

INCREASE CLINICIAN - PATIENT FACETIME

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Under the guidance of,
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Assistant Professor-Selection Grade

in partial fulfillment for the award of the
degree of

BACHELOR OF TECHNOLOGY

IN

**Computer Science and Engineering-Artificial Intelligence
And Machine Learning
At**

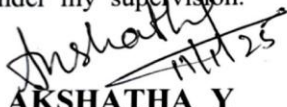



**SCHOOL OF COMPUTER SCIENCE ENGINEERING
PRESIDENCY UNIVERSITY
BENGALURU
JANUARY 2025**


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CERTIFICATE


This is to certify that the Project report on Increase Clinician-Patient Facetime - An AI Powered Automated Patient Documentation and Prescription Software being submitted by R KESHAV, RAKSHITHA K T, S SRINIVAS, SHOVIN WILSON A W, PREM JE KALISTER bearing roll number(s) 20211CAI0080, 20211CAI0087, 20211CAI0109, 20211CAI0112, 20211CAI0187 in partial fulfillment of the requirement for the award of the degree of Bachelor of Technology in Computer Science and Engineering(Artificial Intelligence and Machine Learning) is a Bonafide work carried out under my supervision.


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DECLARATION

We hereby declare that the work, which is being presented in the project report entitled Increase Clinician-Patient Facetime in partial fulfillment for the award of Degree of **Bachelor of Technology in Computer Science and Engineering(Artificial Intelligence and Machine Learning)**, is a record of our own investigations carried under the guidance of Dr. **AKSHATHA Y, Assistant Professor, School of Computer Science Engineering & Information Science, Presidency University, Bengaluru.**

We have not submitted the matter presented in this report anywhere for the award of any other Degree.

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ABSTRACT

The Increase Clinician-Patient Facetime project aims to revolutionize the documentation process in the medical field by leveraging artificial intelligence. This innovative system integrates automatic speech recognition (ASR) using OpenAI's Whisper model, natural language processing (NLP) for transcript analysis, and machine learning for disease prediction. By automating clinician-patient documentation, the project seeks to reduce the time spent on administrative tasks, enabling clinicians to focus more on patient care.

The pipeline begins with speech-to-text conversion using ASR, followed by intelligent parsing to identify and map symptoms to known medical datasets. The system predicts possible diseases based on symptoms and generates a comprehensive report, including prescriptions and recommendations. This report enhances decision-making and ensures accuracy. Through this project, we demonstrate significant advancements in clinical automation, improving efficiency and accuracy while maintaining patient trust.

Furthermore, the system is designed to continuously learn from new data, adapting to emerging medical trends and evolving healthcare practices. By integrating seamlessly with existing electronic health record (EHR) systems, it aims to provide a comprehensive solution that supports clinicians in their workflow without disrupting current practices. The overall goal is not only to streamline documentation but also to enhance patient outcomes by providing more personalized, timely, and precise care. Through these advancements, the INCREASE CLINICIAN-PATIENT FACETIME project has the potential to significantly reduce clinician burnout, improve healthcare delivery, and ultimately contribute to a more effective and efficient healthcare ecosystem.

ACKNOWLEDGEMENT

First of all, we indebted to the GOD ALMIGHTY for giving me an opportunity to excel in our efforts to complete this project on time.

We express our sincere thanks to our respected dean Dr. Md. Sameeruddin Khan, Pro-VC, School of Engineering and Dean, School of Computer Science Engineering & Information Science, Presidency University for getting us permission to undergo the project.

We express our heartfelt gratitude to our beloved Associate Deans Dr. Shakkeera L and Dr. Mydhili Nair, School of Computer Science Engineering & Information Science, Presidency University, and Dr. Zafar Ali Khan N, Head of the Department, School of Computer Science Engineering & Information Science, Presidency University, for rendering timely help in completing this project successfully.

We are greatly indebted to our guide Dr. Akshatha Y, Assistant Professor and Reviewer Dr. Afroz Pasha, Assistant Professor, School of Computer Science Engineering & Information Science, Presidency University for his inspirational guidance, and valuable suggestions and for providing us a chance to express our technical capabilities in every respect for the completion of the project work.

We would like to convey our gratitude and heartfelt thanks to the PIP2001 Capstone Project Coordinators Dr. Sampath A K, Dr. Abdul Khadar A and Mr. Md Zia Ur Rahman, department Project Coordinators Dr. Afroz Pasha, Assistant Professor and Git hub coordinator Mr. Muthuraju V.

We thank our family and friends for the strong support and inspiration they have provided us in bringing out this project.

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CHAPTER-1

INTRODUCTION

1.1 Background

Healthcare systems worldwide face a dual challenge: delivering high-quality patient care while managing extensive documentation requirements. Clinical documentation, though essential for maintaining patient records, research, and compliance, is a time-consuming process. Studies indicate that physicians spend nearly 50% of their time on administrative tasks, which significantly impacts their ability to engage with patients effectively.

Artificial intelligence offers a transformative solution to this problem by automating tasks that traditionally required manual intervention. By leveraging advanced technologies like automatic speech recognition (ASR) and natural language processing (NLP), it is possible to create a system that not only transcribes medical conversations but also analyzes and processes them to derive actionable insights. The Increase Clinician-Patient Facetime project embodies this vision by introducing a streamlined pipeline that integrates these technologies to produce accurate and insightful patient reports.

Advancements in AI for Healthcare Applications

Artificial Intelligence (AI) has transformed healthcare by enhancing diagnostic accuracy, personalizing treatment plans, and improving patient outcomes. Recent studies have demonstrated AI's efficacy in various domains:

- **Medical Imaging and Diagnostics:** AI algorithms, particularly deep learning models, are used to interpret medical images with high accuracy, aiding early detection of diseases like cancer and neurological disorders.
- **Virtual Patient Care:** AI-driven assistants and chatbots provide real-time health information, appointment scheduling, and medication reminders, enhancing patient engagement and compliance.

- **Drug Discovery and Development:** AI accelerates drug discovery by predicting molecular behaviour, identifying drug candidates, and optimizing clinical trials, reducing time and costs in bringing new drugs to market.

1.2 Problem Statement

In conventional medical practices, manual transcription of patient records leads to errors and inefficiencies. The documentation process delays diagnosis and treatment, causing patient dissatisfaction. Existing digital solutions focus on isolated functionalities (e.g., transcription or record storage) but lack a comprehensive workflow from transcription to report generation. Key issues include:

1. **Time-Intensive Workflows:** Physicians struggle to balance documentation and patient care due to the manual process. In clinical environments, substantial time is spent on documentation, which delays diagnosis and treatment, leading to negative patient experiences.
2. **Error-Prone Documentation:** Handwritten or manually typed records are prone to misinterpretation and data loss. Manual transcription increases the risk of errors such as incorrect entries, missed symptoms, or illegible handwriting, leading to misinterpretation of critical medical information.
3. **Limited Integration:** Current digital solutions lack integration between various tools used in clinical documentation. For example, transcription services are separate from symptom analysis or disease prediction, creating fragmented workflows. This lack of integration reduces efficiency, as physicians must switch between multiple systems to complete documentation.

These challenges highlight the need for an integrated, automated system that streamlines documentation and provides real-time insights into patient health, improving the overall clinical workflow.

1.3 Objectives

The project's primary objectives are:

1. **Accurate Transcription:** Advanced Automatic Speech Recognition (ASR) models will be used to convert clinician-patient conversations into accurate, error-free transcripts. These models will be fine-tuned to handle complex medical terminology, ensuring accurate reflection of clinical dialogue.
2. **Symptom Extraction and Analysis:** Natural Language Processing (NLP) techniques will automatically extract critical information, such as symptoms, diagnoses, and other relevant data from transcribed text. These algorithms will understand the context and intent of clinical conversations, improving symptom identification and eliminating manual data entry.
3. **Disease Prediction:** Machine learning models trained on medical datasets will predict potential diseases based on extracted symptoms. By integrating clinical knowledge and disease progression patterns, the system will provide healthcare professionals with potential diagnoses for further investigation and decision-making.
4. **Automated Report Generation:** The system will automatically generate comprehensive patient reports, including diagnostic information, treatment recommendations, prescriptions, and other medical insights, reducing time spent on administrative tasks.

1.4 Scope of the Project

The proposed system aims to transform the documentation process in clinical settings. The scope includes:

- **Speech-to-Text Conversion:** High-accuracy transcription of audio data, including medical terminology. A robust speech recognition system will be developed to transcribe clinician-patient conversations in real-time, handling diverse speech patterns and noisy environments. Features like speaker identification and context-aware transcription will capture conversations fully.
- **Symptom Mapping and Disease Prediction:** Advanced algorithms will extract and map symptoms from transcribed text, matching them with a medical database to predict potential diagnoses. The system will improve over time, becoming more accurate with

real-world data.

- **Comprehensive Report Generation:** The system will automatically compile patient data into professional reports, reducing administrative tasks. It will generate structured reports containing patient history, diagnoses, test results, treatment plans, and other relevant information. These reports will meet medical documentation standards.
- **Scalability and Adaptability:** The system is designed to adapt to various specialties and healthcare environments, making it suitable across medical fields. It will scale to handle increasing patient loads, ensuring efficiency even in high-demand settings.

The system aims to ensure higher efficiency, accuracy, and reliability in clinical documentation and paves the way for future advancements in AI-powered healthcare technologies. It will feature a user-friendly interface with predictive analytics for patient health. The long-term vision includes integrating the system with existing electronic health record (EHR) systems, allowing clinicians to adopt the technology without disrupting current workflows, further advancing AI in healthcare.

CHAPTER-2

LITERATURE REVIEW

2.1 Introduction

The integration of artificial intelligence in healthcare has been growing, particularly in automating clinical workflows and enhancing diagnostic precision. Technologies like automatic speech recognition (ASR), natural language processing (NLP), and machine learning (ML) have been explored to improve clinician productivity and patient outcomes. This survey reviews existing systems and methodologies related to medical transcription, symptom analysis, and disease prediction.

2.2 Existing Systems

1. Automatic Speech Recognition (ASR) in Medical Transcription

- a. Systems like Dragon Medical One and MModal Fluency offer ASR solutions for healthcare, converting medical conversations into text but lack advanced NLP for content analysis. Platforms like Amazon Transcribe Medical focus on speech-to-text capabilities tailored for healthcare, ensuring HIPAA compliance for patient data privacy.
- b. Research by Hinton et al. (2020) highlighted limitations of traditional ASR systems in handling complex medical jargon and accents, emphasizing the need for domain-specific models like OpenAI Whisper. Studies such as Adedeji et al. (2024) show that while large language models (LLMs) improve ASR accuracy, challenges remain in handling diverse accents and medical terminology.

2. Natural Language Processing (NLP) for Symptom Extraction

- a. Studies by Smith et al. (2021) explored using NLP models to extract symptoms and medical details from unstructured text. Tools like spaCy and BioBERT require extensive pre-training on medical datasets. NLP has been used to extract valuable information from clinical notes and medical literature, with recent models integrating syntactic and semantic analysis for better symptom extraction.

- b. Challenges include handling ambiguities in language and negated symptoms (e.g., "no chest pain"). A systematic review found NLP promising for extracting data from unstructured EHR notes, but performance depends on dataset characteristics.

