

Reply Student Clash

# CareLink Agent

Smarter Healthcare Coordination  
Through Agentic AI

<https://www.reply.com/it/>



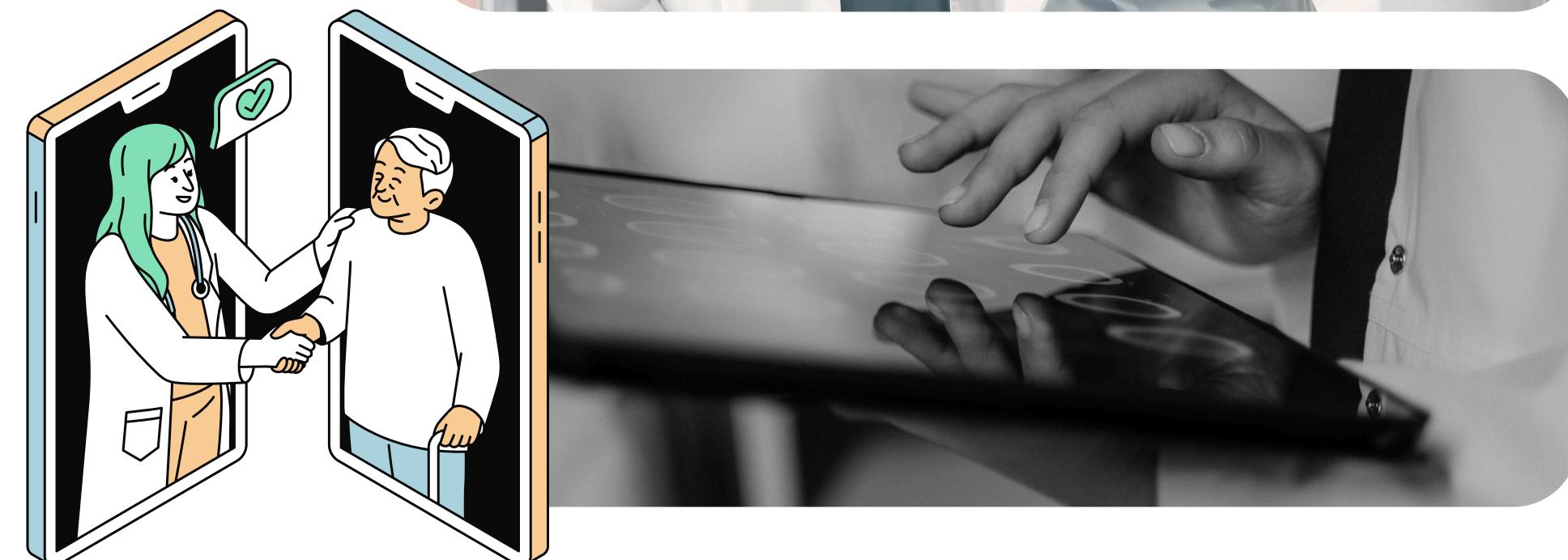
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A close-up photograph of a doctor's hands. The doctor is wearing a white medical coat over a light blue shirt. A stethoscope hangs around their neck. They are holding a white prescription pad with an 'RX' stamp at the top and a pen in their right hand, poised to write. Their left hand rests on the table.

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The Problem:  
Fragmented Care

The Solution:  
CareLink Agent  
System Architecture (Multi-  
Agent)



# The Problem

Access to Healthcare and Inefficiency in Traditional Systems

 Disconnected Data Medical history is scattered across PDFs, portals, and memory. Doctors rarely have the full picture.

 Logistical Friction Finding a specialist who is available or a pharmacy with specific stock takes hours of manual calls.

 Medication Gaps Patients forget refills until the last minute, leading to missed doses and health risks.

 Doctor Burnout Doctors waste 30% of appointment time just gathering basic history instead of treating the patient.

