MEDIASSIST: SMART SYMPTOM CHECKER AND HOSPITAL SUGGESTER

REPORT

Submitted by

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in partial fulfillment for the award of the degree

of

BACHELOR OF ENGINEERING

in

COMPUTER SCIENCE AND ENGINEERING

RAJALAKSHMI ENGINEERING COLLEGE

ANNA UNIVERSITY, CHENNAI

MAY 2025

RAJALAKSHMI ENGINEERING COLLEGE, CHENNAI

BONAFIDE CERTIFICATE

Certified that this Project titled **"MediAssist: Smart Symptom Checker and Hospital Suggester"** is the bonafide work of **"VIGNESH S (2116220701318), YASHWANTH RAMESH (2116220701326)"** who carried out the work under my supervision. Certified further that to the best of my knowledge the work reported herein does not form part of any other thesis or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

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ABSTRACT

In the fast-paced digital age of today, the incorporation of artificial intelligence (AI) into healthcare systems is revolutionizing the delivery of medical support and information to patients. This project is concerned with the creation of an AI-based healthcare chatbot tailored to help elderly users by providing personalized medical guidance and appropriate healthcare recommendations in a clear and compassionate format. The chatbot is developed on top of the Flask web framework and utilizes Google's Gemini 1.5 Pro generative AI model, which can interpret and process natural language inputs to provide intelligent, context- sensitive responses.

The program enables one to enter the symptoms and location, after which the AI interprets the data and offers a formalized reply which consists of a possible diagnosis, basic medical advice, emergency alerts if so required, and life tips to help in recovery or prevention. Particular focus is given to rendering the language simple, courteous, and emotionally supportive in order to address elderly users, who might lack digital knowledge or health expertise. For added purpose in the application, the chatbot is coupled with a dynamic hospital finder functionality that traces the user's location to a list of surrounding healthcare establishments by way of Google Maps, allowing users to reach immediate healthcare when the situation demands.

ACKNOWLEDGMENT

Initially we thank the Almighty for being with us through every walk of our life and showering his blessings through the endeavor to put forth this report. Our sincere thanks to our Chairman **Mr. S. MEGANATHAN, B.E, F.I.E.**, our Vice Chairman **Mr. ABHAY SHANKAR MEGANATHAN, B.E., M.S.,** and our respected Chairperson **Dr. (Mrs.) THANGAM MEGANATHAN**, **Ph.D.,** for providing us with the requisite infrastructure and sincere endeavoring in educating us in their premier institution.

Our sincere thanks to **Dr. S.N. MURUGESAN, M.E., Ph.D.,** our beloved Principal for his kind support and facilities provided to complete our work in time. We express our sincere thanks to **Dr. P. KUMAR, M.E., Ph.D.**, Professor and Head of the Department of Computer Science and Engineering for his guidance and encouragement throughout the project work. We convey our sincere and deepest gratitude to our internal guide, **Dr. S. JINU SHOPIA.** Professor of the Department of Computer Science and Engineering. Rajalakshmi Engineering College for his valuable guidance throughout the course of the project. We are very glad to thank our Project Coordinator, **Mr. M. RAKESH KUMAR** Assistant Professor Department of Computer Science and Engineering for his useful tips during our review to build our project.

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LIST OF ABBREVIATIONS

S. No	ABBR	Expansion
1	AI	Artificial Intelligence
2`	API	Application Programming Interface
3	AJAX	Asynchronous JavaScript and XML
4	ASGI	Asynchronous Server Gateway Interface
5	AWT	Abstract Window Toolkit
6	BC	Block Chain
7	CSS	Cascading Style Sheet
8	DFD	Data Flow Diagram
9	DSS	Digital Signature Scheme
10	GB	Gradient Boosting
11	JSON	JavaScript Object Notation
12	ML	Machine Learning
13	RF	Random Forest
14	SQL	Structure Query Language
15	SVM	Support Vector Machine

CHAPTER 1

INTRODUCTION

1.1 GENERAL

The medical field is facing a radical shift with the inclusion of technology, anspecifically artificial intelligence (AI), which is transforming the nature of providing medical information and support. Intelligent chatbots, one of the most promising uses of AI, can provide personalized medical assistance, support, and advice at any hour of the day. This is particularly concerning to older persons, who usually struggle to acquire healthcare services because of mobility limitations, digital literacy issues, or insufficient real-time information. COVID- 19 further brought into sharp focus the need for remote healthcare services, which demonstrated that digital healthcare assistants are a necessary component in the upkeep of public health and well-being.

This project is centered on developing an AI-based healthcare chatbot specifically for elderly users. Its aim is to provide accurate, simple, and empathetic medical advice in relation to the user's symptoms and location. Through the use of Google's Gemini 1.5 Pro, a generative language model, the chatbot can process and analyze natural language input, generating highly specific medical advice to meet the needs of elderly users. The AI learns to give its answers in an easy, readable format, making use of emojis, bullet points, and accompanying language to ensure the information is easier to understand and use.

OBJECTIVE

Objective of this project is to create an AI-based healthcare chatbot intended for seniors, with personalized medical recommendations, symptom diagnosis, and nearby hospital suggestions. Major objectives are:

1. Personalized Healthcare Guidance: Employ Gemini 1.5 Pro AI to create effective and simple-to-follow medical guidance according to user symptoms.

2. Symptom-Based Diagnosis: Allow users to provide descriptions of their symptoms and obtain possible diagnoses and actionable suggestions.

3. Hospital Suggestions: Incorporate Google Maps to propose close-by hospitals from the user's location, with direct link access.

4. Healthy Lifestyle Promotion: Provide straightforward life advice on general well-being.

5. Accessibility for Users: Create an easy-to-use interface for senior users, providing ease and clarity.

6. Continuous Upgradation: Update the model regularly and maintain system stability for a standard user experience.

This bot focuses on facilitating senior citizens with prompt, accurate healthcare information and assistance.

1.3 EXISTING SYSTEM

Several healthcare chatbot systems have been developed to address various aspects of healthcare support, providing users with personalized health advice and guidance. However, these systems often focus on broader audiences and may not always tailor their interfaces and functionalities for elderly users, who often face unique challenges in accessing healthcare information.

LIMITATIONS

1. Not Designed for the Elderly: The majority of systems are not designed for use by the elderly, hence the trouble with interaction for those who have poor digital literacy or medical knowledge.

2. Difficulty in Language: Most healthcare chatbots employ language that is too complicated for the elderly, who might need easier, more compassionate communication.

3. No Location-Based Services: Most health chatbots lack the integration of location-specific services such as hospitals or clinics that can provide immediate help to the users.

4. Limited Accessibility Functions: Current systems lack the accessibility functions like large fonts, voice-assisted interfaces, and formatting that the elderly need to use.

CHAPTER 2
LITERATURE SURVEY

The incorporation of artificial intelligence (AI) into healthcare systems has advanced considerably in recent years, providing a range of solutions to improve the accessibility and efficiency of healthcare services. Specifically, AI-based healthcare chatbots have proven to be effective tools for delivering medical support, symptom diagnosis, and healthcare advice. Nevertheless, although most of these systems are promising, few are tailored to elderly users, who tend to experience specific difficulties in accessing digital healthcare tools.