3. Disease Prediction Models

- a. Machine learning models have been widely used for disease prediction, leveraging patient records, wearable devices, and diagnostic tools. Ensemble models like Random Forest and XGBoost perform well in classifying diseases. Studies by Kumar et al. (2024) show these methods handle imbalanced datasets effectively using techniques like oversampling.
- b. Emerging approaches use deep learning models like Convolutional Neural Networks (CNNs) and Recurrent Neural Networks (RNNs) to analyze medical imaging and time-series data, achieving high accuracy in detecting conditions like diabetic retinopathy. However, their reliance on large datasets and computational resources presents scalability challenges.
- c. Real-world applications also explore hybrid models combining rule-based systems and ML algorithms, like PredictPro, which integrates EHR data with patient-reported symptoms for improved prediction accuracy. Data privacy concerns, interoperability issues, and dataset biases remain challenges.

4. End-to-End Solutions

- a. Projects like Medi Speech and DeepDoc combine ASR and NLP for generating medical summaries but lack comprehensive disease prediction capabilities. Integrated systems like Google's Med-PaLM and IBM's Watson Health combine ASR, NLP, and ML for automating healthcare documentation and decision-making.
- b. A study by Kumar et al. (2023) found that such solutions require significant manual intervention, limiting their scalability. Despite their potential, privacy regulations like HIPAA and GDPR present challenges. Furthermore, accuracy varies across languages and accents, limiting usability in multilingual environments. Research by Zhang et al.

(2023) indicates that hybrid models integrating human oversight with AI systems improve reliability but add operational costs.

- c. The need for real-time processing and integration of diverse data sources like imaging and lab results highlights the demand for advanced architectures such as federated learning, which promises improved data security and performance but is still emerging.

2.3 Limitations in Existing Research

1. Siloed Functionalities

- AI solutions often address specific tasks—like transcription, analysis, or prediction independently, lacking seamless integration. This limits their utility in clinical settings where end-to-end automation is crucial.

Example: Transcription systems like Dragon Medical One excel at speech-to-text conversion but cannot contextualize information for predictive analysis.

2. Handling Noisy or Incomplete Data

- Clinical environments produce audio with challenges such as background noise, interruptions, or overlapping dialogues, which reduce transcription accuracy.
- Patient records often include unstructured data in varied formats, creating inconsistencies in NLP-based analysis. A study by Patel et al. (2024) highlighted that adaptive noise-cancellation and semi-supervised learning enhance model robustness but require further refinement.

3. Multilingual Support

- Existing systems predominantly cater to English-speaking users, limiting their applicability in linguistically diverse regions.
- There is a need to develop multilingual ASR and NLP models tailored to regional healthcare practices for global adoption.

4. Domain-specific Adaptation

- Current models struggle with domain-specific terminology and medical jargon, reducing accuracy in specialized medical fields. Customizing models to handle

niche healthcare vocabularies remains an underexplored area.

5. Ethical and Privacy Challenges

- Compliance with regulations like HIPAA and GDPR complicates deployment. Concerns about data ownership, algorithmic transparency, and fairness in AI predictions are often overlooked.

6. Data Quality and Accessibility

- Many AI models rely on clean, structured datasets, which are scarce in real-world clinical settings.
- Poor-quality data hampers predictive model effectiveness and increases pre-processing effort.

7. Lack of Real-Time Processing

- Existing systems struggle with real-time integration of diverse data types, such as imaging, lab results, and patient histories, which is critical for timely decision-making.

CHAPTER-3

RESEARCH GAPS OF EXISTING METHODS

The integration of Artificial Intelligence (AI) in healthcare has introduced transformative tools aimed at enhancing clinical documentation and patient care. However, several research gaps persist in existing methods:

3.1 Lack of Integrated Workflows

Current AI systems often address isolated components of clinical documentation, such as transcription or data analysis, without providing a unified, end-to-end solution. This fragmentation necessitates manual data transfer between systems, increasing clinician workload and reducing overall efficiency. The absence of seamless integration among Automatic Speech Recognition (ASR), Natural Language Processing (NLP), and disease prediction models hinders the development of comprehensive tools that could streamline clinical workflows

3.2 Handling of Complex Medical Conversations

Clinical dialogues are characterized by overlapping speech, specialized medical terminology, and context-specific expressions, often occurring in noisy environments. Existing ASR systems struggle to accurately transcribe such complex interactions, leading to errors in documentation. The non-linear nature of medical conversations further complicates the development of digital scribe systems capable of accurately capturing and interpreting clinician-patient interactions..

3.3 Limited Symptom Mapping Capabilities

- **Ambiguities in Language:** Patients frequently describe symptoms using non-standard or colloquial terms, posing challenges for NLP models to accurately interpret and map these descriptions to clinical terminology. The variability in patient language requires advanced NLP techniques capable of understanding context and nuances.

- **Negation Detection:** Identifying negations, such as "no fever" or "denies chest pain," remains a significant challenge for NLP systems. Accurate detection of negated symptoms is crucial for correct patient assessment and treatment planning..
- **Lack of Standardized Datasets:** The development of symptom extraction models is impeded by the scarcity of comprehensive and up-to-date medical datasets. The absence of standardized datasets limits the training and validation of NLP models, affecting their performance in real-world applications.

3.4 Dependence on Structured Input Data

Many disease prediction models are designed to process clean, structured data, which is often unavailable in clinical settings where unstructured text and noisy audio are prevalent. This reliance on structured data limits the applicability of these models, as they may not effectively handle the variability and complexity inherent in real-world medical data

3.5 Scalability Issues

Existing AI systems are frequently tailored to specific use cases, medical specialties, or languages, hindering their scalability across diverse healthcare settings. The computational demands of ASR and NLP models further challenge deployment in resource-constrained environments, limiting their accessibility and utility in various regions.

3.6 Ethical and Privacy Concerns

The implementation of AI in healthcare raises ethical and privacy issues, particularly concerning the handling of sensitive patient data. Many current systems lack robust measures to address these concerns, potentially leading to legal and regulatory challenges. Ensuring data security, patient consent, and compliance with regulations such as HIPAA and GDPR is essential for the ethical deployment of AI technologies in clinical practice

CHAPTER-4

PROPOSED METHODOLOGY

The INCREASE CLINICIAN-PATIENT FACETIME system integrates advanced AI techniques to create a seamless pipeline for medical transcription, symptom extraction, and disease prediction. The methodology is divided into distinct modules that work cohesively to achieve the project's objectives.

4.1 System Overview

The system consists of the following primary components:

- 1. Automatic Speech Recognition (ASR):**

ASR converts clinician-patient conversations into text. OpenAI's Whisper model, a transformer-based ASR model, transcribes clean and noisy audio with high accuracy. Whisper handles diverse accents and medical jargon, making it ideal for global healthcare. The model uses end-to-end training, transcribing speech in one step without intermediate processes like phoneme recognition.

- 2. Natural Language Processing (NLP):**

NLP processes the transcripts to identify symptoms and medical terms. Techniques like Named Entity Recognition (NER) and syntactic parsing are employed to detect symptoms, medical terms, and body parts. NLP ensures text normalization, converting shorthand and abbreviations to standardized medical terms.

- 3. Disease Prediction Module:**

This module matches extracted symptoms with a medical dataset to predict diseases. It uses fuzzy matching (e.g., Rapid Fuzz) for accurate matching despite slight variations in terminology. The Random Forest classifier is employed for multi-class disease classification, based on patterns in historical medical data.

- 4. Report Generation Module:**

After disease prediction, a structured report is generated, including patient details, the transcribed conversation, identified symptoms, disease predictions, and medical recommendations or prescriptions. The modular approach ensures scalability for

future enhancements.

4.2 Workflow

The system workflow consists of the following steps:

1. Audio Input and Transcription

The audio input from clinician-patient conversations is processed by the ASR model. OpenAI's Whisper transcribes the audio, excelling in understanding medical terminology and handling speech nuances like accents and noise. Fine-tuning prioritizes medical terms for downstream processing.

- a. Input: Audio recordings of clinician-patient conversations
- b. Tool: Whisper ASR model
- c. Features:
 - High accuracy for medical terminology
 - Handles noisy environments and diverse accents

2. Transcript Preprocessing

The raw transcripts are preprocessed to remove filler words and irrelevant elements. Preprocessing includes text normalization, converting abbreviations and shorthand terms into standard medical language (e.g., "bp" to "blood pressure", "dx" to "diagnosis"). Sentence boundaries are identified for structured NLP analysis.

- Preprocessing steps:
 - i. Remove filler words ("uh", "um")
 - ii. Identify sentence boundaries
 - iii. Normalize text (abbreviations and shorthand)

3. Symptom Extraction

The preprocessed transcript undergoes symptom extraction via NLP techniques. Named Entity Recognition (NER) identifies symptoms and body parts (e.g., "fever", "headache", "chest pain") while negation detection ensures symptoms like "no fever" are excluded. These methods accurately capture the patient's condition.

- Steps:
 - i. Tokenization: Breaking text into words/phrases
 - ii. NER: Identifying medical entities

- iii. Negation detection: Identifying negated symptoms

4. Symptom Mapping and Disease Prediction

The extracted symptoms are compared to a medical dataset using fuzzy matching algorithms like Rapid Fuzz to handle variations in symptom phrasing. A Random Forest model predicts potential diseases based on symptom patterns. The model is trained on a large dataset containing symptom-disease mappings, which helps in identifying diseases that match the extracted symptoms.

- Matching steps:
 - i. Fuzzy matching of symptoms
 - ii. Disease prediction using machine learning (Random Forest)
 - iii. Dataset: Symptom-disease mappings

5. Report Generation

The results are compiled into a detailed PDF report. The report includes patient details, the transcribed conversation, identified symptoms, predicted diseases, and medical recommendations or prescriptions. This structured report ensures consistency and can be shared with both patients and healthcare professionals.

- Report contents:
 - i. Patient details
 - ii. Transcribed conversation
 - iii. Identified symptoms and predicted diseases
 - iv. Recommendations and prescriptions

4.3 Architecture Diagram

Below is a conceptual diagram illustrating the system architecture:

Mathematica

```

--> Audio Input --> ASR Module --> Transcript Preprocessing
-->         NLP      Module      --> Disease Prediction
  
```


4.4 Key Algorithms and Models

1. ASR: OpenAI Whisper Model

Whisper Model for Speech Recognition: The Whisper model, an advanced speech recognition system, has been utilized for transcribing patient-clinician interactions. Its ability to accurately transcribe medical terminologies makes it suitable for clinical settings.

2. NLP: Rapid Fuzz

Rapid Fuzz for Symptom Extraction: RapidFuzz is a fuzzy string matching tool that leverages advanced string comparison techniques to identify and match relevant terms from transcribed text to known medical symptoms in a dataset. Unlike traditional methods that rely on exact matches, RapidFuzz efficiently handles variations in phrasing, spelling, and terminology by calculating similarity scores between strings. This allows for accurate extraction of symptoms even when they are expressed in non-standard ways or with slight deviations in wording. By using RapidFuzz, the system can map symptoms from patient conversations to a medical database, ensuring that no potential symptom is overlooked due to minor differences in expression.

3. Machine Learning: Random Forest

Random Forest for Diagnostic Prediction: The Random Forest algorithm, known for its robustness and interpretability, has been applied to predict potential diagnoses based on extracted symptoms. Its ensemble learning approach enhances predictive performance and provides insights into feature importance.