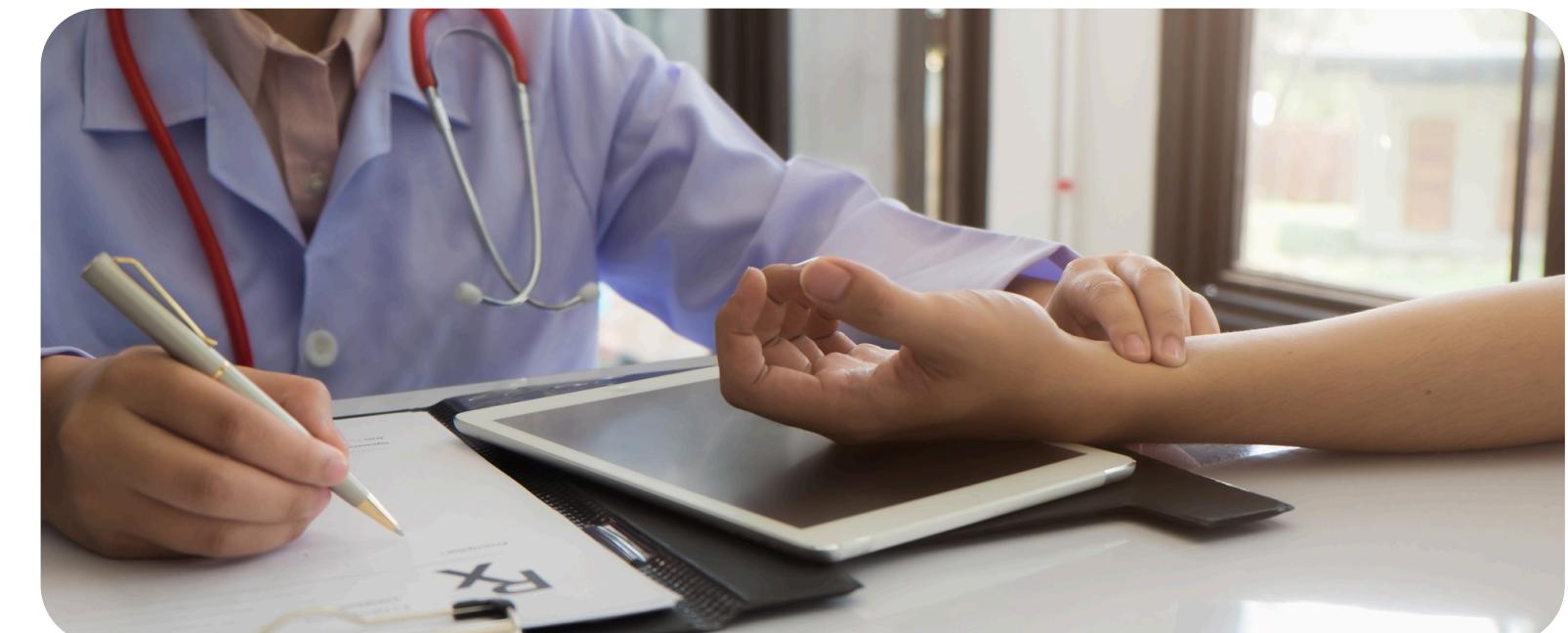


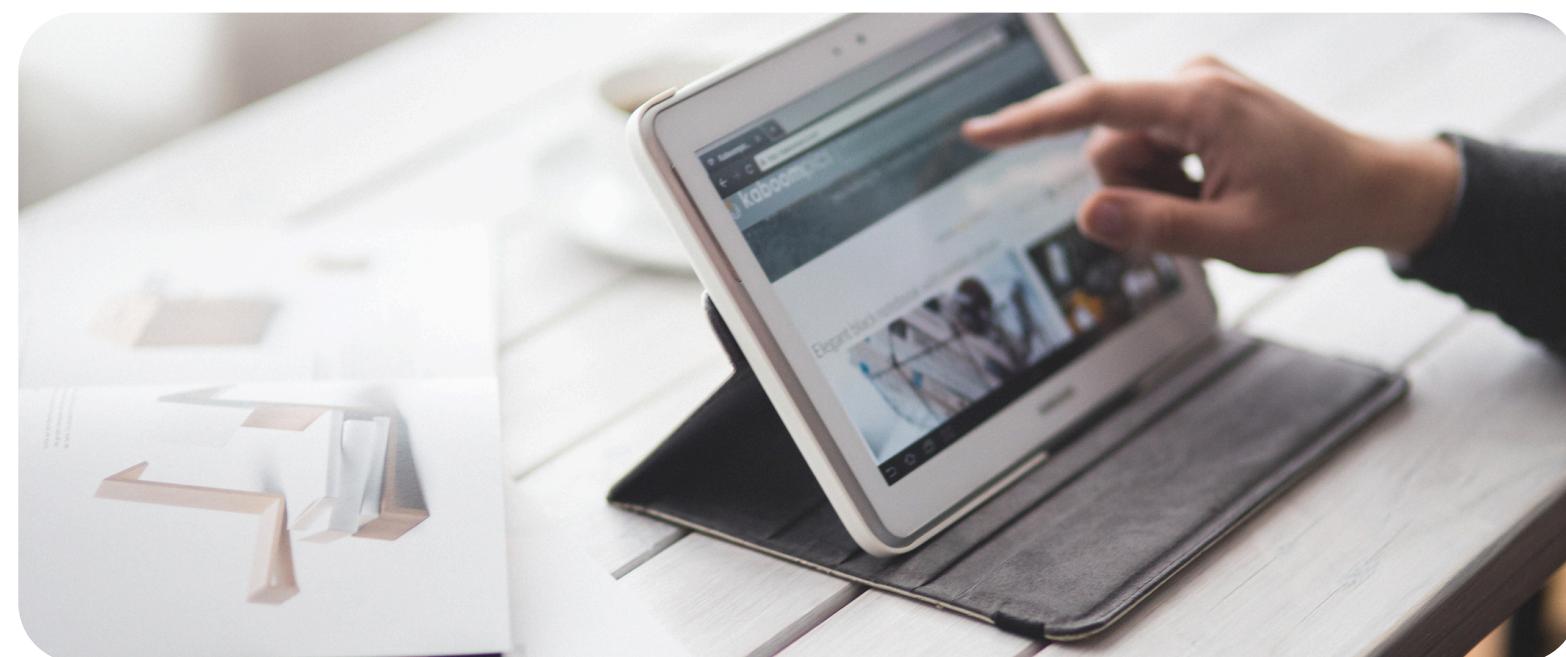
CareLink is an Agentic AI that sits between the patient and the healthcare system. It doesn't just track data; it acts. It actively manages prescriptions, coordinates appointments, and synthesizes medical records into clear briefs for doctors.



# The Solution

CareLink: The Autonomous Patient Advocate





# Product Overview

## ✓ "Brain" (Multi-Agent Core)

- Agent A (Scribe): Maintains the "Living Memory" of the patient.
- Agent B (Logistics): Scans pharmacy stock and doctor calendars.
- Agent C (Sentinel): Monitors wearable/sensor data for anomalies.

## ✓ The Interface

- For Patients: A simple chat interface for updates and approvals.
- For Doctors: A professional "Clinical Snapshot" PDF generated before every visit.

# Key Features

Beyond Traditional Systems

## ✓ Smart Refill Management

Calculates exactly when meds will run out and auto-drafts renewal requests to the doctor 3 days prior.

## ✓ Pre-Visit Clinical Briefs

Generates a 1-page summary of symptoms, vitals, and adherence for the doctor before the patient arrives.

