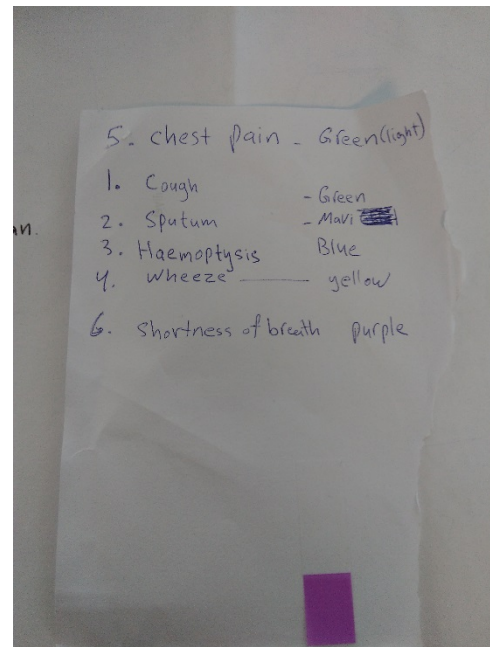## Camp clinic

How might we reduces the numbers lines in the camp clinic?

One of the biggest problems at the refugee's camps in Turkey is being over crowded, this is reflected on the services provided in the clinic to the refugees.

During my work with UNHCR in Turkey, all the refugees from the camps were complaining about how the place is crowded and how is getting to the clinic is very hard because of the long line.

The idea here is to try to minimize the time people spend at the clinic by taking the patient history and refer the patient to emergency directly in case the condition is required that.

The prototype used is simple draft reused papers, after the patient state his problem, the Chatbot will start to ask the questions related to his problem, in this prototype only the respiratory system is used as extending the database will need doctors supervising the questions addressed to patients and the rick was the only doctor available.

  Once the patient answer what he suffers from according to the color in the 2nd photo will start questions about his problem.

After that, a report will be sent to the clinic to set an appointment

During the questions and for every symptom there is a list of red flags which means the patient must head directly to the ER this also should be added to the report with will be sent to the clinic to notify the doctors or the nurses and make the decision to contact the patient in case no one showed up.

TEST#1 Bassam

Bassam works at UNHCR Ankara office and he is from Iraq

Bassams answers for the chat-bot:
Chat-bot: How can I help you?
I have cough.
What kind of cough do you have?
Dry
How long have you been suffering of that?
>3weeks

Do you have another symptoms?
Chest pain

- Do you have other symptoms?
Chest pain

Where is the location of this pain?
Lower chest
What kind of pain is it?
Poke (wasn't available in the choices)
Do you feel the pain is extended?
No
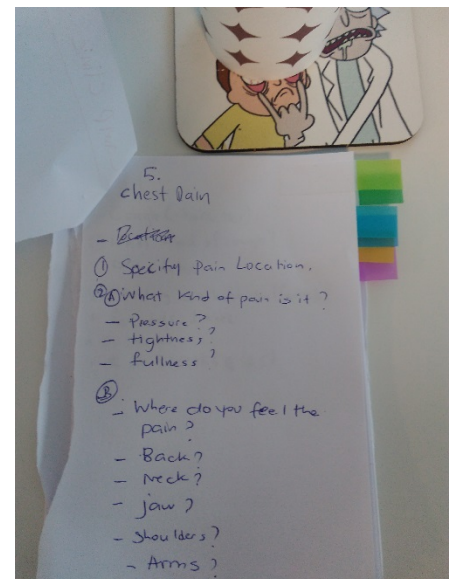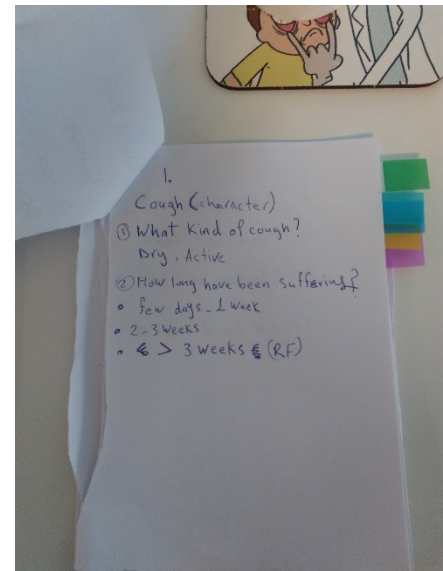
- Do you have other symptoms?
No.

Do you smoke?
No
Do you have any allergies?
Yes

Feedback:
- Give more space to write freely to describe the condition
- More questions needed to cover all symptoms and identify the condition more accurately
- application would be easier to use as it will be dedicated to one purpose
- Whatsapp is the best platform to use for a chat-bot For Syrians refugees

TEST#2 Merva
Merva works at UNHCR Ankara and she is from Turkey

Mervas answers for the Chat-bot:
Chat-bot: How can I help you?
I can't breathe well
Chat-bot: is it after physical efforts?
No
Chat-bot: How sever is it?
Very sever(RED FLAG)
Chat-bot: Do you feel this when laying down only?
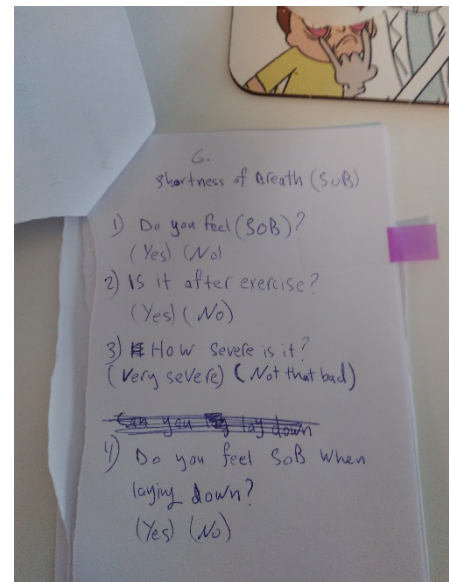Yes

- Do you have other symptoms?
No

Do you smoke?
No
Do you have any allergies?
No

Feedback:
- Chat-bot was easy to use and will be helpful for the refugees
- The choices for the answers was good because usually the normal people will find hard time to decibe their conditions but it will need more options to cover everything
- Ask for more details to have a better idea about the situation
- WhatsApp is a better platform then messenger because most of the Syrian refugees are already using it and more familiar to it
- Explain the idea to the refugees at the beginning