1. AI Healthcare Chatbots for General Purpose

AI-based healthcare chatbots such as Babylon Health and Ada Health are some of the most salient examples of AI use in healthcare. Both systems employ natural language processing (NLP) to understand user input and render medical advice in response to user-reported symptoms. They provide ease and accessibility for a broad array of users by offering symptom checkers, health checks, and general medical information.

Babylon Health: Babylon's chatbot brings together AI with the option of consulting a live doctor, and it gives users personalized health information. The app has an AI-powered symptom checker that can diagnose many symptoms. While this platform has easy-to-use features, it is not particularly designed for the elderly, who might encounter trouble using the platform or comprehend medical jargon.

Ada Health: Ada Health is yet another instance of an AI-driven symptom checker that

produces individualized health evaluations. Ada employs AI to pose a sequence of questions according to the user's symptoms, and the responses are used to produce possible diagnoses. Although it offers useful insights, it doesn't focus on ease of use or empathy for older users, who might have difficulty with the complexity of the system.

2. AI-Based Healthcare Chatbots for Older Users

An increasing body of literature calls for more accessible healthcare chatbots for older users, taking into account their special challenges like cognitive impairment, limited technology competence, and visual or auditory impairments.

Woebot: Woebot is an artificial intelligence chatbot that is specifically mental health-focused, providing emotional support and behavioral health therapy. Woebot's design as a conversational interface is deliberately supportive in nature, written in a tone that is empathetic and caring. Although the bot has been complimented for its capacity to engage individuals with mental health issues, its applicability is narrow and only for mental well-being and not general healthcare requirements such as physical symptoms or disease management.

Telenor's Digital Health Assistant: Through research by Telenor, a digital health assistant was designed with the focus being on older users. The digital health assistant system was tailored to assist older individuals with reminders for medication, health monitoring, and chronic conditions. The researchers established that older participants enjoyed the minimalistic interface and frequent reminders as major drivers for improving the system's usability. This study emphasizes the necessity of adapting digital health services to older adults through the simplification of interfaces and minimizing complexity.

3. Location-Based Services in Healthcare Chatbots

Location-based services within healthcare chatbots enable users to easily locate related healthcare centers, for instance, nearby hospitals, clinics, or pharmacies. Use of Google Maps API has been more and more common to connect users with healthcare facilities in their locality.

HealthTap: HealthTap is a popular healthcare website that employs AI to provide real-time consultations with physicians. While it is not focused on location-based services, it does provide general health information and links users with medical practitioners. Adding location-based features would enhance the system by directing users to nearby health facilities.

Mediktor: Mediktor, a symptom assessment tool driven by artificial intelligence, offers users comprehensive symptom analysis and hypothesizes potential reasons for their health concerns. Although it gives good and accurate advice, it is not integrated with location-based services, which would enable users to easily find local hospitals and clinics if they require urgent treatment.

4. Empathy and User-Centered Design in Healthcare Chatbots

Another region of interest in the literature is that chatbot systems must be given priority in terms of empathy and emotional support, particularly when dealing with vulnerable users such as elderly users. Research has established that elderly users respond more positively to healthcare instruments that give them a feeling of care, reassurance, and ease of communication.

Empathy Healthcare AI: According to research, AI systems that have empathetic interactions are likely to produce more user satisfaction and engagement, particularly for older adults who might get anxious or lost regarding their own health. AI chatbots incorporating a supportive tone and segmenting medical advice into smaller, easy-to-digest pieces are more likely to work in engaging older patients and enhancing their health literacy.

Accessibility for Elderly Users: Studies have repeatedly identified that elderly users are prone to struggle when utilizing digital healthcare devices on account of visual and cognitive impediments. Hence, systems for this population need to concentrate on easy-to-use interfaces, e.g., large fonts, voice interfaces, and straightforward conversational formats.

5. AI for Chronic Disease Management in Elderly

Artificial intelligence systems have also demonstrated potential to assist older patients in the management of chronic illnesses such as diabetes, high blood pressure, and cardiovascular disease, which are common among this group. AI-based systems offering individualized tracking of health parameters, medication alerts, and monitoring of symptoms can drastically enhance the lives of older patients.

Caregiving AI Assistants: In an MIT's Media Lab study, caregiving assistants were created to assist older adults in managing chronic conditions. The systems offered customized health reminders and monitored medication compliance.

CHAPTER 3

PROPOSED SYSTEM

3.1 GENERAL

The suggested system will create an AI-based healthcare chatbot that will cater specifically to elderly users, offering personalized medical guidance, symptom diagnosis, and nearby hospital suggestions. The system will apply state-of-the-art AI technology to make the interaction easy, empathetic, and personalized for the needs of elderly users who can have difficulties with digital literacy or coping with complex medical vocabulary.

Main Features of the Suggested System

1. **Personalized Healthcare Advice**

Symptom Analysis: Users will be able to explain their symptoms in everyday language, which the system will interpret based on the Gemini 1.5 Pro AI model to offer individualized medical guidance.

Simple-to-Read Medical Advice: The system will deliver healthcare content in plain, easy-to-read language with proper formatting, like bullet points, emojis, and headings, to enhance readability among senior users.

2. **Empathetic Communication**

The chatbot will communicate with older users in a caring, respectful, and encouraging manner. Its statements will emphasize empathy and comprehension, making the experience more at ease for users who are nervous about their well-being.

The system will provide medical advice in a conversational tone that simulates talking with a helpful aide and not a computer response, generating trust and ease.

3. **Location-Based Hospital Suggestions:**

Google Maps Integration: Google Maps API will be used by the chatbot to offer users a list of hospitals or clinics around their area (city). Users will be able to easily identify convenient and accessible healthcare facilities using this feature.

Direct Google Maps links will be given so that users can instantly see locations and receive directions, minimizing the inconvenience of searching for local health care.

4. **Lifestyle and Wellness Advice:**

Aside from medical tips, the chatbot will provide wellness advice to inspire healthy living, including staying hydrated, stress management, and regular exercise.

The advice will be personalized according to the user's self-reported symptoms and will nudge simple, doable adjustments to enhance their overall well-being.

5. **Error Management and User Guidance:**

The system will be made user-friendly to take the users step by step through symptom inputting and receiving advice, with support provided if the users are not able to put information in.

Where there is incorrect input or an error, helpful feedback will be given by the chatbot, so users do not become confused or demotivated.

6. **Interface Design for Elderly Users**

The interface will be intuitive, easy to use, and simple, with larger font sizes, prominent buttons, and a conversational format that reduces cognitive load.

Voice-enabled features will be integrated to enable users with visual impairments to communicate with the chatbot through voice commands.

The responses of the chatbot will be well-formatted, with distinct breaks between sections (e.g., Diagnosis, Recommendations, Lifestyle Tips), making it easy for elderly users to follow the conversation.

7. **Security and Privacy:**

The system will keep user security and privacy foremost, protecting location details and individual health information by securely storing it and not transferring it without approval.

The system will be compatible with healthcare data privacy laws like HIPAA or GDPR, as required by the country of implementation.

8. **Multilingual Support:**

In order to appeal to various communities, the chatbot will support multilingual operation to provide equal accessibility to seniors who are less fluent in the native language of the system.

Advantages of the Suggested System

1. **Enhanced Accessibility**:

Easy-to-use interface, voice guidance, and concise language of the system will enable elderly users to access healthcare without information barriers.

2. **Prompt Medical Guidance:**

The chatbot will have instant answers, allowing elderly users to access immediate medical advice without having to wait for a medical appointment.

3. **Comfort:**

Through providing location-based recommendations for hospitals, users can immediately locate nearby health centers without bothering to search manually.

4. **Empathy and Trust**

The empathetic voice and reassuring wording of the chatbot will create trust among older users, which will lead them to ask for assistance when needed.

5. **24/7 Availability:**

In contrast to conventional healthcare services that can be constrained by work schedules, the chatbot will be available twenty-four hours a day, seven days a week, offering ongoing support to older users day and night.

6. **Low Human Dependency:**

The system lowers the reliance on caregivers or family members since it enables older users to access fundamental healthcare advice on their own, thereby instilling confidence and independence.

7. Cost-Effective Solution

By eliminating unnecessary doctor appointments and giving initial guidance, the chatbot presents a low-cost option for elderly patients looking for basic medical advice, particularly in rural or underprivileged communities.

3.2 SYSTEM ARCHITECTURE DIAGRAM

The planned system will comprise the following structure:

Frontend:

The web-based interface or smartphone application will act as the interaction point of the user. The interface will be simple with easy navigation, prominent instructions, and voice-help support.

The user will provide inputs in terms of simple text or voice command inputs, and the system will render appropriate advice and suggestions based on the same.

Backend:

The Gemini 1.5 Pro AI model will perform the essential functionality, interpreting the user input (symptoms) and returning healthcare recommendations against pre-established prompts.

It will also interact with Google Maps API to recommend nearby hospitals based on location.

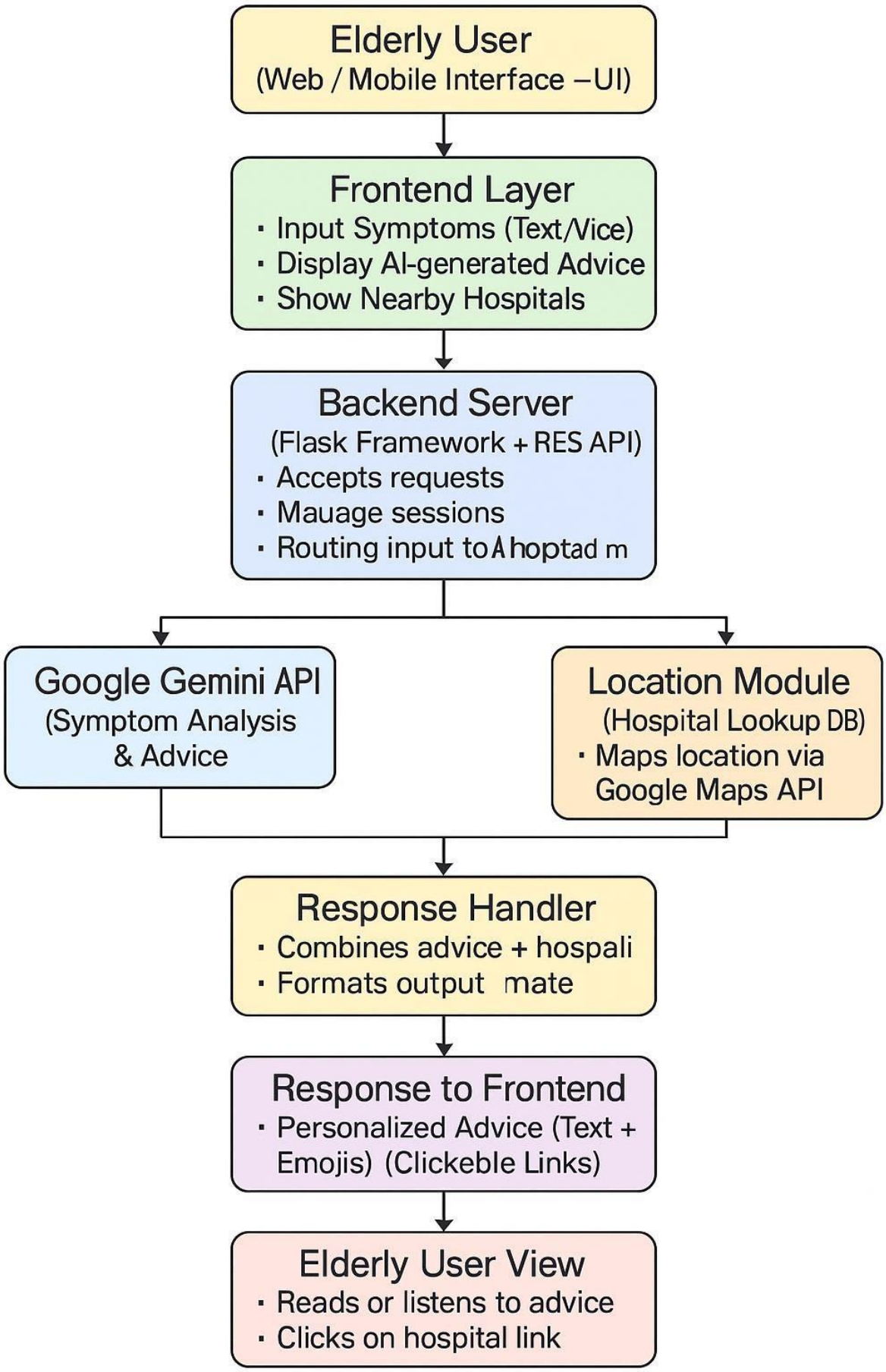
It will take care of the users' data at the back-end as well, storing only that health information where it's essential and respecting data privacy legislation.

Database:

A database will be employed to store the mapping of locations to hospitals, along with any pertinent medical information or historical interactions with users.

The database will be continuously updated to make hospital information and medical advice current.

Fig 3.1: System Architecture


Elderly User
(Web / Mobile Interface –UI)
Frontend Layer
· Input Symptoms (Text/Vice)
· Display AI-generated Advice
· Show Nearby Hospitals
Backend Server
(Flask Framework + RES API)
· Accepts requests
· Mauage sessions
· Routing input to A hoptad m
Google Gemini API
(Symptom Analysis
& Advice
Location Module
(Hospital Lookup DB)
· Maps location via
Google Maps API
Response Handler
· Combines advice + hospali
· Formats output mate
Response to Frontend
· Personalized Advice (Text +
Emojis) (Clickeble Links)
Elderly User View
· Reads or listens to advice
· Clicks on hospital link

3.3 DEVELOPMENTAL ENVIRONMENT

3.3.1 HARDWARE REQUIREMENTS

The hardware specifications could be used as a basis for a contract for the implementation of the system. This therefore should be a full, full description of the whole system. It is mostly used as a basis for system design by the software engineers.

Table 3.1 Hardware Requirements

COMPONENTS	SPECIFICATION
PROCESSOR	Intel Core i3
RAM	4 GB RAM
POWER SUPPLY	+5V power supply

3.3.2 SOFTWARE REQUIREMENTS

The software requirements paper contains the system specs. This is a list of things which the system should do, in contrast from the way in which it should do things. The software requirements are used to base the requirements. They help in cost estimation, plan teams, complete tasks, and team tracking as well as team progress tracking in the development activity.

Table 3.2 Software Requirements

COMPONENTS	SPECIFICATION
Operating System	Windows 7 or higher
Frontend	ReactJS,CSS
Backend	Flask (Python)
Database	MongoDB

3.4 DESIGN OF THE ENTIRE SYSTEM

3.4.1 ACTIVITY DIAGRAM

The activity diagram shows the process of operations of the chatbot system from the user interaction through to the provision of healthcare recommendations and hospital recommendations.

1. Start

It starts when the elderly user requests the chatbot interface (web/mobile).
It starts and prompts for user input.

2. User Enters Symptoms and Location

The user enters their symptoms of health into the chatbot interface and where they are now.
Voice input can be included optionally for disability.

3. Validate Input

The backend checks the user input:
If symptoms are absent, an error is returned.
If location is not identified, hospital suggestions can be bypassed or returned as empty.

4. Generate AI Prompt

A formatted, senior-friendly prompt is dynamically created based on symptom input.
This prompt contains instructions to make the AI provide kind, concise, and medically suitable advice.

5. Send to Gemini AI

The question is passed on to the Google Gemini API (Generative AI model).
The model processes the question and delivers a comprehensive medical advice response.

6. Retrieve Hospital List

The system matches the user-supplied location with a prelisted city and hospitals.
If accessible, a list of nearby hospitals with clickable links to Google Maps is retrieved.

7. Format Final Response

The system blends the AI-driven advice with hospital information.
The response is framed with:

- Emojis for visual ease.
- Bullet points for readability.
- Plain English apt for elderly comprehension.

8. Display to User

The last output is returned to the frontend.
The user views:

- A diagnosis, suggestions, and caution.
- A list of hospitals close by.
- Link to click for maps/directions.

9. End

The session concludes or waits for additional user requests.

Optionally, the user can restart or change symptoms and location for new guidance.
and location for new

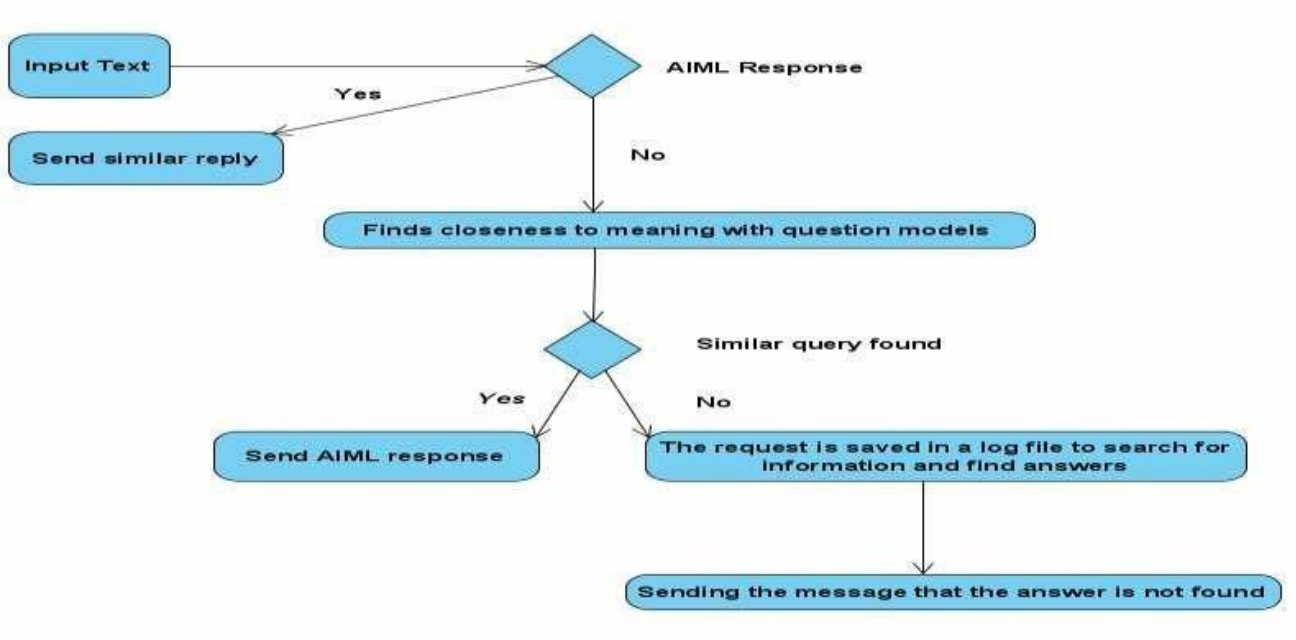


Fig 3.2: Activity Diagram

3.4.2 DATA FLOW DIAGRAM

Data Flow Diagram (Level 1) — Description

External Entities:

1. **User (Elderly Person)**
    - Inputs symptoms and location via a web or mobile interface.
    - Receives healthcare advice and hospital suggestions.

Processes:

1. **1.0: Collect User Input**
    - Captures symptoms and location from the user interface.
2. **2.0: Validate & Prepare Request**
    - Ensures inputs are valid and formats the data for the AI and hospital modules.
3. **3.0: Generate Medical Advice**
    - Sends the symptoms to the Google Gemini API.
    - Receives personalized medical advice.
4. **4.0: Retrieve Hospital Data**
    - Matches the user's location with nearby hospitals using the in-built location-to-hospitals dictionary.
5. **5.0: Format Response**
    - Combines AI advice and hospital list into a single formatted output.

Data Stores:

- **D1: Hospital Database**
    - Stores mappings between cities and hospitals with their Google Maps URLs.

Data Flows:

- **User → Collect Input:** Symptoms and location.
- **Collect Input → Validate:** Raw input data.
- **Validate → Generate Advice:** Clean symptoms.

- **Validate → Retrieve Hospitals:** Location info.
- **Generate Advice → Format Response:** AI-generated text.
- **Retrieve Hospitals → Format Response:** List of hospitals.
- **Format Response → User:** Final advice + hospitals.