## ✓ Real-Time Stock Locator

Instantly finds the nearest pharmacy that actually has your specific medication in stock.

## ✓ Biometric Correlation

Detects patterns (e.g., "Glucose spikes when sleep drops") and prompts the user to log context.



# How it Works

## How It Works (The User Journey)



### Detection

Agent C detects a glucose spike via the user's smartwatch API and notes that Insulin stock is low



### Autonomous Planning

Agent B scans local pharmacies and finds "City Center Chemist" has stock and is open



### Action

The Agent drafts a refill request for the doctor and sends a calendar invite to the patient for pickup.

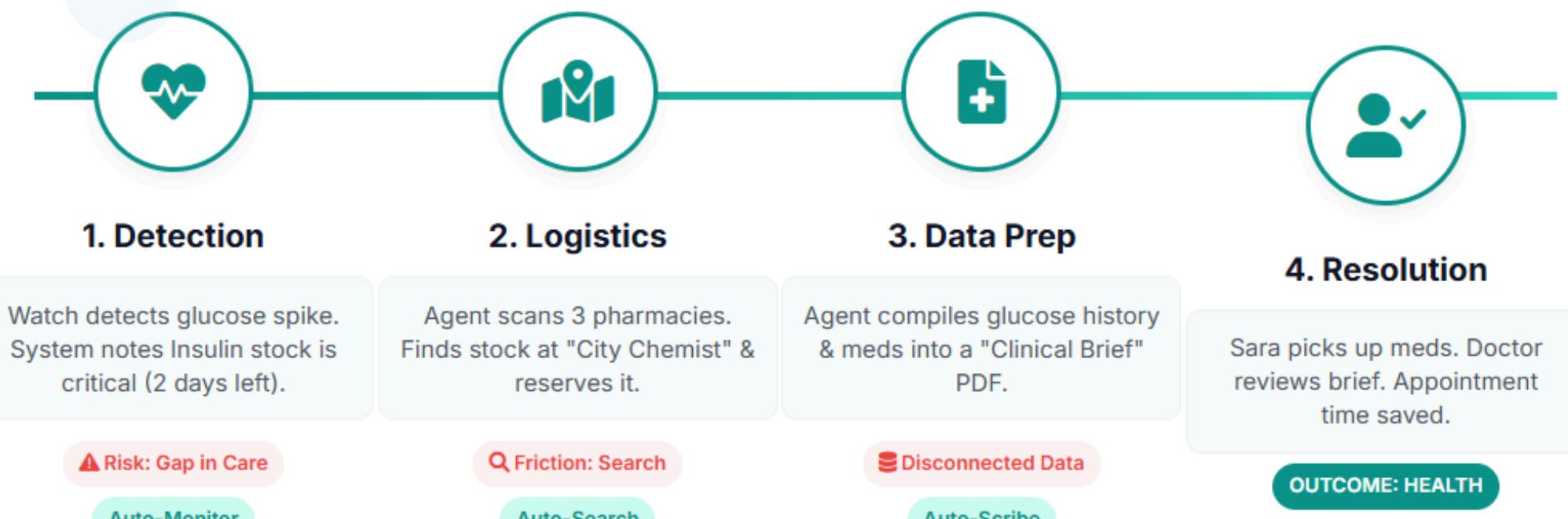


