PROBLEM DEFINITION

The problem that we are facing is that healthcare providers are struggling with the complex task of arranging, booking, making and cancellation of medical visits. The manual system that is currently available is time-consuming, prone to errors and can lead to double bookings of appointments which may lead to delays in receiving medical help.

The problem directly aligns with the theme by addressing how AI can optimize healthcare industry operations. As the digital revolution advances there is a growing need for ways and solutions that decrease the administrative process in healthcare and improve patient experience which would enhance efficiency in the healthcare system.

The are a lot of advantages to solving this problem. The chatbot will enhance efficiency in the healthcare system as it is going to handle the cancelation, scheduling and reschudling of appointments which would reduce the administrative work. The chatbot will also reduce or minimize double bookings which are very common when using the manual system. Patient experience will be improved as patients will now be able to book and cancel appointments online without having to stand in the long ques also the chatbot will be able to send patients reminders for their appointments. There will be 24/7 accessibility, which means patients will be able to make appointments at any time of the day and get a same time response on the availability of their desired doctor.