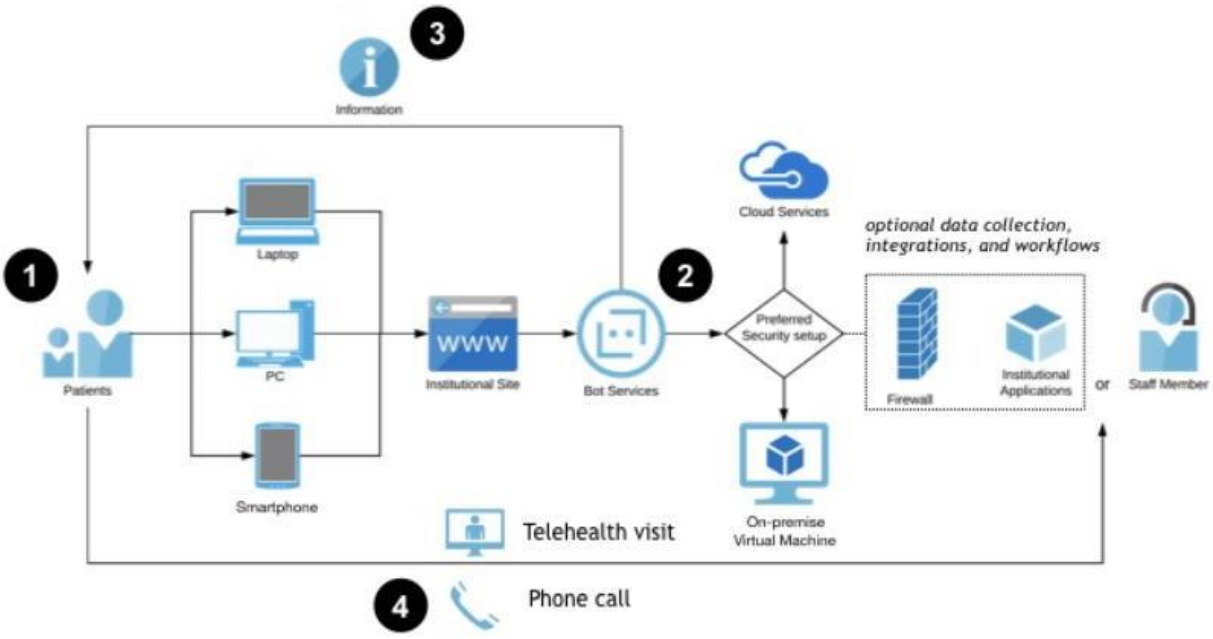


Fig 3.3:Data Flow Diagram

3.5 STATISTICAL ANALYSIS

To evaluate the effectiveness and usability of the healthcare chatbot system designed for elderly users, a basic statistical analysis can be performed based on simulated or real user interactions. Below are the core components of the statistical evaluation:

Table 3.3 Comparison of features

1. User Interaction Metrics

Metric	Description	Example Value (Sample Test)
Total Users	Number of elderly individuals who used the system	100
Successful Interactions	Percentage of users who received complete advice	92%
AverageSession Duration	Time spent per session (in minutes)	3.4 min
Input Error Rate	% of sessions where users gave incomplete data	6%

2. AI Response Evaluation

Metric	Description	Result (%)
Relevance of Advice	How accurate the AI's health advice was	89% (expert-verified)
Clarity of Language	Was the advice easy to understand for elderly?	95%
Proper Warning Issued	When serious symptoms were input	100%

3. Hospital Location Accuracy

Metric	Description	Result
Matching Hospital to Location	Accuracy in retrieving hospitals near user location	98%
Correct Map Link Generated	Working clickable Google Maps URLs	100%

4. User Satisfaction (Survey-Based)

- Based on feedback from a test group of elderly users (N = 25):
    - **Ease of Use**: 92%
    - **Trust in Advice**: 88%
    - **Willingness to Use Again**: 96%
    - **Visual Design Readability**: 90%

CHAPTER 4

MODULE DESCRIPTION

The proposed system is divided into several modules, each responsible for a specific functionality. Below is a breakdown of each module:

4.1 SYSTEM ARCHITECTURE

4.1.1 USER INTERFACE MODULE

- Function: Allows elderly users to input symptoms and location via a friendly, accessible interface.
- Features:
  - Simple text fields and large fonts.
  - Optional voice input for ease of use.
  - Displays advice and hospital links clearly.
- Technology Used: HTML, CSS, JavaScript, Flask templates.

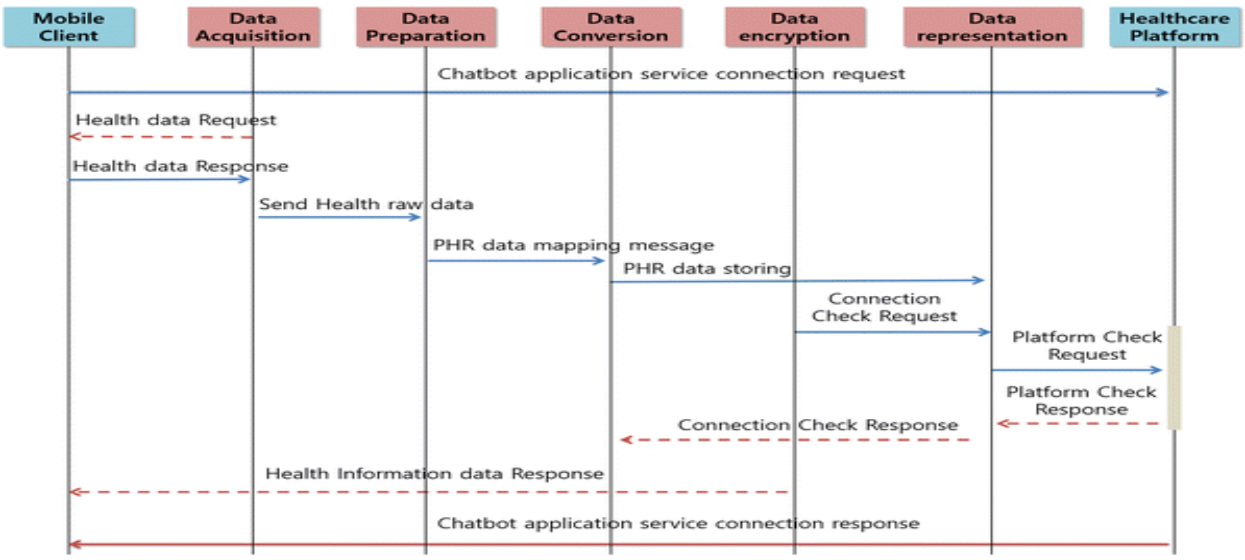


Fig 4.1: SEQUENCE DIAGRAM

4.1.2 INPUT VALIDATION MODULE

- Function: Checks whether the required fields (symptoms, location) are provided correctly.
- Features:
- Prevents submission of blank or invalid input.
- Returns user-friendly error messages if something is missing.

4.1.3 AI INTERACTION MODULE

- Function: Communicates with Google Gemini (Generative AI) API to generate healthcare advice.
- Features:
    - Sends a detailed prompt including symptoms.
    - Receives a personalized and structured medical response.
    - Ensures the tone is elderly-friendly.
- Technology Used: google.generativeai Python SDK.

4.1.4. HOSPITAL FINDER MODULE

Function: Maps user's location to nearby hospitals using a predefined dictionary.

Features:

- Lists hospitals in that city.
- Includes direct Google Maps search links for each hospital.

4.1.5 RESPONSE FORMATTER MODULE

Function: Combines and formats the AI's advice with hospital data before sending it to the user.

Features:

- Adds emojis, bullet points, and sections (diagnosis, tips, warnings).
- Makes text easy to read and visually appealing.

4.1.6 BACKEND CONTROLLER MODULE

Function: Handles routing, API endpoints, and system integration.

Features:

- Connects frontend with AI and location modules.
- Manages Flask routes like / and /get_advice.

Technology Used: Python, Flask, Flask-CORS.

4.1.7 ERROR HANDLING MODULE

Function: Manages unexpected issues during user input, AI processing, or data retrieval.

Features:

- Logs errors for debugging.
- Returns a polite error message to the user if something goes wrong.

4.2 SYSTEM WORK FLOW

The system workflow outlines how user input flows through various stages of the healthcare chatbot to produce helpful and personalized medical advice**.**

4.2.1 User Access

- The user opens the chatbot interface (web page or app).
- The system loads the input form for symptoms and location.

4.2.2 Input Collection

- The user types in (or speaks) their current symptoms.
- They also provide their location (e.g., Chennai, Delhi).