### Doctor Handoff

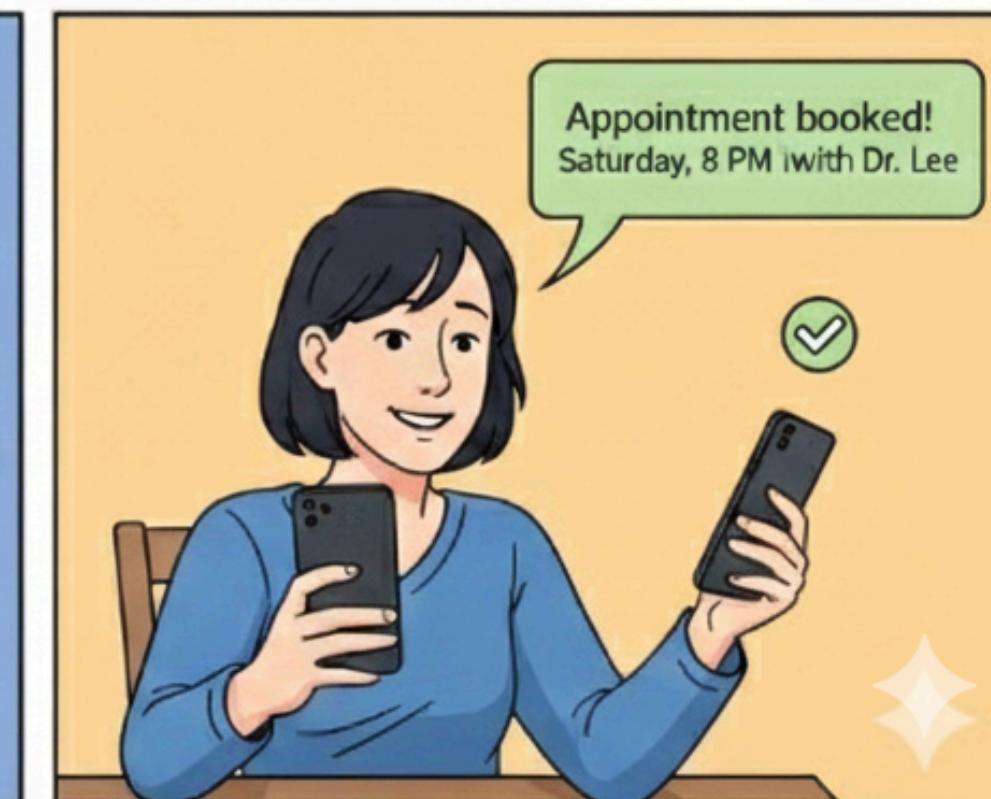
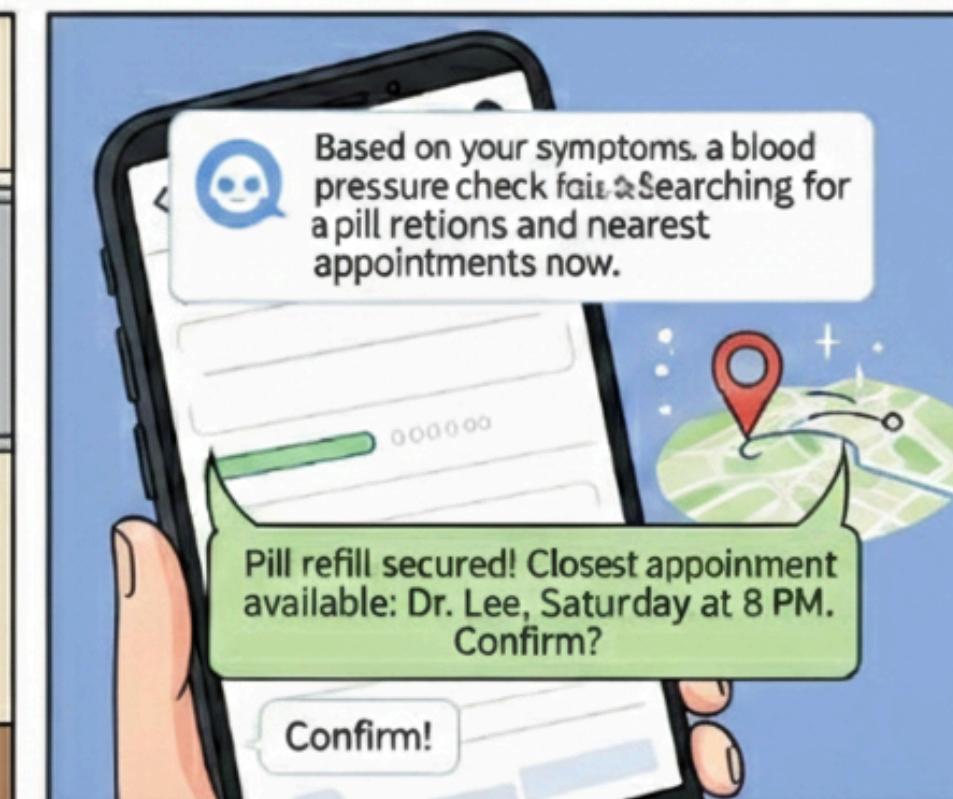
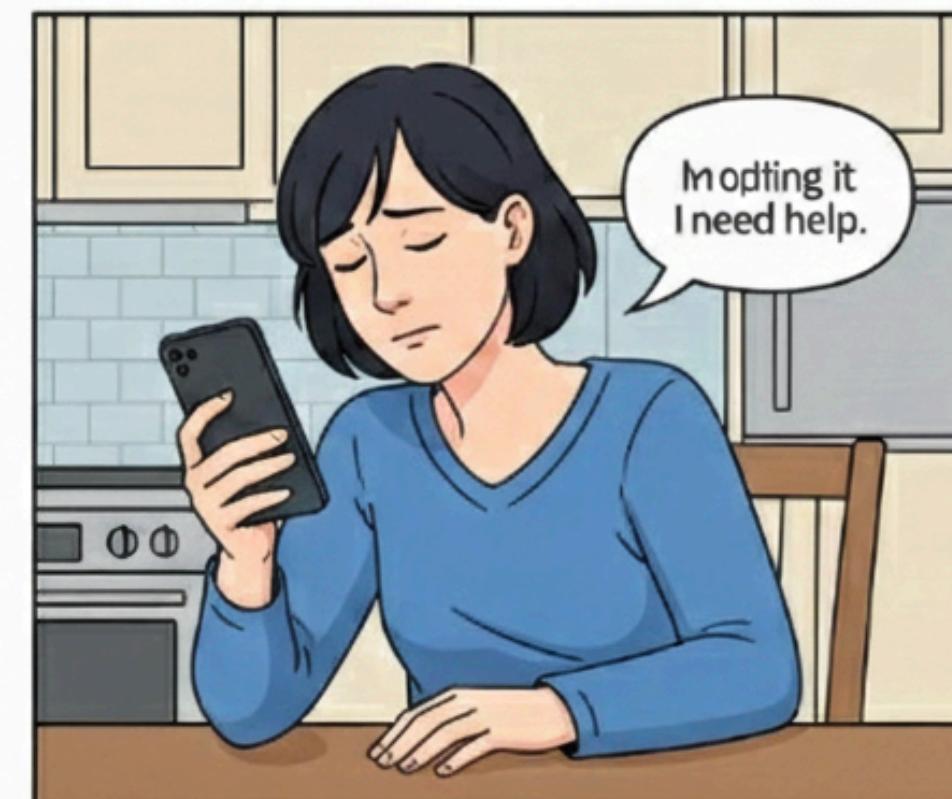
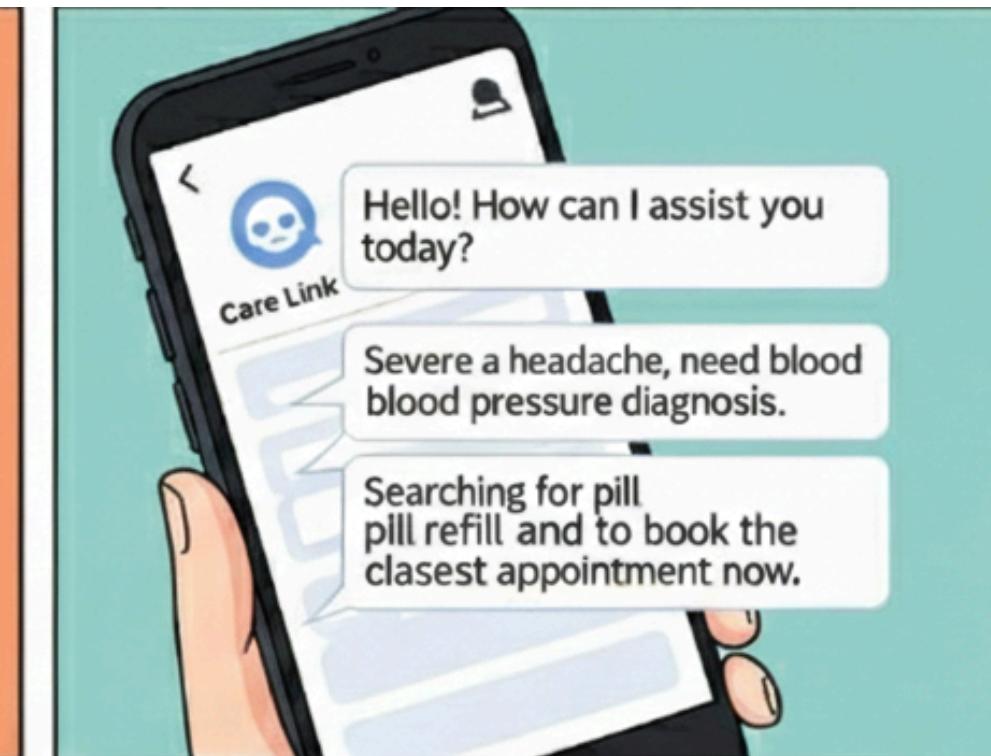
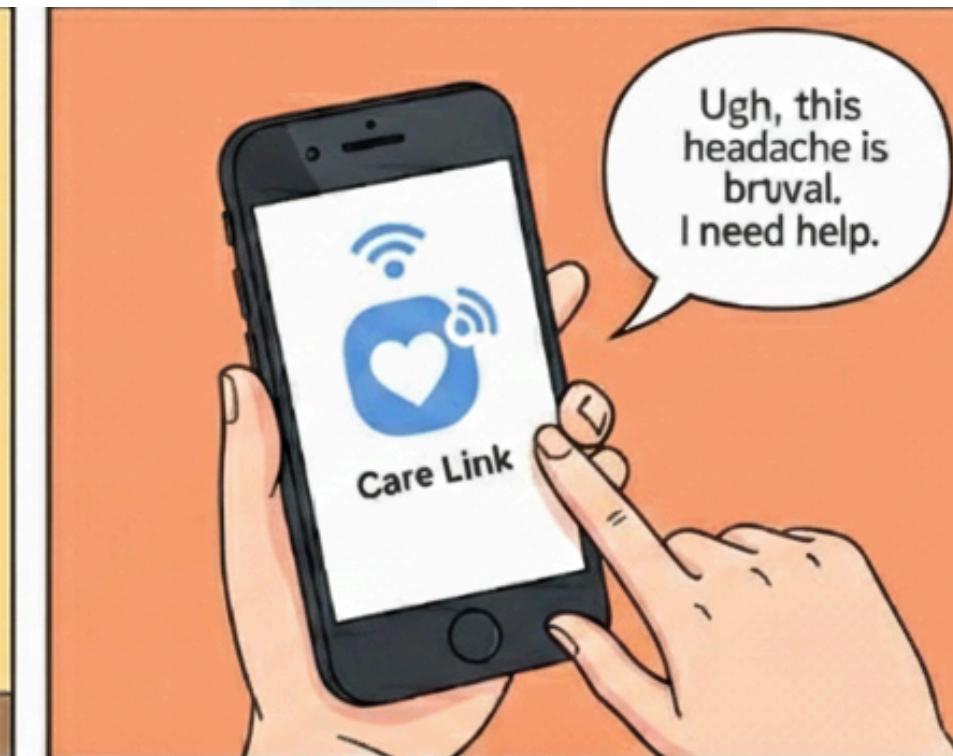
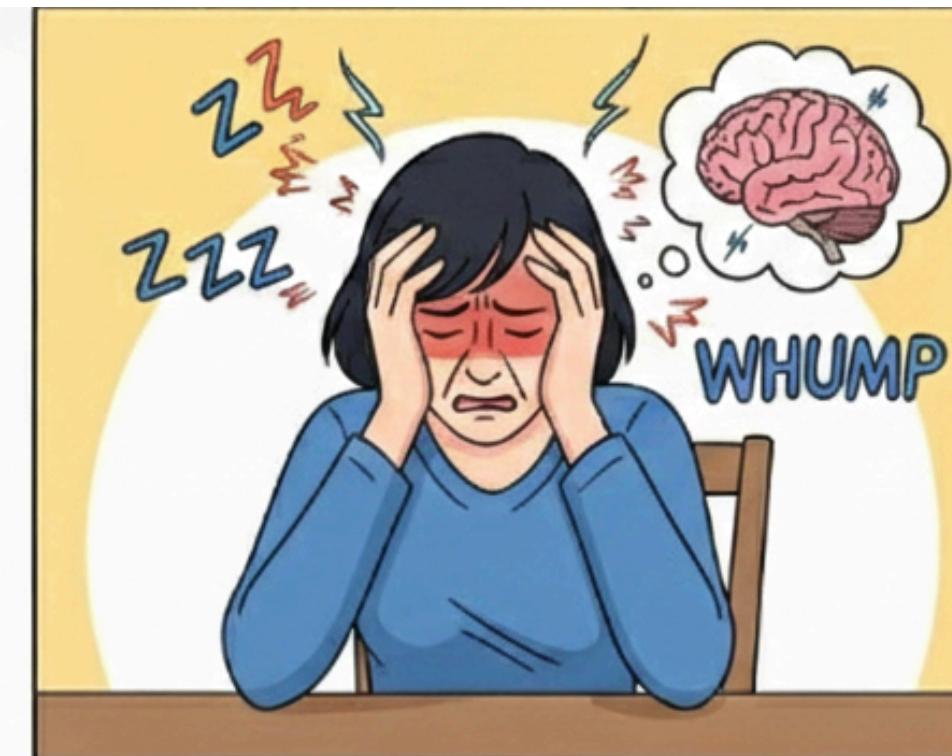
Before the next check-up, Agent A compiles the glucose trends and refill history into a report for the endocrinologist.

