

ANY CALL CENTER DEALING WITH TRIAGE

Improving Call Center Efficiency when Triageing Patients

Goals	Solution	Benefits
<ul style="list-style-type: none">• Leverage existing department routing procedures• Intelligently suggest how to route a patient based on ailment• Provide reasoning behind routing• Explore LLM technical feasibility	<ul style="list-style-type: none">• Leverage a modified version of the AWS Gen AI LLM Chatbot• Tailored prompting to provide bot context of triaging purpose	<ul style="list-style-type: none">• Reduction of incorrect triages• Assist call center workers to process and understand lengthy procedure documents• Better patient experience

Industry: Healthcare

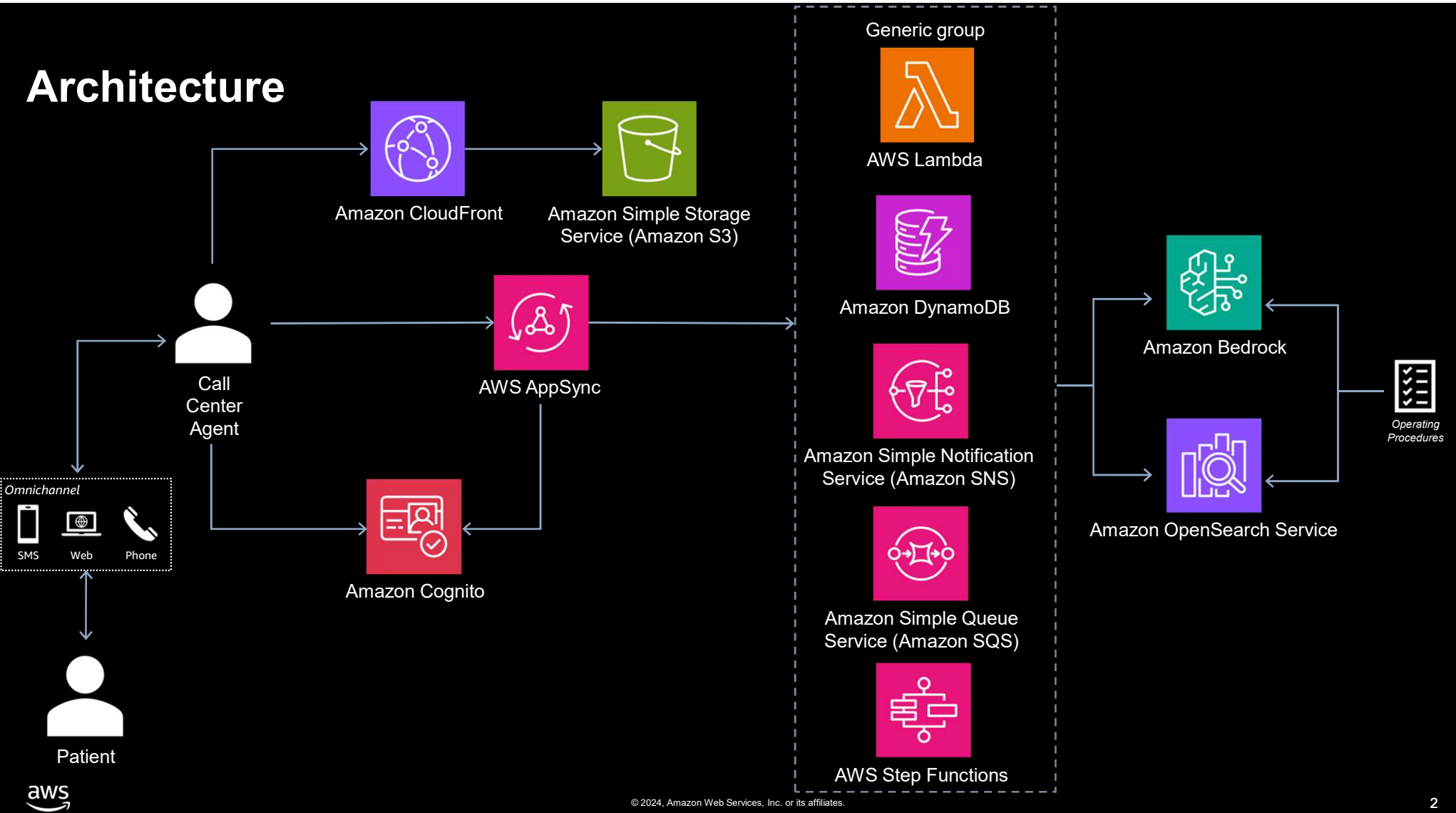
Process: Triage

About the Vision

“Fully integrated with existing procedures and guidelines, GuideMyTriage (GMT) provides staff with real-time, descriptive guidance, powered by artificial intelligence (AI), on how to route a patient most effectively.”



Architecture



Technical FAQ

- Q: Won't my data be now be used to train the LLM I choose?**
A: No, AWS and the third-party model providers will not use any inputs to or outputs from Amazon Bedrock to train Amazon Titan or any third-party models.
- Q: Is this ready to deploy as is?**
A: This prototype is not suitable for production environments; prompting and various workflows will need adapted to each unique clinical environment.
- Q: What format of docs are supported?**
A: Text documents up to 100MB supported (.csv, .doc, .docx, .epub, .odt, .pdf, .ppt, .pptx, .tsv, .xlsx, .eml, .html, .json, .md, .msg, .rst, .rtf, .txt, .xml)
- Q: Should the operating procedures be in a standardized format?**
A: While initial testing included operating procedures in multiple formats with no standardization across departments, it would be beneficial to agree upon a standard expected format so that prompts can further be tailored.

Business FAQ

- Q: What other industries might this be applicable to?**
A: Any industry where a decision must be made based on lengthy operating procedure documents.
- Q: What is a one sentence tag line I can use to describe this POC?**
A: "Quickly and intelligently route patients."
- Q: What is the biggest business benefit of this POC?**
A: Reduced burden on call center staff and decreasing amount of mismatched departments post triage.