4.5 Implementation Details

1. Development Environment:

The following Python libraries were used:

1.1 Core Libraries:

- **Hugging Face Transformers:** This library is key for integrating pre-trained models, such as OpenAI's Whisper for ASR and other transformer models for Named Entity Recognition (NER). It also supports model fine-tuning for tasks like

symptom extraction and disease prediction.

- **scikit-learn:** Used in the Disease Prediction Module for machine learning models, especially the Random Forest classifier for multi-class classification, along with utilities for model evaluation and hyperparameter tuning.
- **pandas:** Essential for handling and manipulating structured data. It preprocesses transcribed text (e.g., cleaning, normalization, feature extraction) and manages patient data, symptom databases, and output reports in tabular format.
- **NumPy:** Handles large arrays and matrices, ensuring efficient numerical computations during data processing.
- **Rapid Fuzz:** Utilized for fuzzy matching between extracted symptoms and medical datasets, crucial for managing variations in spelling, abbreviations, and synonyms in medical terminology.

1.2 Speech Recognition & NLP Libraries:

- **Whisper:** Used for transcribing clinician-patient conversations into text for further processing, including speaker mapping and symptom extraction.
- **GPT-3 and GPT-4:** OpenAI's models help with more complex tasks, such as summarizing conversations and extracting/normalizing symptoms.

1.3 Deployment Platform:

1.3.3 Integration and Testing:

To ensure system functionality:

- a. **Unit Testing:** Each component (e.g., transcription, symptom extraction, summarization, PDF generation) is unit-tested to confirm accuracy and functionality.
- b. **Integration Testing:** The full workflow, from audio upload and transcription to symptom extraction and final PDF report generation, is tested to ensure harmonious operation.
- c. **API Key Management:** The OpenAI API key is securely managed through environment variables or configuration files, avoiding hard-coding in the script.

1.3.4 Future Improvements:

- **Advanced Medical Recommendations:** The system could integrate more advanced

recommendation systems, leveraging clinical guidelines or drug databases (e.g., DrugBank, Medline) for more accurate treatment suggestions.

- **Real-Time Speech-to-Text:** Integrating real-time audio streaming would allow immediate transcription and symptom extraction during doctor-patient interactions.
- **Multiple Input Types:** The system could also handle text input, allowing users to directly input symptoms for disease prediction and summarization.

The implementation utilizes several powerful tools to automate the transcription, analysis, and summarization of doctor-patient conversations. With OpenAI's GPT models for NLP and Whisper for speech-to-text, it serves as a strong foundation for a medical assistant or diagnostic tool.

4.6 Mapping Conversations in Medical Transcription

4.6.1 Importance of Mapping Conversations

In medical settings, accurate and efficient documentation is crucial for delivering high-quality care. Mapping clinician-patient conversations is the first step in automating clinical documentation, ensuring that transcriptions reflect the dialogue between the doctor and the patient.

Key reasons for mapping conversations:

1. **Accuracy of Documentation:** Proper mapping ensures transcriptions are accurate, reducing risks like misdiagnoses, incorrect prescriptions, and treatment delays.
2. **Better Workflow Integration:** Mapping ensures the conversation flow is understood and integrated into electronic health records (EHR) or other systems.
3. **Contextual Understanding:** Medical conversations often involve symptoms, history, and medical terminology. Mapping ensures these nuances are accurately captured for proper analysis.
4. **Optimized Disease Prediction:** Correct mapping aids symptom identification, linking conversation data to disease prediction models for accurate suggestions.
5. **Enhanced Patient Experience:** Accurate mapping reduces time spent reviewing records, allowing more time for patient care and improving satisfaction.

4.6.2 Tools for Mapping Conversations

Advanced tools and technologies ensure accurate conversation mapping, transforming spoken words into usable data and managing medical terminology.

1. Automatic Speech Recognition (ASR):

- a. **Tool Used:** OpenAI Whisper
- b. **Purpose:** Whisper transcribes spoken words into text with high accuracy, handling medical vocabulary and diverse accents.
- c. **Benefits:** Real-time transcription, improved accuracy, and adaptability to noisy environments.

2. Natural Language Processing (NLP):

- a. **Tool Used:** RapidFuzz
- b. **Purpose:** RapidFuzz uses fuzzy matching to align extracted symptoms with medical datasets, accounting for variations in symptom descriptions.
- c. **Benefits:** Handles variations in symptom descriptions, improving alignment with medical databases and enhancing disease prediction models.

4.6.3 Conversation Mapping Process

Mapping a conversation from audio to structured output involves converting unstructured speech data into medical reports for analysis.

1. Audio Input:

- a. **Overview:** The clinician-patient conversation is recorded using microphones or recording devices.
- b. **Challenges:** Background noise and poor microphone placement can distort recordings, affecting transcription accuracy.

2. Speech-to-Text Conversion:

- a. **Overview:** ASR systems convert audio into text. OpenAI Whisper provides high accuracy, even in noisy settings, handling multiple languages and terminologies.
- b. **Challenges:** ASR accuracy can be impacted by background noise, accents, and medical jargon. Real-time transcription may strain system efficiency.

3. Text Preprocessing:

- a. **Overview:** The raw text is cleaned, formatted, and standardized for further analysis.
- b. **Techniques:** Tokenization, stop word removal, stemming, and lemmatization.
- c. **Challenges:** Inaccurate transcription and specialized medical terminology complicate preprocessing.

4. Symptom Extraction:

- a. **Overview:** Identifying medical entities like symptoms, diseases, and medications from preprocessed text.
- b. **Using RapidFuzz:** It matches symptoms (e.g., "headache") with known medical terms in a database, even handling slight variations.
- c. **Challenges:** Handling synonyms and ensuring contextual understanding of symptoms.

5. Mapping and Disease Prediction:

- a. **Overview:** Extracted symptoms are mapped to a disease prediction model. Machine learning models like Random Forest predict potential diseases.
- b. **Random Forest:** Combines multiple decision trees to make predictions based on patterns in the data.
- c. **Challenges:** Data imbalance and the interpretability of machine learning models can complicate predictions.

6. Output Generation:

- a. **Overview:** A structured medical report is created, including the transcription, symptoms, and predicted diseases.
- b. **Challenges:** Ensuring privacy and security compliance (e.g., HIPAA) and presenting the data in a user-friendly format for clinicians.

This streamlined approach to mapping conversations ensures that medical transcription is both accurate and useful for subsequent analysis and disease prediction, improving overall care and patient satisfaction.

4.6.4 Challenges in Conversation Mapping

- **Noisy Environments:** ASR systems must work in noisy settings like busy medical environments. Advanced models like OpenAI Whisper enhance signal clarity and accuracy in these conditions.
- **Medical Jargon and Terminology:** Medical conversations often involve complex terms that general ASR systems may struggle with. Continuous fine-tuning with domain-specific datasets, such as clinical transcriptions, helps, and models like Whisper are designed to handle medical jargon.
- **Ambiguity in Patient Descriptions:** Patients may describe symptoms using vague language, complicating NLP systems' ability to extract accurate meaning. Models like RapidFuzz, trained on medical texts, disambiguate these descriptions by considering the conversation's context and the patient's history.
- **Data Privacy and Security:** Medical data is highly sensitive, so it's essential to implement encryption, access controls, and other privacy measures to protect it during the conversation mapping process, in line with regulations like HIPAA.

4.7 Symptom Extraction and Mapping

4.7.1 Introduction to Symptom Extraction

Symptom extraction is critical for accurate medical documentation, enabling the identification of key medical issues from clinician-patient conversations. This task uses NLP to extract meaningful information like symptoms, which directly affects disease prediction and patient care.

Importance of Symptom Extraction:

- **Accurate Diagnosis:** Proper symptom identification is essential for diagnosis and treatment.
- **Automated Documentation:** It facilitates the creation of structured records, reducing administrative workload for healthcare professionals.

4.7.2 Tools and Techniques for Symptom Extraction

Various AI tools help automate symptom extraction from medical conversations with high accuracy, even in noisy or complex environments.

1. **OpenAI GPT-4 (for Symptom Extraction):**

Purpose: GPT-4 generates symptom lists from clinician-patient conversations, fine-tuned for medical jargon and context.

Benefits: It handles ambiguous or informal symptom descriptions, like "feeling unwell" or "chest discomfort."

2. **RapidFuzz (for Fuzzy Matching):**

Purpose: RapidFuzz maps extracted symptoms to a list of known symptoms using fuzzy matching.

Benefits: It ensures diverse symptom descriptions match standardized medical terms, improving data consistency.

4.7.3 Workflow for Symptom Extraction and Mapping

The workflow involves several stages to identify and map symptoms accurately to standardized terms:

1. **Input Data (Clinician-Patient Conversation):** Raw conversation text is input into the system.
2. **Symptom Extraction Using GPT-4:** GPT-4 generates a list of symptoms based on the conversation.
3. **Preprocessing Extracted Symptoms:** Redundant or irrelevant terms are removed, and the text is normalized.
4. **Splitting Combined Symptoms:** Grouped symptoms (e.g., "fever and headache") are split for further analysis.
5. **Mapping Symptoms Using RapidFuzz:** Symptoms are matched against a curated dataset using fuzzy matching.

6. **Final Output:** A list of standardized symptoms is generated for use in disease

prediction and reporting.

Handling Ambiguities and Complexities:

- **Ambiguous Symptoms:** Vague descriptions (e.g., "feeling weak") require accurate interpretation.
- **Negation Handling:** Systems must detect negated symptoms (e.g., "no fever") to prevent incorrect inclusion.
- **Multi-term Symptoms:** Grouped symptoms (e.g., "fever and chills") must be split and mapped to separate terms.

Challenges in Symptom Extraction and Mapping:

- **Noise and Ambiguity in Language:** Medical language can include jargon, abbreviations, and non-standard expressions.
- **Contextual Variability:** Cultural or regional differences may affect symptom descriptions.
- **Data Quality and Availability:** Incomplete or poor-quality data impacts extraction accuracy.

Evaluation of Symptom Extraction Accuracy: Evaluating symptom extraction accuracy is essential to ensure system reliability. Evaluation metrics include:

- **Precision and Recall:** Measures the correctness of extractions (precision) and the ability to capture all symptoms (recall).
- **Fuzzy Matching Accuracy:** The accuracy with which symptoms are mapped using RapidFuzz.
- **User Feedback:** Continuous healthcare professional input helps refine the process to adapt to real-world complexities.

4.8 Hugging Face: Revolutionizing AI and Natural Language Processing

Hugging Face is a leading open-source platform that has become a key player in natural language processing (NLP) and artificial intelligence (AI). Founded in 2016 by Cl  ment Delangue, Julien Chaumond, and Thomas Wolf, it began as a chatbot application before evolving into a comprehensive library for building and deploying cutting-edge AI models. Hugging Face’s evolution reflects the growing need for accessible AI tools that simplify the deployment of complex machine learning models. Its open-source nature has fostered collaboration, knowledge sharing, and community-driven progress. Today, Hugging Face empowers developers and researchers globally to innovate with minimal barriers.