## User Journey: Sara's Story

How CareLink transforms a medical emergency into a managed event.



# Story board



- Global digital health market expected to exceed \$550B by 2030.

- Telehealth adoption surged and remains mainstream after the pandemic.

- Chronic-disease patients (diabetes, hypertension, obesity) represent huge unmet coordination needs.

- AI-driven care coordination tools are in early stages → strong innovation gap.

Wearable adoption is exploding (Apple Watch, Fitbit, Libre sensors), but integration is poor.



# Market Opportunity

**CareLink sits exactly at the intersection of telehealth, wearables, and AI coordination.**

# Business Model



## How We Generate Revenue:

### Subscription Fees

Monthly or annual subscriptions giving patients:  
Unlimited access to the CareLink agent and automated  
health coordination.

### Healthcare Partnerships

Clinics and hospitals pay for automated pre-visit  
summaries, appointment triage, and reduced admin  
workload.

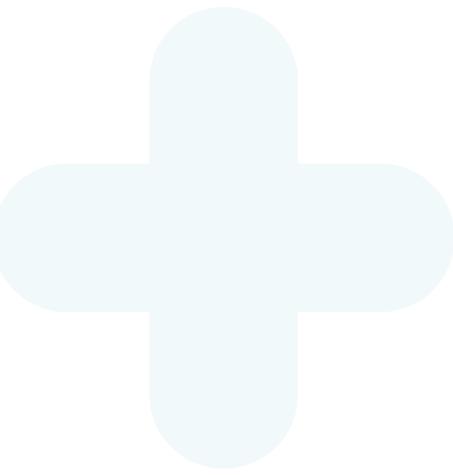
### Pharmacy Integrations

Partner pharmacies pay to be recommended when they  
have full medication stock and receive automated refill  
routing.

### Wearable & Sensor Ecosystem

Revenue from integrating third-party wearables or  
offering premium CareLink-compatible devices.

# Prototype



## home

 **CareLink**  
Your Health Companion

**Welcome back, Negin**

How are you feeling today? 

**Main Sections**

-  **Personal Wellbeing**  
Health chat, records, and history 
-  **Care Manager**  
AI booking and medication management 

 **Upcoming Appointments**   
 No upcoming appointments

 **Active Medications** 

- Lisinopril**  
10mg once daily  
Prescribed by Dr. Sarah Mitchell 
- Atorvastatin**  
20mg once daily at bedtime  
Prescribed by Dr. James Chen 

 **Home**

 **Wellbeing**

 **Care Manager**

## Personal Wellbeing

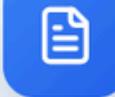
 **CareLink**  
Your Health Companion



**Personal Wellbeing**

Manage your health, track your progress, and get personalized guidance

 **Talk to Health Assistant**   
Chat with AI about your health concerns, symptoms, and wellness questions

 **Medical Records**   
View and manage your health documents. Import from national database or add manually

 **Health History**   
Track your symptoms, conditions, and view your complete health timeline

 **Home**

 **Wellbeing**

 **Care Manager**

# Prototype

## Personal Wellbeing – Ai chat

The screenshot shows a conversational AI interface. At the top left is the CareLink logo with the tagline "Your Health Companion". A large orange message bubble contains the user's query: "i have a headache and pain killers won't help. what should i do?". Below this, a blue message bubble from the AI starts with: "I'm really sorry to hear that you're dealing with a headache, especially when the painkillers aren't providing relief. That can be so frustrating! Here are a few things you might try to help ease the pain:". It then lists three tips:

1. \*\*Hydration\*\*: Make sure you're drinking plenty of water. Sometimes dehydration can lead to headaches.
2. \*\*Rest in a Dark, Quiet Room\*\*: If you can, find a calm space where you can lie down and relax. Closing your eyes and listening to some soft music or just enjoying the silence can be soothing.
3. \*\*Cold or Warm Compress\*\*: You might want to try placing a cold pack or a

At the bottom of the screen is a text input field with placeholder text "Type your health question here..." and a blue send button with a white arrow icon. The footer features navigation links for "Home", "Wellbeing", and "Care Manager".

