawwaththa

Specialty: Cardiologist

Availability: Wed & Fri – 5:00 PM to 8:00 PM

9. Dr. Lakmali Pathiraja

Specialty: Dermatologist

Availability: Thu & Sat – 10:00 AM to 2:00 PM

10. Dr. Deepal Perera

Specialty: Paediatrician

Availability: Mon–Sat – 10:00 AM to 1:00 PM

11. Dr. Rukshan Sooriyarachchi

Specialty: Orthopaedic Surgeon

Availability: Tue – 4:00 PM to 7:00 PM | Sat – 8:00 AM to 11:00 AM

12. Dr. Dilrukshi Thennakoon

Specialty: Rheumatologist

Availability: Wed – 3:00 PM to 6:00 PM

13. Dr. Gayan Ranasinghe

Specialty: Consultant Physician

Availability: Tue & Fri – 6:00 PM to 9:00 PM

14. Dr. A. A. Ahamed Riyaaaz

Specialty: General Physician

Availability: Mon–Fri – 5:00 PM to 8:00 PM

15. Dr. Anusha Sriyasinghe

Specialty: Paediatric Intensivist

Availability: ICU – On call only

16. Dr. Nirosha Fernando

Specialty: Fertility Specialist

Availability: Mon & Thu – 9:00 AM to 1:00 PM

17. Dr. Sanjeewa Perera

Specialty: ENT Surgeon

Availability: Wed & Sat – 4:00 PM to 7:00 PM

18. Dr. Harshani Jayasinghe

Specialty: Consultant Radiologist

Availability: Mon–Fri – 9:00 AM to 4:00 PM

19. Dr. Kasun Wijeratne

Specialty: Anaesthetist

Availability: Surgery days – On call

20. Dr. Malithi Gunawardena

Specialty: Family Medicine / Wellness

Availability: Mon–Sat – 8:30 AM to 12:30 PM