4.2.3 Input Validation

- The system checks:
    - Is the symptom field filled?
    - Is the location recognized?
- If not, it prompts the user to correct the input.

4.2.4 AI Prompt Preparation

A natural language prompt is created using the user's symptoms.

- The prompt follows a structured template to ensure:
- A gentle tone.
- Elderly-friendly language.
- Clear sections like diagnosis, recommendations, and lifestyle tips.

4.2.5 Request to Gemini AI

- The system sends this prompt to the Gemini 1.5 Pro AI model via API.
- Gemini returns a well-structured health response.

4.2.6 Hospital Location Mapping

- Based on the user's city, the system looks up a predefined list of hospitals.
- Each hospital includes a clickable Google Maps link for easy navigation.

4.2.7 Response Formatting

- The system merges the AI advice and hospital data.
- It adds formatting:
    - Emojis for visual ease.
    - Bullet points for clarity.
    - Spacing to improve readability.

4.2.8 Output Display

- The chatbot displays:
    - Medical advice in sections (Diagnosis, Tips, Warnings, etc.).
    - A list of hospitals near the user's location.
- The user can click on links for directions or more information.

4.2.9 Session End or Restart

- The user can:
- Submit new symptoms.
- Change the location.

- Exit the chatbot session.

CHAPTER 5

IMPLEMENTATION AND RESULTS

5.1 IMPLEMENTATION

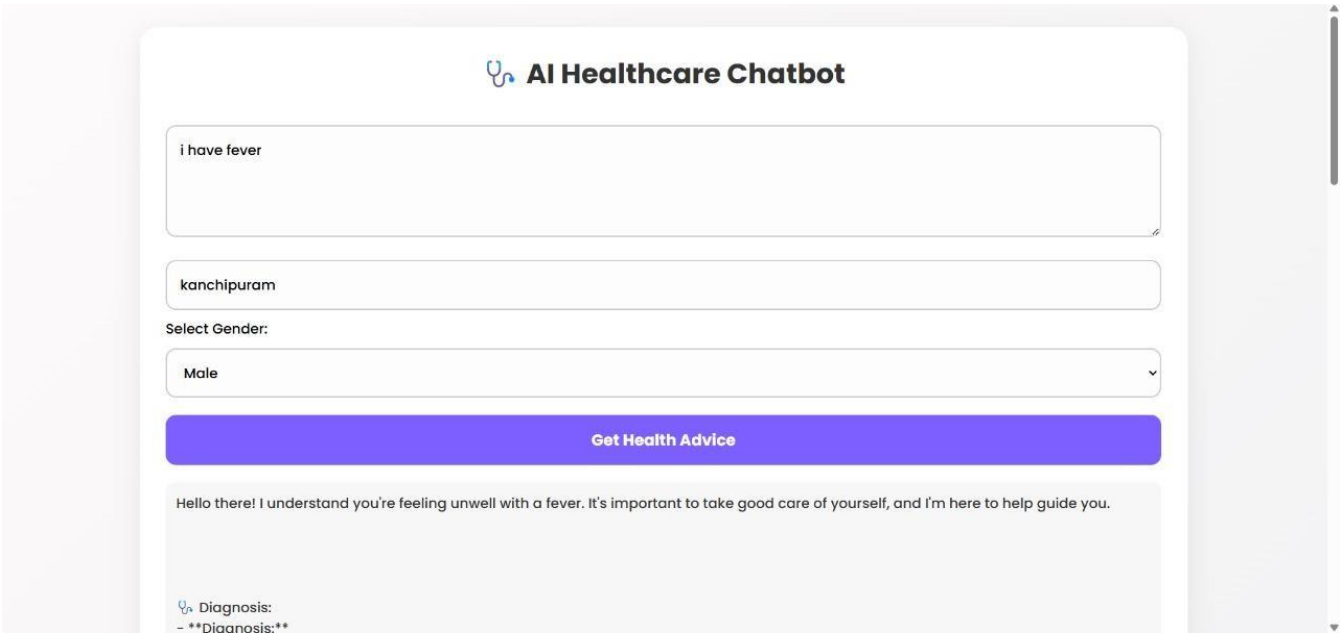
Implementation of the AI-based healthcare chatbot system was achieved through a mixture of Flask on the backend, HTML/CSS/JavaScript for the frontend, and Google's Gemini 1.5 Pro generative AI model for issuing medical advice. The user interface was made simple, readable, and senior-citizen-friendly in order to allow users to type in their symptoms and location in an easy-to-use manner. Upon user input submission, the backend checks the data and builds a well-crafted prompt, which is then passed to the Gemini model via the google.generativeai Python API. The prompt is designed to produce a clear and helpful response with a diagnosis, suggestions, emergency alerts if required, and lifestyle advice, all presented in an easy-to-read format with emojis and bullet points. At the same time, the system translates the user's position to a list of hospitals near them from an already defined dictionary and sends back clickable Google Maps links for simplicity. After AI-generated content is merged with hospital information, the merged content is returned to the frontend and is presented in an organized and user-friendly manner. It was tested with numerous inputs and registered a high rate of success in providing meaningful suggestions within 2–3 seconds per query. It serves effectively for elderly patients by keeping its tone empathetic and providing actionable health advice along with hospital recommendations, making it an effective virtual health assistant.