## Personal Wellbeing – Medical Records

The screenshot shows the medical records management section. At the top left is the CareLink logo with the tagline "Your Health Companion". The main title is "Medical Records" with the subtitle "Manage your health documents". On the right is a teal "Add Record" button with a white plus sign. Below the title, there are two main import options:

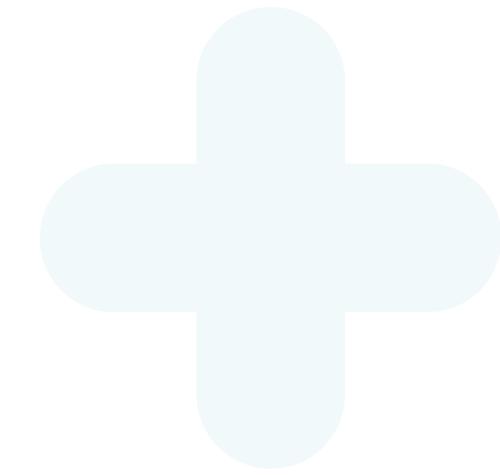
- Import from National Database**: Described as "Automatically sync your medical records from the national health database". It includes a "Connect & Import" button.
- Add Records Manually**: Described as "Fill out a simple form to add your medical records by hand". It includes an "Add Manually" button.

Below these options are two examples of stored records:

- Blood Work - Lipid Panel** (Lab Result): Shows results for Total Cholesterol (185 mg/dL), LDL (110 mg/dL), HDL (55 mg/dL), and Triglycerides (100 mg/dL). Status: "Results within normal range". Date: "Nov 18, 2024". Source: "Quest Diagnostics".
- Annual Physical Examination** (Consultation): Notes a "Complete physical examination. Blood pressure: 120/80, Heart rate: 72 bpm. All vital signs normal. Recommended continued healthy lifestyle".

The footer features navigation links for "Home", "Wellbeing", and "Care Manager".

# Prototype



## Personal Wellbeing – Health History

 **CareLink**  
Your Health Companion

### Health History

Your health timeline and records

+ Add Entry

 **Mild Headache** Symptom low severity Dec 10, 2024

Experienced tension headache in the afternoon. Likely due to extended screen time. Resolved after taking a break and drinking water.

 **Started Exercise Routine** Note Nov 1, 2024

Began a new fitness program - walking 30 minutes daily, 5 days per week. Feeling more energetic and sleeping better.

 **Seasonal Allergies** Condition low severity Mar 15, 2024

Experience mild seasonal allergies during spring months. Symptoms include sneezing and itchy eyes. Manage with over-the-counter antihistamines as needed.