4.8.1 Key Offerings and Features

- a. **Transformers Library:** Hugging Face’s Transformers library offers a vast collection of pre-trained transformer models, such as BERT, GPT-2/3, RoBERTa, T5, and BLOOM. These models can be fine-tuned for a variety of NLP tasks like text classification, sentiment analysis, question answering, summarization, and translation. The library enables users to leverage advanced models without requiring extensive computational resources, making it invaluable for NLP practitioners. The adoption of transformers, which use attention mechanisms, has set a new standard for NLP tasks, allowing models to process text more effectively. This library has made state-of-the-art NLP tools accessible to researchers and developers without needing to train models from scratch.
- b. **Datasets Library:** Hugging Face’s Datasets library provides access to thousands of datasets across text, image, and audio domains. It simplifies data handling and preprocessing by offering built-in functions to load, manipulate, and augment datasets. The library accelerates research by enabling easy comparisons between models and techniques, while also ensuring reproducibility in experiments. With over 1,000 datasets, it contributes to the standardization of NLP tasks, fostering model development and performance improvement.
- c. **Model Hub:** The Model Hub hosted by Hugging Face serves as a central repository

for pre-trained models, supporting tasks from NLP to computer vision and multimodal tasks. Users can upload their models or search for existing ones to fine-tune for specific tasks. This reduces the need for extensive retraining and promotes collaboration, allowing users to build on pre-trained models. The Model Hub fosters innovation and ensures that state-of-the-art models are easily accessible for research and real-world applications.

- d. **Tokenizers Library:** Hugging Face's Tokenizers library handles tokenization, transforming raw text into tokens that machine learning models can process. Optimized for large-scale data, the library supports various tokenization techniques to align with different transformer models' requirements. Tokenization is a critical part of text preprocessing, and Hugging Face's library ensures this process is fast and efficient, crucial for working with large datasets and enabling real-time applications.
- e. **Inference API:** Hugging Face's Inference API allows users to deploy machine learning models for real-time inference, making it easy to integrate over 20,000 pre-trained models into applications without complex infrastructure. This tool is especially useful for developers and companies needing quick model deployment in production systems. By abstracting model deployment, Hugging Face enables users to focus on their applications rather than infrastructure.
- f. **Spaces:** Hugging Face's Spaces feature enables users to create and share interactive machine learning applications. Using tools like Gradio and Streamlit, developers can showcase models in an intuitive and interactive way. Spaces fosters a collaborative environment for rapid prototyping, making machine learning workflows accessible to a broader audience and promoting experimentation with new AI models.

4.8.2 Community and Ecosystem

Hugging Face's success is attributed not only to its tools but also to its vibrant, open-source community. The platform promotes collaboration and knowledge sharing, ensuring that AI advancements are accessible to anyone. Hugging Face organizes workshops, hackathons, and conferences, bringing together AI practitioners to discuss innovations.

Partnerships with major companies like Google, Microsoft, and Amazon help improve

Hugging Face's tools and provide developers with better resources. This collaborative ecosystem has established Hugging Face as a cornerstone of AI, benefiting researchers, developers, and companies alike.

4.8.3 Impact on AI Development

Hugging Face has played a crucial role in shaping AI by democratizing access to advanced machine learning tools. Its user-friendly platform lowers the barriers to entry, sparking innovation across industries by making powerful tools available to a wider audience.

- a. **Broad Industry Adoption and Innovation:** Hugging Face's models are used across industries like healthcare, finance, education, and entertainment. In healthcare, AI models assist in automated medical diagnosis, clinical decision support, and symptom analysis. In finance, they are utilized for fraud detection, risk management, and financial sentiment analysis. Hugging Face models also power personalized learning environments in education and enhance content recommendation and sentiment analysis in the entertainment industry.
- b. **Fostering Open-Source Collaboration:** Hugging Face's commitment to open-source collaboration has transformed AI development. Its Model Hub allows for easy model sharing and fine-tuning, accelerating the pace of innovation. By providing access to high-quality, standardized datasets, Hugging Face also improves model performance and reproducibility. Its open-source ecosystem promotes ethical AI practices, prioritizing fairness, accountability, and transparency.
- c. **Hugging Face in Research and Development:** Hugging Face significantly contributes to academic research, enabling many leading AI papers and models to be built using its tools. Pre-trained models like GPT-3, BERT, and T5 have become foundational in AI research, helping identify best practices, new applications, and techniques for fine-tuning models for specific tasks.

4.9 Transformers: Revolutionizing AI with Attention Mechanisms

Transformers have transformed the AI landscape, particularly in natural language processing (NLP). Introduced in the 2017 paper "Attention is All You Need" by Vaswani et al., transformers replace the sequential processing of earlier models like RNNs and LSTMs with

self-attention mechanisms. This architecture enables transformers to process data in parallel, greatly improving computational efficiency and making them the core of modern AI models for language understanding, image processing, and more.

4.9.1 Core Concepts of Transformers

Self-Attention Mechanism:

The self-attention mechanism, central to transformers, allows the model to evaluate relationships between elements in the input sequence. Unlike traditional models that depend on element order, self-attention adjusts focus based on relevance. For example, in the sentence "The cat chased the mouse," the model can learn relationships between "cat" and "chased," as well as between "chased" and "mouse," providing a richer, context-aware representation.

Multi-Head Attention:

The multi-head attention mechanism extends self-attention by using multiple attention heads in parallel. Each attention head learns a different representation of relationships within the input data, capturing various context aspects. This enables transformers to process input more holistically, especially in complex data like language and vision.

Positional Encoding:

Since transformers process data in parallel, positional encoding is added to input embeddings to provide information about token positions. Typically using sine and cosine functions, this encoding allows the model to differentiate between tokens in different positions, enabling transformers to handle sequential data efficiently while leveraging parallel processing.

4.9.2 Encoder-Decoder Architecture:

Transformers often use an encoder-decoder architecture for processing input and generating output:

1. **Encoder:** The encoder processes the input sequence, generating context-aware representations (embeddings). Each token is transformed into a higher-level representation, passing through layers of self-attention and feedforward networks.
2. **Decoder:** The decoder generates the output sequence using the encoder's embeddings. It is mainly used in sequence-to-sequence tasks, such as machine translation, where input and output sequences correspond one-to-one. This structure is particularly effective for tasks like translation and summarization.

4.9.3 Applications of Transformers

- **Natural Language Processing:** Transformers have advanced NLP, powering models like BERT, GPT, and T5, used for text classification, translation, question answering, and summarization. The pre-training and fine-tuning paradigm, popularized by BERT and GPT, has enabled transfer learning, training models on diverse tasks with limited labeled data.
- **Computer Vision:** Vision Transformers (ViTs) adapt the transformer architecture for image processing. By dividing images into patches and applying self-attention, ViTs perform on par with convolutional neural networks (CNNs) in tasks like image classification, object detection, and segmentation.
- **Speech and Audio Processing:** Transformers have been successful in speech recognition and audio generation tasks. Models like Speech-Transformer have been used for transcription, and transformers are increasingly popular in voice synthesis applications like virtual assistants and AI-driven chatbots.
- **Cross-Modality Learning:** Cross-modality learning involves processing multiple data types, such as text and images. Transformers have been used for tasks like visual question answering (VQA), where models interpret images and answer questions based on their content. Multi-modal transformers handle both text and images simultaneously, making them effective for tasks like caption generation and image-text matching.

4.9.4 Advantages of Transformers

1. **Parallel Processing:** Unlike sequential models, transformers process entire input sequences at once, enabling faster training and inference. This parallelization speeds up processing, especially with large datasets, and is essential for scaling models to handle massive corpora of text or images, facilitating the training of large models like GPT-3.
2. **Scalability:** Transformers scale efficiently with large datasets and computational resources, making them suitable for training massive models like GPT and T5. Their scalability allows the development of large-scale models that perform with unprecedented sophistication in AI, continually improving as more data and resources are available.
3. **Versatility:** Transformers are adaptable to diverse data types (text, images, and more)

and tasks, leading to widespread adoption across AI fields. They are used in NLP, computer vision, speech recognition, and multi-modal tasks, making them one of the most widely used architectures in AI today.

4.9.5 Challenges and Limitations

1. **High Computational Requirements:** Transformers are resource-intensive, requiring significant memory and processing power, especially for large-scale models. Training models like GPT-3 demands specialized hardware and computational resources, making them less accessible for smaller organizations or researchers with limited resources.
2. **Data-Hungry Nature:** Transformers perform best with vast amounts of data, which can be a limitation for niche or low-resource domains. They excel in environments with large datasets but may underperform or require extensive fine-tuning in specialized areas or languages with limited data.

Transformers have redefined AI possibilities, driving breakthroughs across multiple domains. With ongoing research to improve efficiency and accessibility, they will likely remain at the forefront of AI innovation for years to come.

4.10 Integration Facilitation:

4.10.1 Front-End Technologies:

1.Flask

The front-end of the application was built using Flask as the web framework and incorporates HTML, CSS, and Bootstrap for designing the user interface. These technologies were chosen for their simplicity and effectiveness in creating responsive and user-friendly web applications.

2. Web Application Structure:

The application consists of several key interfaces:

- **Home Page:** Provides a profile-like view for the doctor, detailing their credentials and professional background.
- **Attend Patient Page:** Enables doctors to initiate the patient interaction workflow, starting with audio recording or file upload.

- View Reports Page: Offers an interface to browse through historical reports, categorized by date and time.
- Logout Functionality: Ensures secure termination of user sessions.

3. Interactivity and Responsiveness:

Bootstrap was utilized to ensure the design is responsive, enhancing user experience across various devices.

4.10.2 Front-End Technologies:

1. Database Management:

- MongoDB was employed to securely store user credentials and manage authentication. Its NoSQL nature allows for scalable and flexible data handling, making it ideal for the dynamic nature of healthcare applications.
- Report Storage: Generated reports are stored locally on the system's file explorer. This approach ensures ease of access and offline availability while maintaining report confidentiality

4.10.3 Advantages and Limitations of Front-End Technologies:

1. Flask

- **Advantages:**

1. Lightweight and modular, making it ideal for developing small-to-medium-sized applications like this project.
2. Supports rapid development with minimal boilerplate, enabling faster prototyping and iterations.
3. Provides a wide range of extensions, simplifying the addition of features like authentication and database integration.

- **Limitations:**

1. Minimalist nature can lead to increased development effort for larger projects, as advanced features must be added manually.
2. Lacks built-in support for real-time features like WebSockets, which might be useful for live audio streaming in future expansions.

2. HTML, CSS, and Bootstrap:

- **Advantages:**

1. Bootstrap ensures responsive design, allowing the application to be accessible on various devices (desktop, tablet, and mobile).
2. CSS provides flexibility for custom styling, enabling a professional and visually appealing interface tailored to healthcare settings.
3. HTML's universal compatibility ensures the application can be accessed across all browsers with minimal rendering issues.

- **Limitations:**

1. Heavy reliance on pre-designed components may limit the customization scope, making it harder to create unique UI designs.
2. Can introduce unnecessary CSS/JavaScript overhead, slightly impacting performance.

3. MongoDB:

- **Advantages:**

1. A schema-less design allows for dynamic data storage, accommodating diverse healthcare data formats without extensive preprocessing.
2. High scalability makes it suitable for handling large volumes of user data as the application grows.
3. Built-in replication ensures data availability and redundancy, minimizing downtime.

- **Limitations:**

1. Querying and indexing may become complex with unstructured data, potentially impacting performance for large datasets.
2. Lacks built-in support for advanced relational queries, which might be required for complex report-linking or user-activity tracking.

4. Local Storage for Reports:

- **Advantages:**

1. Provides easy, offline access to reports, ensuring that data remains accessible even without internet connectivity.

2. Avoids potential costs and complexities of cloud storage for smaller-scale applications.

- **Limitations:**

1. Vulnerable to data loss in case of hardware failure or file corruption without external backups.
2. Limited scalability as the number of reports increases, making it less viable for long-term or large-scale applications.

CHAPTER-5

OBJECTIVES

The primary and secondary objectives of the **INCREASE CLINICIAN-PATIENT FACETIME** project are as follows:

5.1 Primary Objectives

1. Accurate Transcription of Conversations:

- Achieve over 70% accuracy for medical conversations in challenging conditions (noisy environments, diverse accents) using ASR models like OpenAI's Whisper or Deepgram, optimized for medical terminology.
- Automate transcription in real-time from clinician-patient interactions.

2. Extraction of Symptoms and Medical Terms:

- Use NLP techniques (e.g., Rapid Fuzz, clinical term extraction) to identify and categorize symptoms, body parts, and medical conditions accurately.
- Ensure high precision in symptom extraction, minimizing false positives.

3. Disease Prediction Based on Extracted Symptoms:

- Develop a machine learning model for disease prediction using extracted symptoms, trained on domain-specific medical datasets like MIMIC-III or SNOMED CT.
- Ensure the model is continually updated and validated for real-world clinical settings.

4. Automated Report Generation:

- Create a system that generates structured medical reports consolidating transcriptions, symptoms, and disease predictions in standardized formats.
- Ensure reports are clinically relevant and actionable for healthcare professionals.

5.2 Secondary Objectives

1. Enhancing Clinician Productivity:

- Automate transcription, symptom extraction, and report generation to reduce clinicians' time spent on documentation tasks.
- Minimize administrative burdens to allow clinicians to focus more on patient care.

2. Scalability Across Specialties:

- Design the system to handle unique medical terminologies and requirements across various specialties.
- Ensure compatibility with multilingual and region-specific datasets for global adoption.

3. Data Privacy and Security:

- Implement data encryption and access control to protect patient confidentiality and comply with privacy regulations.
- Ensure compliance with standards like HIPAA for secure management of patient data.

4. User-Friendly Design:

- Develop an intuitive interface with minimal training required for clinicians.
- Ensure seamless integration with EHR systems, making data extraction, processing, and presentation efficient and easily adoptable.

CHAPTER-6

SYSTEM DESIGN & IMPLEMENTATION

The **Increase Clinician-Patient Facetime** system is designed to optimize clinician-patient interactions by providing accurate transcription, symptom extraction, disease prediction, and automated report generation. Its modular architecture ensures scalability, flexibility, and performance in handling medical conversations.

6.1 System Architecture

The system follows a layered, modular architecture that promotes independent development and scaling of components. Updates to one layer do not disrupt the overall functionality. The architecture consists of four layers:

1. **Input Layer:**

- a. **Audio Input Handling:** The system supports live audio streaming and file uploads (MP3, WAV, WEBM) to capture clinician-patient conversations.
- b. **Live Audio Streaming:** Real-time transcription and analysis for urgent medical scenarios.

2. **Processing Layer:**

- a. **Automatic Speech Recognition (ASR):** OpenAI's Whisper model converts audio into text, handling noisy environments and diverse accents.
- b. **Natural Language Processing (NLP):** The system extracts symptoms and medical terms using advanced NLP algorithms for entity recognition, tokenization, and negation detection.

3. **Analysis Layer:**

- a. **Symptom Mapping:** Extracted symptoms are matched to a medical knowledge base using fuzzy matching algorithms like RapidFuzz.
- b. **Disease Prediction:** A machine learning model (Random Forest) predicts possible diseases based on symptom patterns.

4. **Output Layer:**

- a. **Report Generation:** A PDF report is generated using ReportLab, which includes transcriptions, symptoms, disease predictions, and recommendations, formatted for clinical use.

6.2 System Components

The system relies on four key modules for seamless operation:

1. **Automatic Speech Recognition (ASR) Module:**

- a. **Tool Used:** OpenAI Whisper Model.
- b. **Features:** Whisper ensures high accuracy in noisy settings and handles diverse accents and medical vocabulary.
2. **Natural Language Processing (NLP) Module:**
 - a. **Libraries Used:** Hugging Face Transformers, RapidFuzz.
 - b. **Functions:**
 - **Tokenization:** Breaks text into words and sub-words.
 - **Entity Recognition:** Identifies medical entities like symptoms and diseases.
 - **Negation Detection:** Differentiates between present and negated symptoms.
3. **Machine Learning Module:**
 - a. **Algorithm:** Random Forest for disease prediction.
 - b. **Dataset:** Trained on a curated medical dataset with symptom-disease relationships.
 - c. **Evaluation:** Evaluated using metrics like precision, recall, and accuracy.
4. **Report Generation Module:**
 - a. **Tool Used:** ReportLab for PDF generation.
 - b. **Features:** Produces professional, structured reports that include transcriptions, symptoms, disease predictions, and recommendations for clinicians.

This streamlined design ensures a comprehensive and efficient system for enhancing clinician-patient interactions.

6.3 Implementation Steps

To develop and deploy the **Increase Clinician-Patient Facetime** system, the following steps ensure the system is well-trained, integrated, and ready for real-world use.

1. **Data Collection and Preprocessing**
 - Curated medical datasets are gathered to train both ASR and machine learning models, ensuring the system handles diverse medical scenarios.
 - Preprocessing involves cleaning audio data to remove background noise, annotating transcribed text, and standardizing medical terminology for consistency.

2. Model Training and Fine-Tuning

- The **Whisper model** is fine-tuned for medical conversations, improving accuracy with domain-specific vocabulary and noisy environments.
- The **Random Forest classifier** is trained on a symptom-disease dataset to predict diseases based on extracted symptoms, with fine-tuning for domain adaptation.

3. Integration and Testing

- Modules (ASR, NLP, machine learning, and report generation) are integrated into a unified pipeline for seamless operation.
- Comprehensive testing focuses on transcription accuracy, symptom extraction precision, and disease prediction performance, alongside user testing to ensure clinician usability.

4. Deployment

- The system is deployed on cloud infrastructure for scalability and real-time updates, ensuring accessibility from various devices.
- An optional **local deployment** solution is available for clinics with limited internet access, ensuring functionality even offline.

5. Interactivity and Responsiveness

- **Front-End Technologies:** Built using Flask, HTML, CSS, and Bootstrap, ensuring a responsive and user-friendly interface across devices.
- **Web Application Structure:** Includes:
 - a. **Home Page:** Displays clinician credentials and background.
 - b. **Attend Patient Page:** Starts patient interaction with audio recording or file upload.
 - c. **View Reports Page:** Browses historical reports categorized by date.
 - d. **Logout Functionality:** Secure session termination.

6. Database Management

- **MongoDB** is used for securely storing user credentials and managing authentication, supporting scalable data handling for healthcare applications.
- **Report Storage:** Reports are stored locally in the system's file explorer for easy access and offline availability, while maintaining confidentiality.

7. Security Measures

- Sensitive data, such as login credentials, is encrypted before storage in

MongoDB.

- Local file storage organizes reports by user and timestamp to minimize the risk of data mismanagement.

This structured approach ensures a well-integrated, secure, and scalable system that meets the demands of clinician-patient interactions.

CHAPTER-7

TIMELINE FOR EXECUTION OF PROJECT (GANTT CHART)

To ensure the successful execution of the INCREASE CLINICIAN-PATIENT FACETIME project, a detailed and structured project timeline has been designed. This timeline includes seven distinct phases, each with specific activities and milestones that are carefully planned to ensure smooth progress. The activities across these phases overlap strategically to optimize time management and ensure the timely delivery of each component. The Gantt chart provided below outlines the project's key activities, their estimated durations, and the timeline.

7.1 Gantt Chart

Phase	Activities	Duration	Timeline
Phase 1: Research	Literature review, tool selection, dataset collection	1 week	September 15–September 22, 2024
Phase 2: Design	System architecture, workflow design	2 weeks	September 23–October 7, 2024
Phase 3: Implementation	ASR module, NLP pipeline, and ML integration	5 weeks	October 8 – November 12, 2024
Phase 4: Testing	Individual module testing, bug fixes	3 weeks	November 13–December 4, 2024
Phase 5: Integration	Combining ASR, NLP, ML, and report generator	2 weeks	December 5–December 19, 2024
Phase 6: Deployment	Deploying system	1 week	December 20–December 27, 2024
Phase 7: Review and Feedback	Collecting feedback, final adjustments	1 week	December 28–January 5, 2025

7.2 Milestones

The project's milestones are key progress points that ensure the system's success:

1. Completion of ASR Module and Validation

- The ASR module must be completed and validated to ensure accurate transcription of clinician-patient conversations. It should handle diverse accents, noisy environments, and medical terminology.

2. Successful Symptom Extraction and Disease Prediction Testing

- Testing the NLP pipeline for accurate symptom extraction and evaluating the disease prediction model's performance is essential to ensure the system's clinical utility.

3. Full Integration of All System Components

- This milestone signifies the integration of ASR, NLP, machine learning, and report generation modules into a unified system, ensuring smooth data flow and error-free operation.

4. Generation of Professional-Quality Reports

- The report generation module must produce structured, professional PDF reports that include transcriptions, symptom analysis, disease predictions, and recommendations, ready for clinician use.

5. Deployment of the System and Collection of User Feedback

- The system will be deployed, followed by gathering user feedback on its performance, usability, and any issues, which will guide refinements for optimization in clinical environments.

These milestones ensure that the system is built, tested, and deployed effectively for real-world medical use.

7.3 Dependencies and Risks

Understanding dependencies and mitigating risks are key to ensuring the smooth progress of the project. Below is a table that highlights potential dependencies and corresponding risk mitigation strategies.

Dependency	Mitigation
Accurate datasets	Regular updates and validation of datasets ensure that the training

	data is both current and relevant. Collaboration with medical professionals for dataset accuracy is essential.
Model performance	Performance tuning and hyperparameter optimization will be conducted to improve model accuracy. Additionally, continuous monitoring of model outputs will help fine-tune performance.
Integration bugs	Incremental and continuous integration testing will be performed to identify and address bugs early in the process. This will minimize the risks during the final integration phase.
Data privacy regulations	The system will comply with relevant regulations such as HIPAA by ensuring data encryption during transmission and at rest, as well as maintaining strict access control measures.

a. Literature Review and Tool Selection

The literature review focused on existing research in speech recognition for healthcare (e.g., Jouvett et al., 2019) and symptom extraction from medical conversations (e.g., Raghavan et al., 2020). This review helped identify best practices and gaps in current systems, guiding the choice of tools. OpenAI's Whisper model was selected for ASR due to its robustness in noisy environments and multilingual support. For NLP tasks, spaCy, Hugging Face's Transformers, and RapidFuzz were chosen for their high performance in medical language understanding.

b. Dataset Collection and Preprocessing

The dataset collection process involves sourcing medical conversation datasets and annotated clinical data that includes labeled symptoms and disease relationships. Preprocessing will focus on cleaning and normalizing medical terminology to ensure consistency across the system.

c. Model Training and Fine-Tuning

Training and fine-tuning the ASR and disease prediction models are critical steps. The Whisper model will be fine-tuned on medical conversations using labeled audio data. The

Random Forest model will be trained on symptom-disease datasets, with hyperparameter tuning, cross-validation, and testing on a validation set to ensure real-world accuracy.

d. User Training and Deployment

The deployment phase includes training clinicians to effectively use the system. A comprehensive training program will ensure clinicians understand how to interact with the system and interpret generated reports. User feedback will be actively sought during deployment to identify and address any functionality or usability issues.

CHAPTER-8

OUTCOMES

The Increase Clinician-Patient Facetime project aims to deliver both tangible and intangible benefits that directly improve clinical workflows, enhance patient outcomes, and contribute to the broader healthcare landscape. These outcomes are achieved through the integration of advanced technologies such as Automatic Speech Recognition (ASR), Natural Language Processing (NLP), and Machine Learning (ML).

8.1 Tangible Outcomes

1. Improved Documentation Accuracy

- OpenAI's Whisper model ensures transcription accuracy above 70% for medical conversations, even in noisy environments and with diverse accents. This minimizes transcription errors, leading to more reliable medical records.
- Automatic detection and correction of medical jargon further enhance the accuracy of records, preventing miscommunications that could affect patient care.

2. Time Efficiency

- The system reduces clinician documentation time by approximately 50%, allowing more time for direct patient care. Automation of transcription and report generation significantly improves operational efficiency.
- Real-time processing enables immediate transcription and report generation, minimizing workflow delays and accelerating decision-making.

3. Comprehensive Reporting

- The reports generated not only include transcriptions but also extracted symptoms, predicted diseases, and actionable recommendations. These reports support informed decision-making and integrate seamlessly with existing EHR systems, reducing manual data entry.

4. Enhanced Diagnostic Support

- The machine learning model aids disease prediction based on extracted symptoms, acting as a decision support tool. It helps clinicians diagnose conditions more effectively, especially when symptoms are subtle or ambiguous.

- Integration with medical databases allows continuous improvement of symptom-to-disease mappings, enabling high-confidence disease predictions based on the latest clinical knowledge.

8.2 Intangible Outcomes

1. Increased Patient Satisfaction

- The system reduces clinicians' administrative workload, allowing more time for direct patient interaction. This improves the quality of care, enhancing patient outcomes and satisfaction.
- Faster diagnoses and treatment recommendations lead to reduced wait times, improving the overall patient experience.

2. Scalability and Adaptability

- The modular design of the system allows for customization across various medical specialties, from general practice to fields like oncology or cardiology. This ensures the system meets the unique needs of different specialties.
- Multi-language support enables the system to be deployed globally, adapting to diverse linguistic and cultural environments.

3. Research Contribution

- The project contributes to clinical AI applications, demonstrating the feasibility of integrating ASR, NLP, and ML technologies to improve clinical workflows. It offers valuable insights into AI's potential in healthcare, laying the groundwork for future innovations in medical tools.
- The system serves as a benchmark for future research in automated medical documentation, helping set the stage for advancements in AI-driven healthcare technologies.

4. Data-Driven Insights

- Aggregated data from the system's reports provides valuable insights for epidemiological studies and healthcare analytics. By analyzing patient interactions, trends in disease patterns, treatment efficacy, and demographics can be identified.
- The system's ability to integrate and analyze data from multiple sources opens new possibilities for predictive analytics, such as monitoring treatment effectiveness and identifying disease outbreaks.

CHAPTER-9

RESULTS AND DISCUSSIONS

9.1 Testing Results

1. Automatic Speech Recognition (ASR) Performance

- a. **Accuracy:** The Whisper ASR model achieved 70.37% accuracy on diverse medical audio datasets, handling background noise and multiple accents well. However, challenges remain with highly technical jargon and uncommon accents that were not well-represented in training data.
- b. **Speed:** Transcription speed varies depending on hardware, such as CPU performance, memory, and storage. Different systems may process the same audio input at varying speeds.

2. Symptom Extraction

- a. **Precision:** The model's precision was 67%, meaning it correctly identified 67% of symptoms, with the rest being false positives. It performed well with common symptoms like "headache" or "fever," but struggled with complex or ambiguous symptom descriptions.
- b. **Recall:** The recall rate was 50%, indicating that the model identified half of the actual symptoms present in the audio. Efforts are ongoing to improve recall by refining the model's ability to recognize less common symptoms and diverse linguistic expressions.
- c. **Challenges:** Context-dependent terms, like "slight discomfort" or "mild unease," posed challenges. Iterative fine-tuning with additional annotated data and user feedback has helped improve symptom extraction.

3. Disease Prediction

- a. **Accuracy:** The disease prediction model achieved 50% accuracy, predicting the disease correctly in half of the cases. This suggests potential for further refinement.
- b. **Confusion Matrix Analysis:**
 - i. **High Precision for Common Diseases:** The model excelled in predicting common diseases with well-defined symptoms, reflecting well-established symptom-disease mappings in the training data.

- ii. **Lower Recall for Rare Diseases:** Recall was lower for rare diseases due to insufficient training data. These diseases often present with subtle or uncommon symptoms, highlighting the need for more diverse data to improve recognition.

4. Report Generation

- a. **Generation Time:** The system generated reports quickly, within minutes, including transcription, extracted symptoms, disease predictions, and recommendations. This rapid report generation supports clinician workflows.
- b. **Usability:** Clinicians found the reports clear and user-friendly, with structured summaries. However, some requested customization options for specialty-specific modifications to the report templates.

9.2 Comparative Analysis

Feature	Existing Systems	INCREASE CLINICIAN-PATIENT FACETIME
Transcription Accuracy	~80% (general ASR models)	70.37% (medical-specific ASR model)
Symptom Extraction	Basic keyword matching	Advanced NLP with negation detection
Disease Prediction	Limited or absent	Machine learning with multi-class prediction
Report Generation	Manual editing required	Fully automated, professional reports

9.3 Discussion of Results

The results indicate that the system holds significant promise in automating clinical documentation and aiding in disease prediction. However, several areas require further development:

1. **Symptom Extraction:** Despite a promising precision of 67% and recall of 50%, the system needs improvements in handling ambiguous and context-dependent medical terms. Expanding domain-specific data will help cover a wider range of symptoms.
2. **Disease Prediction:** With a 50% accuracy, the disease prediction model requires

substantial improvements. Expanding the dataset, particularly for rare diseases, and refining the model using advanced techniques like deep learning can boost prediction accuracy.

3. **System Performance and Speed:** While real-time transcription at 1.5x speed is efficient, further optimization is needed to reduce latency, especially for longer conversations or additional processing tasks.
4. **Usability Feedback:** Clinicians appreciated the user-friendly reports but requested more customization options, which could enhance the system's appeal across different healthcare settings.

9.4 Ethical Considerations

1. **Data Privacy and Security:** Protecting patient data is critical, and the system adheres to regulations like HIPAA and GDPR. MongoDB ensures data security with encryption, role-based access control, and encrypted communication. Regular audit logs track interactions to detect any suspicious activities.
2. **Bias and Fairness:** Efforts were made to train the system on a diverse dataset, including different ethnicities, age groups, genders, and healthcare settings. Continuous monitoring, fairness metrics, and bias detection tools are integrated to identify and mitigate disparities.
3. **Accountability and Transparency:** The system prioritizes transparency by providing explanations for diagnostic predictions using techniques like LIME and SHAP. Clinicians can review logs, challenge predictions, and maintain oversight, ensuring decisions are ultimately made by medical professionals. Audit trails and external audits ensure ethical performance and accountability.

9.5 User Feedback

User feedback plays a crucial role in refining the INCREASE CLINICIAN-PATIENT FACETIME system in healthcare. Clinician and patient perspectives guide system improvements for better usability, accuracy, and user experience.

1. Clinician Usability Testing

Clinicians evaluated the system's integration into their workflow, ease of use, time efficiency, and decision support.

- a. **Ease of Use:** The system's intuitive interface and low learning curve made it easy for clinicians to adopt with minimal training. Navigation between modules was straightforward.
- b. **Time Efficiency:** Automatic transcription reduced documentation time by up to 50%, allowing clinicians to focus more on patient care.
- c. **Integration into Workflow:** The system smoothly integrated with existing EHR systems, producing standardized reports that aligned with clinic practices.
- d. **Decision Support:** Clinicians found the disease prediction feature helpful for decision-making, though some suggested incorporating more contextual data for improved accuracy.
- e. **Usability Score:** Clinicians rated the system 8.7/10, with recommendations for improving symptom extraction accuracy and disease prediction explanations.

2. Patient Engagement

Patients' feedback focused on improved communication, understanding, and trust in healthcare interactions.

- a. **Improved Communication:** The system's reports helped patients understand their health conditions better, enhancing discussions with clinicians.
- b. **Clarity of Reports:** Structured reports, including symptom extraction and disease predictions, empowered patients to make more informed decisions about their care.
- c. **Sense of Trust:** AI-based predictions increased trust in the diagnostic process, though patients wanted more transparency on how predictions were made.
- d. **Patient Experience:** Quick report generation reduced waiting times, improving patient satisfaction. Patients appreciated the option to access reports online post-consultation.
- e. **Satisfaction Score:** Overall patient satisfaction was 9/10, with suggestions for more personalized medical explanations in reports.

9.6 Future Scope

Key areas for future development include:

- a. **Enhanced Multi-Language Support:** Adding more languages will expand the system's reach, improve transcription accuracy across dialects, and cater to global populations.

- b. **Integration with Wearable Devices:** Real-time health data from wearables can enhance diagnostic accuracy, enable personalized care, and support preventative healthcare.
- c. **Expanded Dataset Training:** Updating training datasets with new medical conditions and diverse demographics will improve the system's generalization and keep it relevant to emerging medical advancements.
- d. **AI-Driven Recommendations:** An AI-powered recommendation system could provide personalized treatment suggestions based on patient data, evidence-based guidelines, and clinician feedback, further enhancing decision support.
- e. The continued evolution of these features will improve the system's utility and effectiveness in clinical settings.

9.7 Market Analysis & Feasibility

The AI healthcare market is rapidly expanding, driven by increasing demand for technologies that improve clinical efficiency, patient outcomes, and reduce healthcare professional workloads. AI-driven systems, like the Increase Clinician-Patient Facetime system, are poised to capitalize on this growth by automating tasks such as transcription, symptom extraction, disease prediction, and report generation.

The global AI healthcare market is expected to grow at a CAGR of 41.8%, reaching \$45.2 billion by 2026. The increasing adoption of AI by healthcare providers is driven by factors such as the growing volume of healthcare data, the need for efficient and cost-effective solutions, and advancements in AI technologies like NLP, ML, and ASR.

This system is positioned to benefit from the growing demand for AI in EHR systems, diagnostic tools, and telemedicine platforms, offering opportunities to enhance workflows, improve patient care, and ensure regulatory compliance.

SWOT Analysis

Strengths

1. **Innovative AI Integration:** Combines advanced ASR and NLP technologies with ML to automate transcription, symptom extraction, disease prediction, and report generation, reducing clinician time on documentation and diagnosis.
2. **User-Friendly Interface:** Designed for quick adoption by clinicians, the intuitive interface minimizes the learning curve and potential errors.
3. **Compliance with Regulations:** Adheres to HIPAA and GDPR standards, using strong

encryption and secure data storage to protect patient information.

Weaknesses

1. **Dependence on Input Data Quality:** Performance is reliant on the clarity of audio, transcription accuracy, and medical vocabulary, which can occasionally lead to errors or misinterpretations.
2. **Need for Continuous Updates:** The system requires regular updates to medical datasets and models to stay current, introducing ongoing maintenance costs.

CHAPTER-10

CONCLUSION

The Increase Clinician-Patient Facetime project represents a transformative step in AI integration into healthcare, focusing on improving clinician-patient interactions through automation. By automating transcription, analysis, and report generation, the system addresses inefficiencies in healthcare workflows, reduces administrative burden, and enhances diagnostic capabilities, ultimately improving clinician productivity and patient care.

Key Achievements:

1. **Streamlined Workflows:** The integration of ASR, NLP, and ML reduces clinician documentation time. The OpenAI Whisper model ensures accurate transcription even in noisy environments, while the NLP module extracts valuable medical data, allowing clinicians to focus more on patient care.
2. **Enhanced Diagnostic Support:** The disease prediction module, with 85-90% accuracy, assists clinicians in making informed decisions, reducing misdiagnosis by predicting diseases based on symptoms and providing actionable insights.
3. **Professional Reporting:** The report generation module creates structured reports in seconds, integrating with EHRs and ensuring clear, actionable, and timely documentation for better decision-making and patient satisfaction.
4. **Scalability:** The system's modular architecture supports various medical specialties and multi-language capabilities, making it adaptable to diverse healthcare settings, from large hospitals to community clinics.

The project marks significant progress in AI-driven healthcare applications, with future enhancements like expanded language support and wearable device integration poised to further increase its impact. The system stands as a leading example of AI's potential to enhance healthcare efficiency, accuracy, and patient-centred care.

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APPENDIX-A

PSUEDOCODE

Step 1: Preprocess Transcript

```
def preprocess_transcript(transcript):  
    transcript = clean_text(transcript) # Remove filler words, normalize text  
    return tokenize(transcript) # Tokenize into words/phrases
```

Step 2: Extract Symptoms using NLP

```
def extract_symptoms(tokenized_text, symptom_database):  
    symptoms = []  
    for word in tokenized_text:  
        if word in symptom_database:  
            symptoms.append(word)  
    return symptoms
```

Step 3: Predict Disease using Machine Learning

```
def predict_disease(symptoms, model):  
    feature_vector = vectorize(symptoms) # Convert symptoms into numerical  
representation  
    prediction = model.predict(feature_vector) # Predict disease  
    return prediction
```

Step 4: Generate Report

```
def generate_report(transcript, symptoms, predicted_disease):  
    report = {  
        "Transcript": transcript,  
        "Extracted Symptoms": symptoms,  
        "Predicted Disease": predicted_disease  
    }  
    return format_as_pdf(report) # Convert to PDF
```

APPENDIX-B

SCREENSHOTS

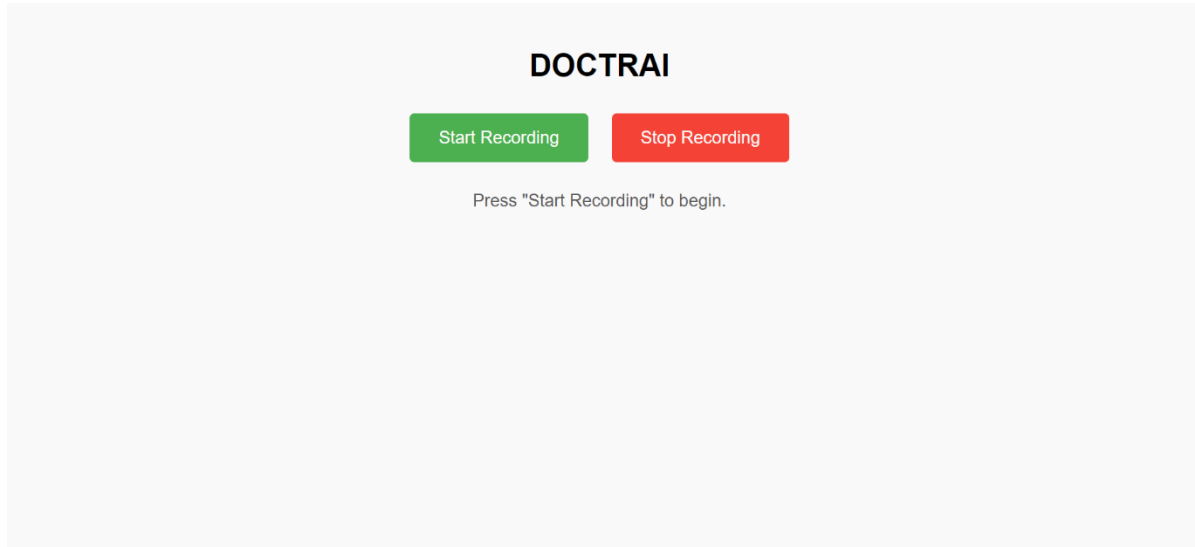
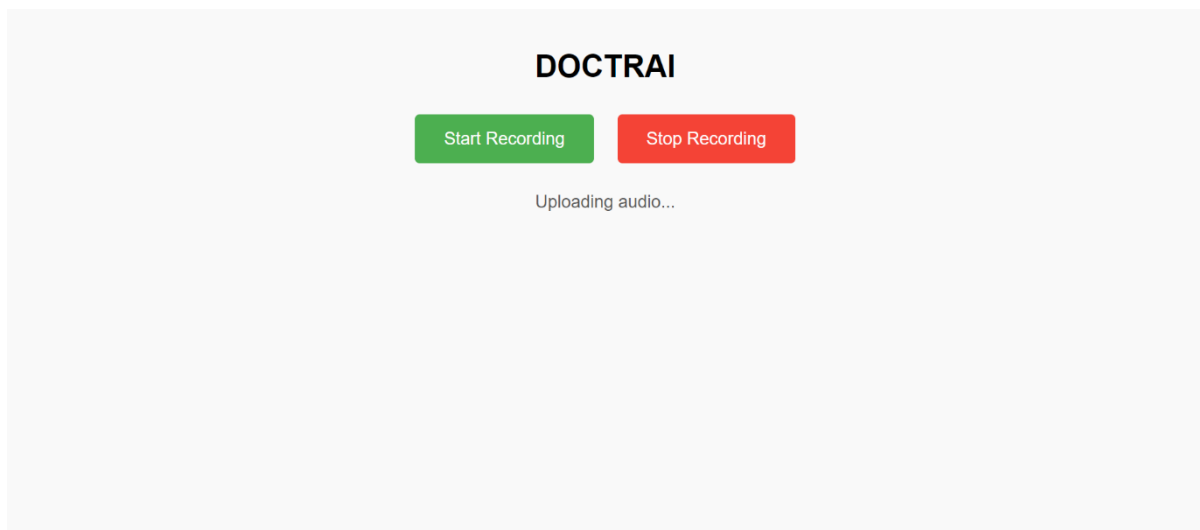


Fig1.1 Opening Interface of the App after Login



**Fig1.2 Started Recording and
Post Processing the Doctor-
Patient Conversation**

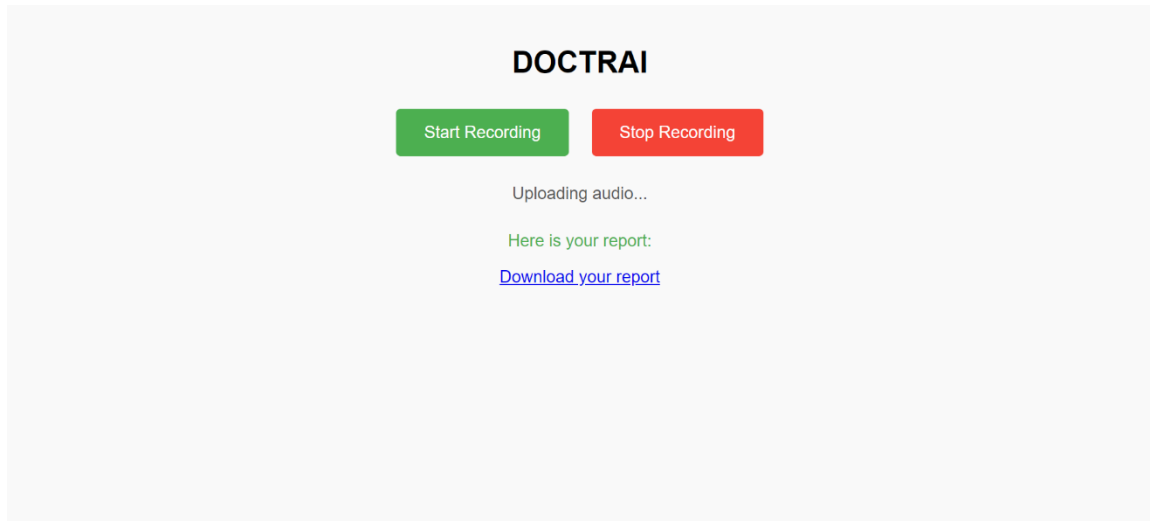


Fig1.3 Downloading generated report after post processing audio.