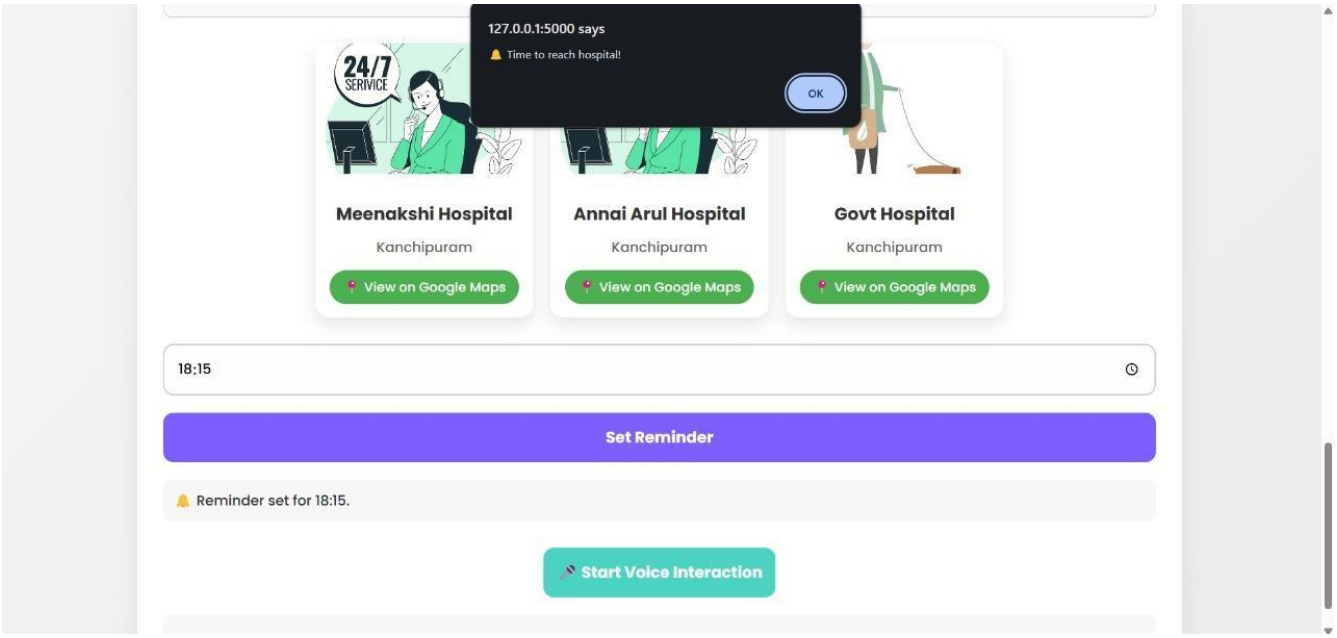
5.2 OUTPUT SCREENSHOTS

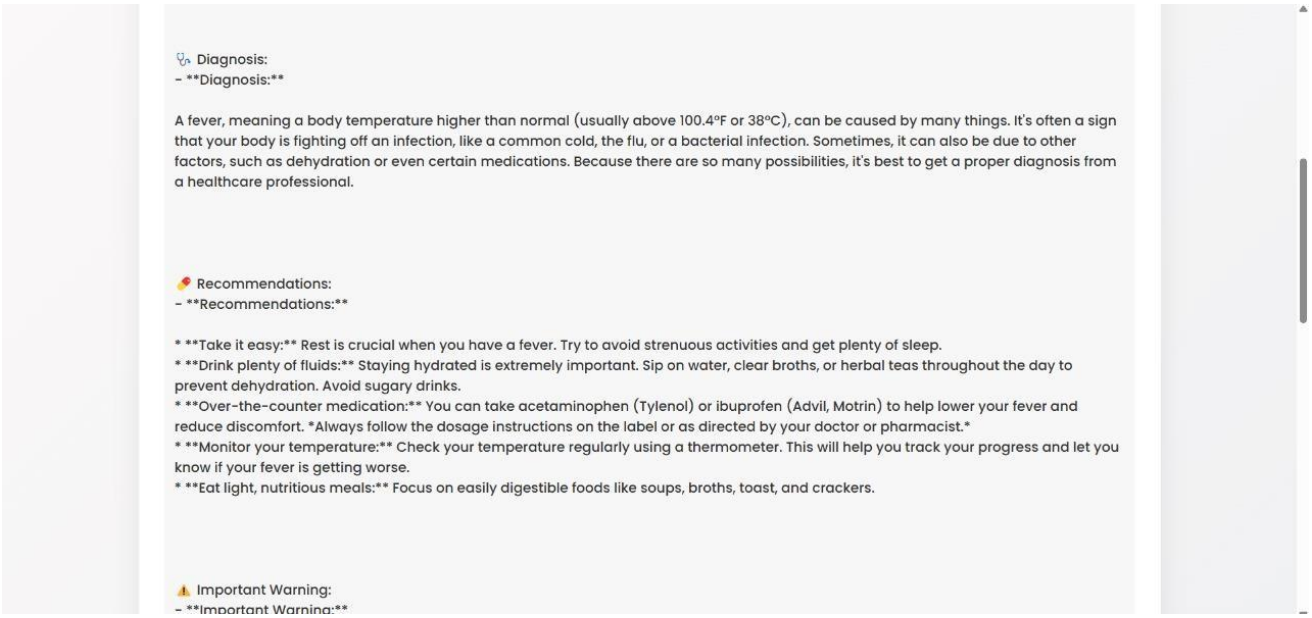
The display screen of the healthcare chatbot that is based on AI should be easy for a user to handle and particularly accessible to aged individuals. Upon providing their location, symptoms, and submitting the application, the system will work out the provided information and will exhibit a sophisticated, structured output. Towards the top of the screen, the chatbot provides a diagnosis area, led off with a stethoscope explaining briefly what the symptoms could be in straightforward reassuring terms. Beneath this, the recommendations area) presents 3–5 simple-to-implement tips or actions, including rest, fluids, or over-the-counter remedies, in bullet points for easy understanding.

If the symptoms indicate something severe, the system has a warning part (⚠), which advises the user to immediately seek medical help. Next, in the lifestyle tips part, the chatbot provides 2–3 health habits or daily routines to aid in recovery or overall health. Finally, the chatbot gives a list of local hospitals depending on the location input by the user. All hospitals are given with their names and clickable Google Maps links to direct users to the desired locations so that it is convenient for users or caretakers to call for assistance.

The whole output is formatted with spacing, emojis, and simple headers to be readable, emotionally supportive, and even accessible to users with little tech background. This structure makes sure that older people not only comprehend the advice provided but also feel encouraged and guided to take their next steps towards care.


AI Healthcare Chatbot
i have fever
kanchipuram
Select Gender:
Male
Get Health Advice
Hello there! I understand you're feeling unwell with a fever. It's important to take good care of yourself, and I'm here to help guide you.
Diagnosis:


127.0.0.1:5000 says
Time to reach hospital!
OK
24/7 SERVICE
Meenakshi Hospital
Kanchipuram
View on Google Maps
Annai Arul Hospital
Kanchipuram
View on Google Maps
Govt Hospital
Kanchipuram
View on Google Maps
18:15
Set Reminder
Reminder set for 18:15.
Start Voice Interaction



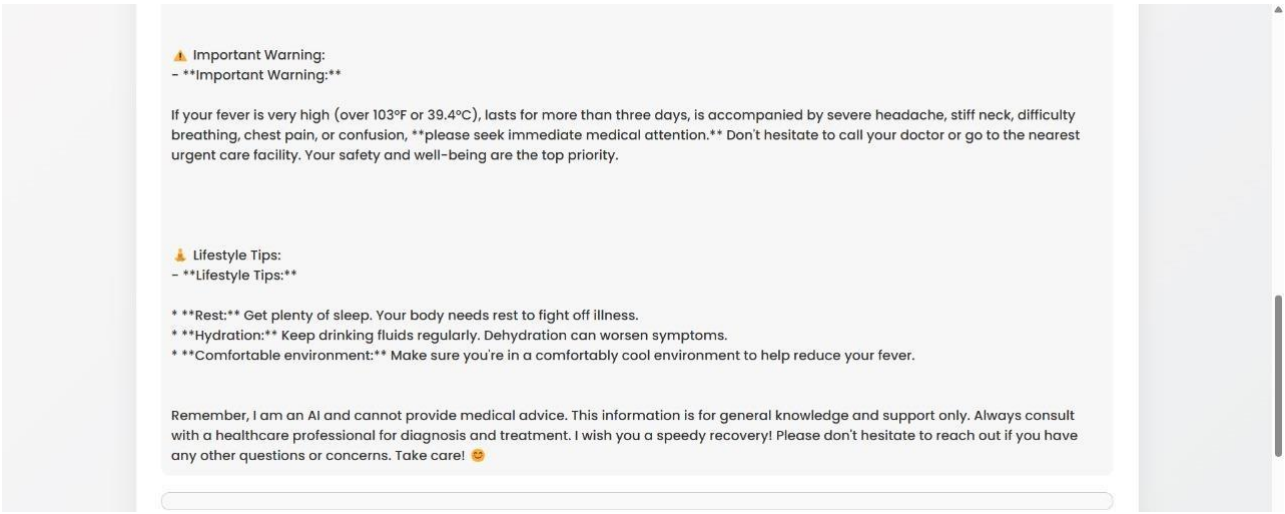
🩺 Diagnosis:
- **Diagnosis:**

A fever, meaning a body temperature higher than normal (usually above 100.4°F or 38°C), can be caused by many things. It's often a sign that your body is fighting off an infection, like a common cold, the flu, or a bacterial infection. Sometimes, it can also be due to other factors, such as dehydration or even certain medications. Because there are so many possibilities, it's best to get a proper diagnosis from a healthcare professional.