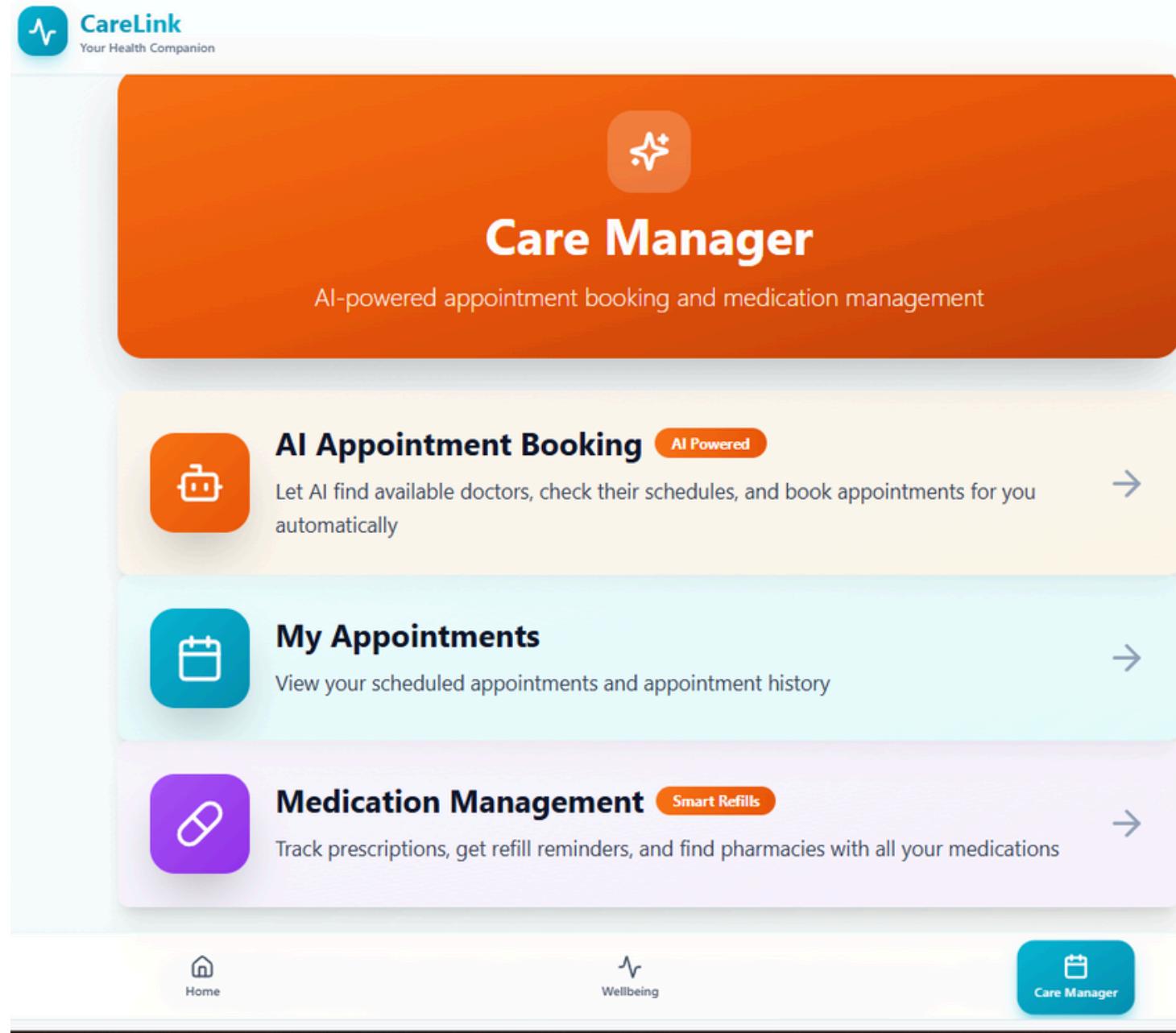
 Home

 Wellbeing

 Care Manager

# Prototype

## Care Manager

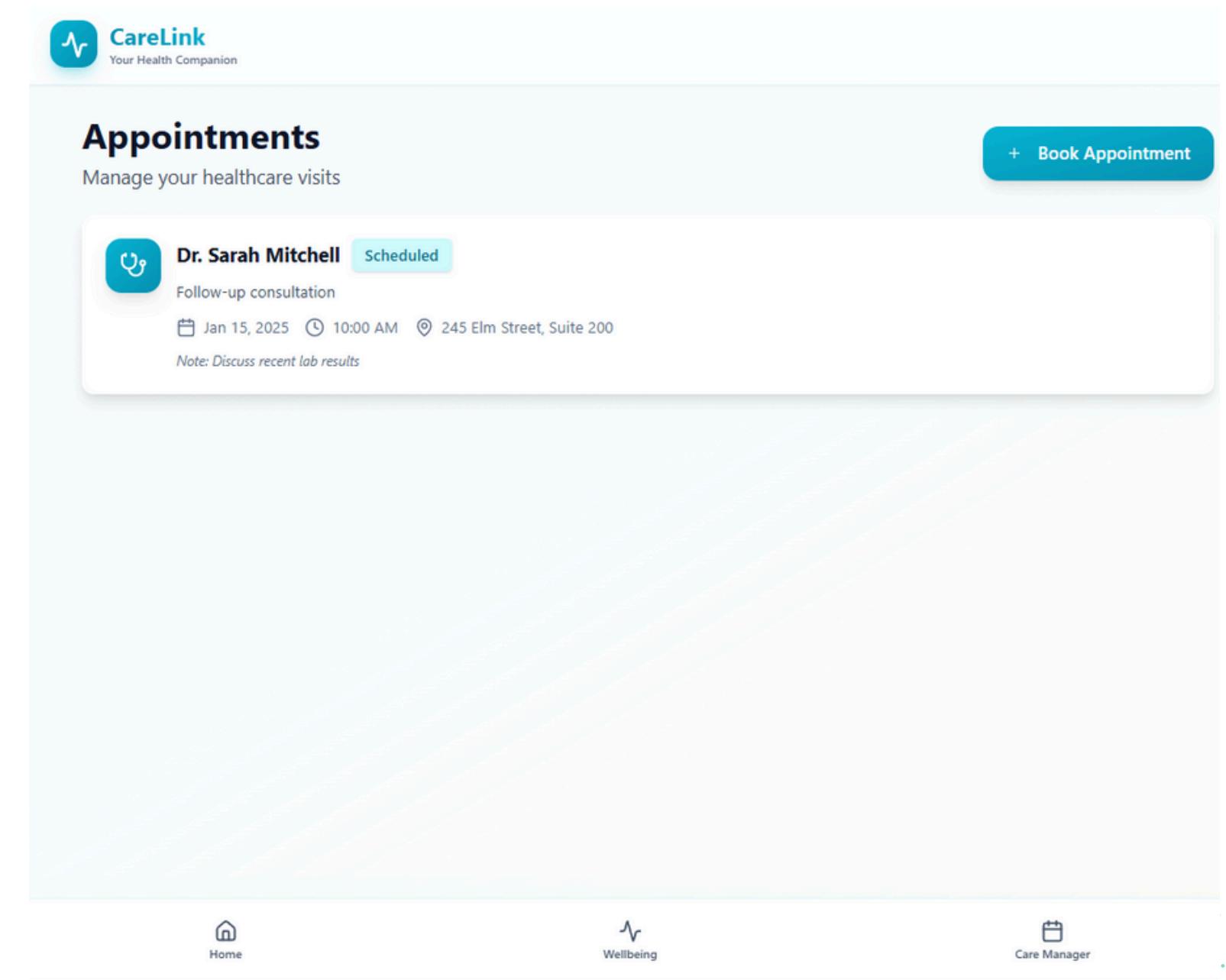


The Care Manager home screen features a large orange header with the title "Care Manager" and a subtitle "AI-powered appointment booking and medication management". Below the header are three main sections: "AI Appointment Booking" (AI Powered), "My Appointments", and "Medication Management" (Smart Refills). Each section includes a brief description and a right-pointing arrow indicating further action.

- AI Appointment Booking** (AI Powered)  
Let AI find available doctors, check their schedules, and book appointments for you automatically
- My Appointments**  
View your scheduled appointments and appointment history
- Medication Management** (Smart Refills)  
Track prescriptions, get refill reminders, and find pharmacies with all your medications

At the bottom, there is a navigation bar with icons for Home, Wellbeing, and Care Manager (highlighted in blue).

## Care Manager – Appointment



The Care Manager – Appointment screen shows a single scheduled appointment for "Dr. Sarah Mitchell" on "Jan 15, 2025" at "10:00 AM" at "245 Elm Street, Suite 200". The appointment is labeled as "Follow-up consultation". A note at the bottom says "Note: Discuss recent lab results". A "Book Appointment" button is located in the top right corner.

**Appointments**  
Manage your healthcare visits

**Dr. Sarah Mitchell** Scheduled  
Follow-up consultation  
Jan 15, 2025 10:00 AM 245 Elm Street, Suite 200  
Note: Discuss recent lab results

+ Book Appointment

At the bottom, there is a navigation bar with icons for Home, Wellbeing, and Care Manager.