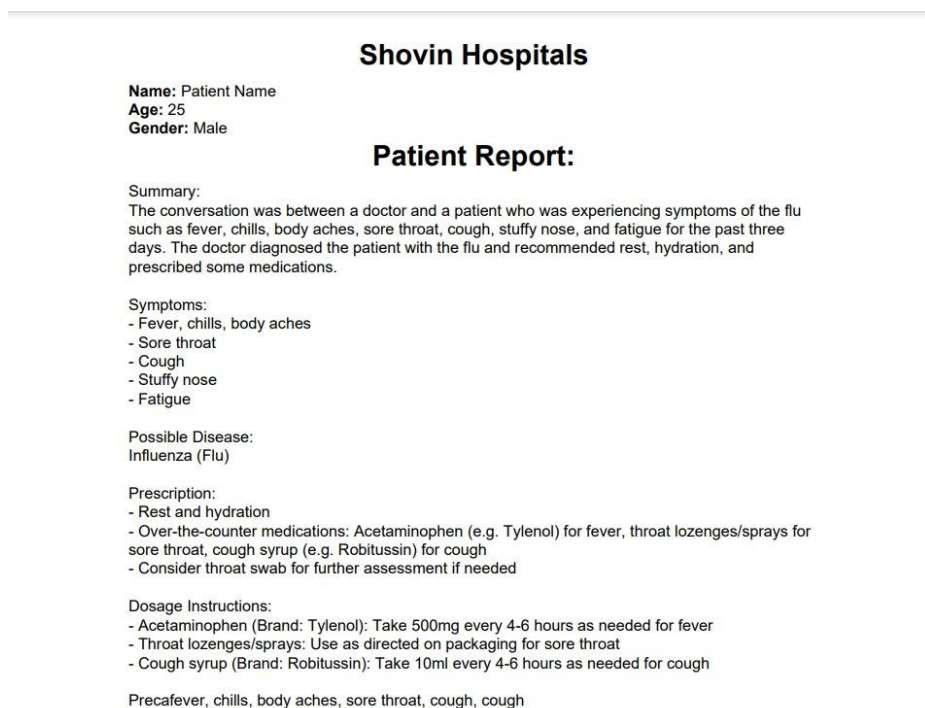
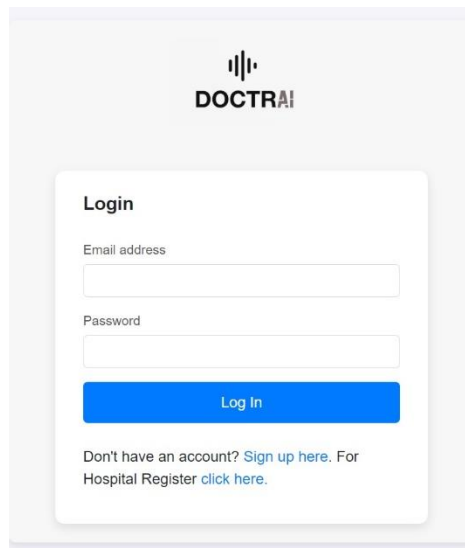
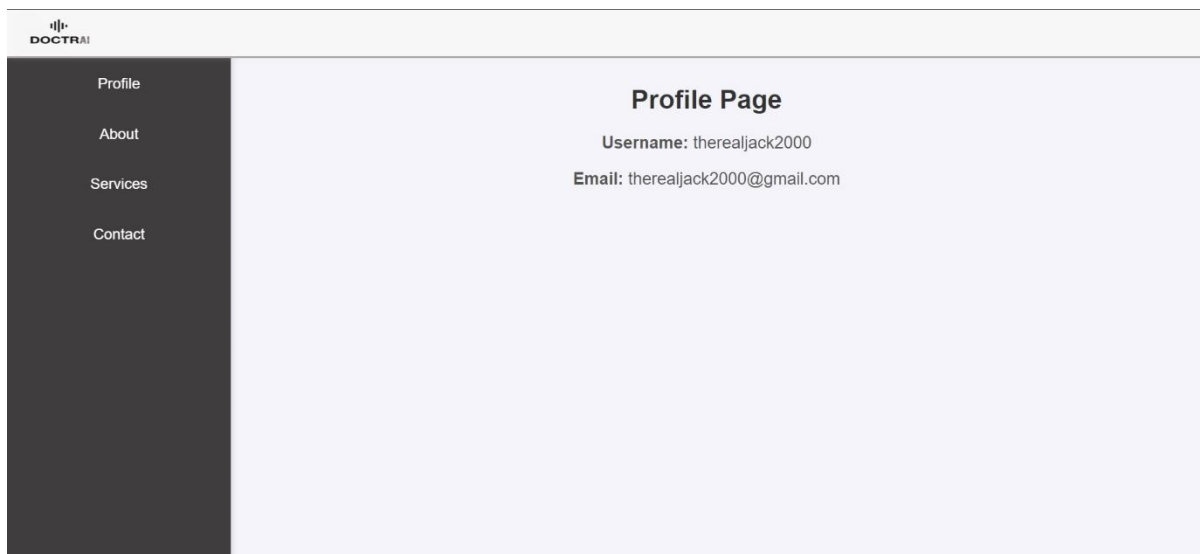


Fig2 Doctor Notes / Patient Report



The image shows a web application login page for DOCTRAI. At the top center is the DOCTRAI logo, which consists of a stylized icon of three vertical bars of varying heights followed by the text "DOCTRAI". Below the logo is a white login form with a blue border. The form has a title "Login" in bold. It contains two input fields: "Email address" and "Password". Below these fields is a blue button with the text "Log In". At the bottom of the form, there is a link: "Don't have an account? [Sign up here.](#) For Hospital Register [click here.](#)".

Fig3.1 Web application Login Page



The image shows a user's profile page for DOCTRAI. At the top left is the DOCTRAI logo. Below it is a dark grey sidebar with a white menu containing the following items: "Profile", "About", "Services", and "Contact". The main content area is light grey and has the title "Profile Page" in bold. Below the title, it displays the user's information: "Username: therealjack2000" and "Email: therealjack2000@gmail.com".

Fig3.2 User's Profile



Fig3.3 Report Page

APPENDIX-C

ENCLOSURES

1. Similarity Index / Plagiarism Check report clearly showing the Percentage (%). No need for a page-wise explanation.

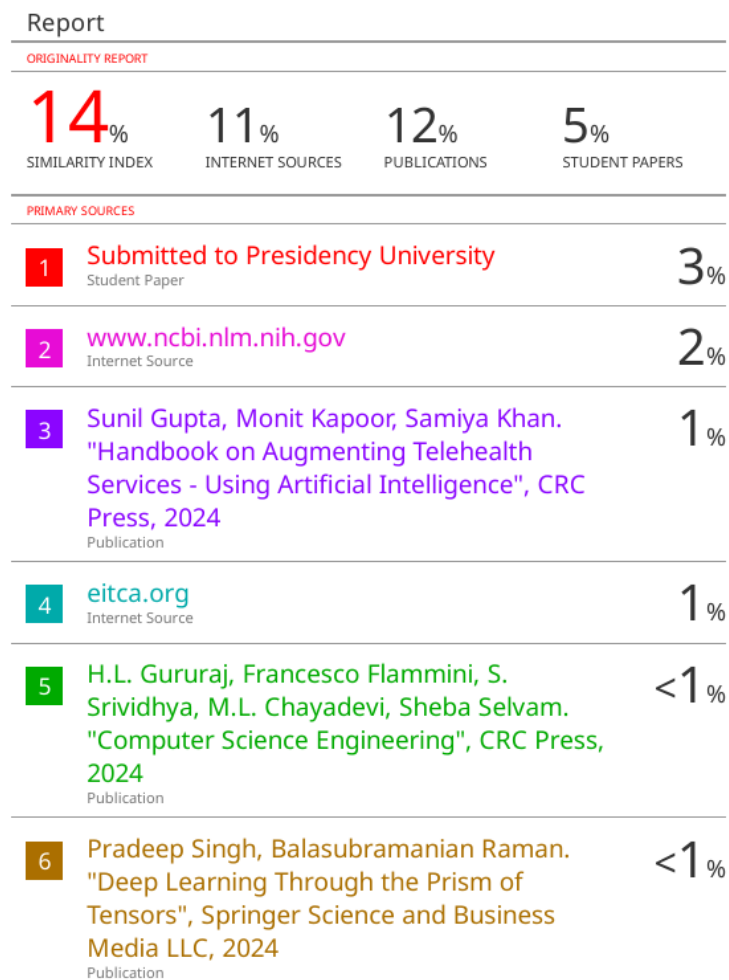


Fig.4.1 Plagiarism Report

2. JOURNAL PAPER 1ST PAGE SCREENSHOT

Increased Clinician-Patient Face Time: An AI-Powered Framework for Automating Clinical Documentation

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Abstract— Clinical workflows in healthcare are often constrained by manual documentation, reducing clinician-patient interaction time and impacting care quality. This paper presents an AI-powered solution to automate clinical documentation and disease prediction, enhancing patient care and workflow efficiency. [3] The system integrates OpenAI's Whisper model for accurate transcription of clinician-patient conversations, natural language processing (NLP) for symptom extraction, and a Random Forest classifier for disease prediction. [5] It generates structured clinical reports, including transcriptions, identified symptoms, and potential diagnoses, significantly reducing administrative workload and supporting faster decision-making. [7] Key features include seamless integration with existing workflows and automated PDF report generation using Python's ReportLab module. Experimental results show a transcription accuracy exceeding 70% and a disease prediction accuracy of 70%, demonstrating its reliability in healthcare settings. This solution improves clinician-patient interaction, enhances diagnostic support, and offers a scalable, data-driven approach to streamline healthcare services, benefiting both clinicians and patients.

Keywords— Automatic speech recognition, natural language processing, machine learning, clinical documentation, disease prediction, AI in healthcare, workflow automation.

1. Introduction

Healthcare systems today face mounting challenges in balancing the delivery of quality patient care with the increasing demands of clinical documentation. Maintaining detailed medical records is essential for continuity of care, research, and compliance with healthcare regulations, but it often comes at the cost of clinician-patient interaction. Studies indicate that clinicians spend nearly half their time on administrative documentation, significantly reducing direct patient care opportunities. This imbalance not only delays diagnoses and treatments but also impacts patient satisfaction and the operational efficiency of healthcare institutions. [11]

Manual documentation processes, while still widely used, present numerous limitations. They are prone to errors such as omissions, misinterpretations, and inconsistencies, which can adversely affect patient outcomes and increase medico-legal risks. Furthermore, these processes lack standardization, making them incompatible

3.ACHIEVEMENTS – PATENT

FORM 1				(FOR OFFICE USE ONLY)	
THE PATENTS ACT, 1970 (39 of 1970) & THE PATENT RULES, 2003 APPLICATION FOR GRANT OF A PATENT (See Sections 7, 54 & 135 and sub-rule (1) of rule 20)				Application No.: Filing Date: Amount of Fee Paid: CBR No.: Signature:	
1. APPLICANT'S REFERENCE / IDENTIFICATION NO. (AS ALLOTTED BY OFFICE)					
2. TYPE OF APPLICATION					
Ordinary (✓)		Convention ()		PCT-NP ()	
Divisional ()	Patent of Addition ()	Divisional ()	Patent of Addition ()	Divisional ()	Patent of Addition ()
3A. APPLICANT(S)					
Name in Full	Gender	Nationality	Country of Residence	Age	Address of the Applicant
Presidency University		Indian	India		Itgalpur, Rajanakunte, Bengaluru, Karnataka – 560 064, India

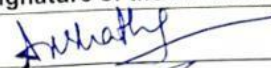
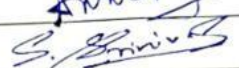
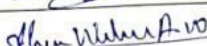
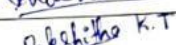
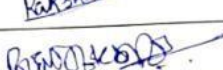

5. TITLE OF THE INVENTION

System for Enhancing Clinician-Patient Interaction by Reducing Administrative Overhead

12. DECLARATIONS

(i) Declaration by the Inventor(s)

I/We, the above named inventor(s) is/are the true & first inventor(s) for this Invention and declare that the applicant(s) herein is/are my/our assignee or legal representative

Name	Date	Signature of the Inventor
Dr.Akshatha Y	02/01/2025	
S Srinivas	02/01/2025	
Shovin Wilson A W	02/01/2025	
Rakshitha K T	02/01/2025	
Prem Je Kalsiter	02/01/2025	
R Keshav	02/01/2025	

(ii) Declaration by the applicants in the convention country

I/We, the applicant(s) in the convention country declare that the applicant(s) herein is/are my/our assignee or legal representative.

4. Details of mapping the project with the Sustainable Development Goals (SDGs).



The Project work carried out here is mapped to SDG-3 Good Health and Well-Being.

The project work carried here contributes to the well-being of the human society. This can be used for Analyzing and detecting blood cancer in the early stages so that the required medication can be started early to avoid further consequences which might result in mortality.

Fig4.2 Sustainable Development Goals (SDGs)

The project aligns with several Sustainable Development Goals (SDGs) as follows:

1. SDG 3: Good Health and Well-being – Improves healthcare delivery by automating medical transcription, symptom extraction, and report generation, leading to better diagnoses and patient care.
2. SDG 4: Quality Education – Provides an educational tool for healthcare professionals, promoting learning in AI-driven healthcare technologies.%
3. SDG 9: Industry, Innovation, and Infrastructure – Encourages technological innovation in healthcare and supports the development of smart healthcare infrastructure.
4. SDG 10: Reduced Inequalities – Enhances access to healthcare by improving efficiency, especially in underserved regions, and supports language inclusivity.
5. SDG 12: Responsible Consumption and Production – Reduces paper usage and increases efficiency, contributing to sustainable healthcare practices.