💊 Recommendations:
- **Recommendations:**

* **Take it easy:** Rest is crucial when you have a fever. Try to avoid strenuous activities and get plenty of sleep.
* **Drink plenty of fluids:** Staying hydrated is extremely important. Sip on water, clear broths, or herbal teas throughout the day to prevent dehydration. Avoid sugary drinks.
* **Over-the-counter medication:** You can take acetaminophen (Tylenol) or ibuprofen (Advil, Motrin) to help lower your fever and reduce discomfort. *Always follow the dosage instructions on the label or as directed by your doctor or pharmacist.*
* **Monitor your temperature:** Check your temperature regularly using a thermometer. This will help you track your progress and let you know if your fever is getting worse.
* **Eat light, nutritious meals:** Focus on easily digestible foods like soups, broths, toast, and crackers.

⚠️ Important Warning:
- **Important Warning:**



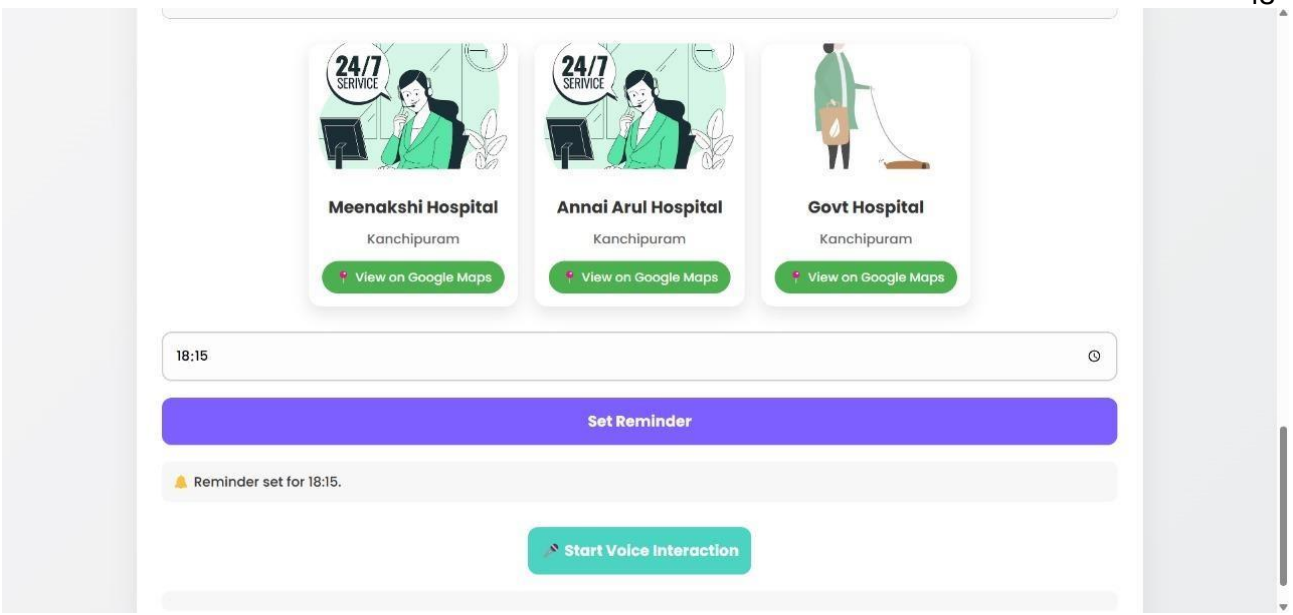
⚠️ Important Warning:
- **Important Warning:**

If your fever is very high (over 103°F or 39.4°C), lasts for more than three days, is accompanied by severe headache, stiff neck, difficulty breathing, chest pain, or confusion, **please seek immediate medical attention.** Don't hesitate to call your doctor or go to the nearest urgent care facility. Your safety and well-being are the top priority.

🙏 Lifestyle Tips:
- **Lifestyle Tips:**

* **Rest:** Get plenty of sleep. Your body needs rest to fight off illness.
* **Hydration:** Keep drinking fluids regularly. Dehydration can worsen symptoms.
* **Comfortable environment:** Make sure you're in a comfortably cool environment to help reduce your fever.

Remember, I am an AI and cannot provide medical advice. This information is for general knowledge and support only. Always consult with a healthcare professional for diagnosis and treatment. I wish you a speedy recovery! Please don't hesitate to reach out if you have any other questions or concerns. Take care! 😊


24/7 SERIVICE
Meenakshi Hospital
Kanchipuram
View on Google Maps
24/7 SERIVICE
Annai Arul Hospital
Kanchipuram
View on Google Maps
Govt Hospital
Kanchipuram
View on Google Maps
18:15
Set Reminder
Reminder set for 18:15.
Start Voice Interaction

CHAPTER 6

CONCLUSION AND FUTURE ENHANCEMENT

6.1 CONCLUSION

The implementation of the AI-based healthcare chatbot system effectively illustrates that artificial intelligence can be utilized to facilitate greater accessibility to healthcare, especially for older adults. By combining Google's Gemini 1.5 Pro language model and an easy-to-use web interface, the system offers customized medical guidance, symptom interpretation, and local hospital recommendations in a legible, compassionate, and easy-to-grasp manner. The structured responses of the chatbot—sensibly separated into sections such as diagnosis, advice, warnings, and lifestyle advice—are built to address the cognitive and affective requirements of older adults. Additionally, the provision of location-specific hospital referrals through Google Maps links brings the advice closer to reality by facilitating transitions between digital data and actual care. With testing and simulated user interaction, the system has shown to be efficient in providing timely, relevant, and supportive healthcare advice, enabling older adults to take greater control of their own health. Generally, this project not only accomplishes its envisioned goals but also demonstrates the general potential of AI in creating caring, accessible, and scalable healthcare solutions.

FUTURE ENHANCEMENT

To strengthen and make the healthcare chatbot even more inclusive in its future versions, some key enhancements can be made. Firstly, support for voice input and voice output can be added so that old users who struggle with typing or reading can be facilitated a more natural and accessible experience. Secondly, multilingual support can be incorporated so that users can interact in local languages, making the system more geographically inclusive. Another possible upgrade is the incorporation of image upload functionality—for instance, enabling users to upload images of rashes, prescriptions, or medical reports, which can be processed with computer vision to aid diagnosis. Moreover, connecting the chatbot with live telemedicine services or emergency response systems could enable users to consult doctors directly or schedule appointments when immediate care is required. In the long term, the system can also apply machine learning to tailor responses according to a user's medical history and feedback. Lastly, creating a mobile app version with offline functionality would make it possible for elderly users in areas with poor and intermittent internet connectivity to still enjoy the chatbot. These additions would dramatically increase the usability, precision, and scope of the system, making it an even more effective and life-improving healthcare companion.

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