Deakin University

HIVE AI

Project Scope

Project Sponsor

Company/Department, Name

Project Team

Team A

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Date	Version	Editor	Reason	Supervisor Signature	Client Signature
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Motivation / Problem Description

Why is there a need for AI enhanced teleconsulting?

- Clinics can be crowded
    - Crowded Doctors clinics which don't have a booking policy and is first in first serve with long waiting times
    - Sometimes
    - Often new parents who are overly worried will take children in for the smallest of ailments taking up appointment times better served to patients that need care

- Remote access
    - Residential location is remote and prohibitive or difficult to access health care
    - Expensive to travel to clinic
- Non-medical ailments often fill up bookings when more urgent/medical issues may miss out or prolonged

Project Vision

- To give patients access to healthcare which they may not necessarily be able to access easily due to remote location
- Ease the burden of waiting rooms for unnecessary consultation
- Give accurate and consistent triage and diagnosis of minor ailments and referrals for major ailments.
- Increase uptake of telehealth by working with clinics and small groups of doctors

Why HIVE AI enhanced teleconsulting?

- Current solutions both internal and Australian offer a platform where
    - Patients are screened by the chat bot or by a contact centre staff who will then book an appointment and the patient is assigned a doctor from a pool of doctors.
    - Health Now in Australia provide a phone service
- With Hive AI enhanced teleconsulting, a doctor or a clinic of doctors can utilise the platform to:
    - better service their current patient list
    - increase patient list
    - reduce waiting time
    - reduce cost to their patients for unnecessary consultation time

Context

- Current solutions offer patients a booking service to an unknown doctor, HIVE aims to offer patients the same level convenience with a known and/or trusted doctor
- Current solutions do not utilise AI, but uses surveys to triage
- Australian is a hard market to crack with uptake to this technology being quite slow.

Value Proposition

- What are the benefits of adopting this solution in terms of:
    - Commercial

- Social
- Technological
- Operational

Core Idea/User Stories/Requirements

- Create a platform that will allow AI to be added to as a next level service to patients and doctors alike.
- The prototype will first enable the doctor to add a widget to their existing website
  - Manage patients
  - Triage patients
  - Chat to patient
  - Manage payments
- The prototype will allow a patient to
  - Access their existing doctor via a widget
  - Manage their account details including user credentials and payment options
  - Book and manage bookings
  - Chat to the doctor

Target Deliverables

The following goals have been identified as dependencies that need to be addressed early in the life cycle of the project.

1. A Platform that allows a person to
   a. Become a user of the platform by
      i. Having a registration process that is
         1. Easy to use
         2. Intuitive
         3. Not too complex
         4. Does not use big or unusual words
         5. Simple input areas
   b. Login by
      i. A simple login in interface
      ii. Shows where the error may be if the input is incorrect
      iii. Is easy to retrieve password or login name via
   c. Make a booking
   d. Chat to doctor
   e. Pay for services

Roadmap

S1 – Release of the Teleassistance Platform for generic use with support for customers management and billing

This will be the focus of the project. If successful then we move to S2.

S2 – Release of the HIVE Ai Assistant for Doctors

S3 – Onwards, further releases of AI Assistants specific to the domains

Execution Strategy

- Explore the input data provided and confirm if acceptable for the focus of Proof of Concept
- Incrementally,
    - Build and deliver a docker container with blah blah functionality (to permit the client team to explore integration & validate it fits within the target deployment environment)
    - Refine the docker container and provide updates to HIVE AI with incremental features
- Prepare research report
- Provide knowledge transfer

Sprint 1

Goals The goal of Sprint 1 is to deliver scope document and work with Hive AI to agree on the acceptance criteria and priority for the deliverables. These can be decomposed to:

- Project success criteria
- Problem domain clarification
- Visual depiction of the workflow in a flow chart of the processes that this project will automate

Target deliverables

- Workflow flowchart that has been agreed upon by all parties
- Scope document (this document) that has been agreed upon by all parties
- Communication and delivery expectations that has been agreed upon by all parties

Sprint 2

Goals

The goal of Sprint 2 is to deliver the end to end infrastructure so we can start collaboratively planning the interfaces to enable integration efforts to commence on HIVE AI's side. These can be decomposed to:

- Get an end to end solution working
- Collaboratively create an output data format / schema (in collaboration with client)
- Prepare a suitable environment within a docker container to encapsulate and execute the transformation process

Target deliverables

- A docker container encapsulating the transformation engine
- An invocation script that accepts the input folder, output folder and invocation parameters
- A deployment document that describes how to install and use the solution

Sprint 3

Goals To be determined

Target deliverables

Sprint 4

Goals To be determined

Limitations, Constraints and Considerations

The limitations, constraints and considerations of the project are as follows: