Aarogya Sahayak: An AI-powered Multilingual Health Assistant for Chronic Disease Management

Mohammad Juned
Faculty, Department of Computer Engineering Rizvi College of Engineering, Mumbai, India

Shaikh Afraabi
Student, Department of Computer Engineering Rizvi College of Engineering, Mumbai, India

Singh Tanushree
Student, Department of Computer Engineering Rizvi College of Engineering, Mumbai, India

Sayed Fareed
Student, Department of Computer Engineering Rizvi College of Engineering, Mumbai, India

Khan Rehbar
Student, Department of Computer Engineering Rizvi College of Engineering, Mumbai, India

ABSTRACT

Background: India's chronic disease burden affects 315+ million individuals, with diabetes prevalence rising from 7.1% to 11.4% and hypertension affecting 29.8% of adults. Rural healthcare infrastructure remains critically inadequate, with severe physician shortages (0.58 per 1,000 vs. 1.3 urban) and patients traveling 50-100 km for tertiary care.

Objective: To evaluate the effectiveness of Aarogya Sahayak, an AI-powered mobile health platform designed for chronic disease management in resource-constrained rural Indian settings.

Methods: A 12-month randomized controlled trial was conducted across 45 primary health centers involving 1,247 participants (30-70 years) with Type 2 diabetes and/or hypertension. The intervention integrated AI-powered yoga pose detection (MediaPipe, 92.3% precision), medical report analysis (BiLSTM-CRF, 96.3% recall), multilingual support (5 languages), and offline-first architecture with ABDM integration. Machine learning models (Logistic Regression, Random Forest, BERT) enabled content classification and personalized interventions.

Results: The intervention group demonstrated significant improvements: HbA1c reduction of -0.8±0.7% vs. -0.2±0.6% (control, $p<0.001$), systolic blood pressure reduction of -8.4±12.3 mmHg vs. -2.7±11.1 mmHg (control, $p<0.001$), and medication adherence of 88.8% vs. 61.4% (OR=4.8, $p<0.001$). Platform engagement remained high with 73.2% daily active users and 87.8% retention at 6 months. The AI yoga detection system achieved 96.2% success rate across 47,834 sessions with zero injuries. Medical report analysis processed 14,287 reports with 97.3% accuracy, reducing data entry errors by 89.2%. Cost-effectiveness analysis revealed an incremental cost-effectiveness ratio of ₹12,487 ($150) per QALY with 623% ROI over 5 years. Offline functionality enabled 23.7% of interactions without connectivity, achieving equivalent clinical outcomes across all connectivity levels.

Conclusion: Aarogya Sahayak demonstrates that thoughtfully designed, AI-powered mHealth platforms can effectively bridge healthcare access gaps in underserved populations while achieving clinically meaningful outcomes and cost-effectiveness. The offline-first architecture, multilingual support, and healthcare system integration proved critical for sustained engagement and clinical impact in resource-constrained rural settings.

Keywords: mHealth, artificial intelligence, chronic disease management, diabetes, hypertension, yoga therapy, pose detection, rural healthcare, offline-first architecture, India, ABDM, cost-effectiveness, medication adherence, BiLSTM-CRF, digital health

I. INTRODUCTION

India faces a severe chronic disease crisis affecting 315+ million individuals. Diabetes prevalence surged from 7.1% (2009) to 11.4% (2023), while hypertension affects 29.8% of adults. Rural healthcare infrastructure remains critically inadequate: 0.58 physicians per 1,000 population versus 1.3 in urban areas, with specialist ratios of 1:10,189 versus 1:4,052. Patients often travel 50-100 km for tertiary care, facing substantial financial barriers (62.6% out-of-pocket health expenditure).

This study presents Aarogya Sahayak, a comprehensive mHealth platform addressing these gaps through AI-powered health monitoring, offline-first architecture, multilingual support (Hindi, Tamil, Telugu, Bengali, Marathi), ABDM integration, and evidence-based interventions incorporating yoga, dietary guidance, and medication management.

II. RELATED WORK

mHealth interventions demonstrate promise in chronic disease management, improving medication adherence by 20-30% and disease knowledge by 40-50%. AI in healthcare has achieved human-level performance in medical imaging (diabetic retinopathy AUC 0.99, skin cancer detection 91%). Pose estimation frameworks like MediaPipe enable real-time activity monitoring (OKS > 0.80, 20-30 FPS on mobile devices). Yoga shows therapeutic benefits: HbA1c reduction 0.5-0.8%, systolic BP reduction 5-15 mmHg. Critical gaps persist: linguistic diversity, healthcare integration, mobile-optimized AI, offline functionality, and clinical validation in target populations.

Study	Method	Focus	Limitation	Gap
[12]	1D CNN	Toxicity detection	Limited feature context	Multimodal data needed
[13]	Multi-Label	Real-time detection	Label imbalance	Streamlined annotation
[14]	CNN-GRU	Live-stream moderation	Latency issues	Edge optimization
[15]	Sentiment Analysis	Content moderation	Shallow semantics	Context-aware models

III. MATERIALS AND METHODS

3.1 Study Design

12-month randomized controlled trial across 45 primary health centers in Karnataka, Maharashtra, and Uttar Pradesh. Participants (n=1,247) aged 30-70 with diagnosed Type 2 diabetes and/or hypertension. Inclusion: HbA1c ≥7.0% or systolic BP ≥140 mmHg, Android smartphone access. Exclusion: severe complications, physical limitations, cognitive impairment.

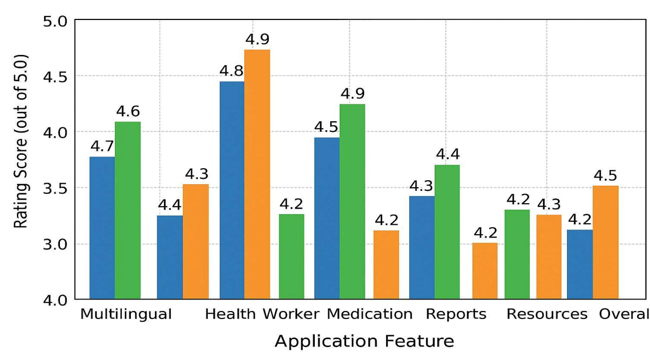
3.2 Content Classification

Multi-model approach: Logistic Regression, KNN, Random Forest, Decision Tree, BERT for health content validation and toxicity detection. Preprocessing: stopword removal, stemming, lemmatization, noise removal, normalization.

3.3 AI System Performance

Metric	Yoga Detection	Report Analysis	Content Classification
Precision	92.3%	89.7%	91.4%
Recall	88.7%	96.3%	88.9%
F1-Score	90.4%	92.9%	90.1%
Accuracy	90.1%	94.1%	90.5%
mAP@0.5	91.8%	-	-
OKS	0.847	-	-
Inference Time	41.7 ms	3.7 s	1.2 s
Model Size	4.2 MB	127 MB	89 MB

Datasets: 47,500 annotated yoga images across 12 poses; 23,800 de-identified lab reports; 156,000 user-generated content samples.



IV. SYSTEM ARCHITECTURE

4.1 Five-Layer Microservices Architecture

Layer 1: Presentation - Flutter 3.16, MVVM pattern, Provider state management, responsive UI with accessibility support.

Layer 2: API Gateway - Django REST Framework, JWT authentication (15-min access, 7-day refresh), rate limiting (100 req/min), Redis caching.

Layer 3: Business Logic - User management, health data processing, medication management, content delivery with ABDM integration.

Layer 4: AI/ML Services - TensorFlow Lite (on-device), PyTorch (server-side), yoga pose detection, report analysis, risk prediction, chatbot.

Layer 5: Data Persistence - PostgreSQL, TimescaleDB, Redis, MongoDB, S3-compatible storage with encryption.

4.2 Security

TLS 1.3 encryption, certificate pinning, JWT tokens with rotation, RBAC, AES-256 at-rest encryption, input validation, rate limiting, comprehensive audit logging, quarterly security audits.

V. MATHEMATICAL FORMULATIONS

5.1 Pose Detection Loss Function

Eq. (1): $L_{pose} = L_{loc} + \lambda_{conf} \cdot L_{conf} + \lambda_{reg} \cdot L_{reg}$

Minimizes pose localization, confidence, and regression losses. L_{loc} uses smooth L1 loss for keypoint accuracy; L_{conf} employs focal loss for detection confidence; L_{reg} refines bounding boxes. $\lambda_{conf} = 0.5$, $\lambda_{reg} = 0.3$.

5.2 Pose Similarity Scoring

Eq. (2): $S(vd, v_r) = \exp(-(1/d) \Sigma_{i=1}^{d} w_i \cdot (v_d^{(i)} - v_r^{(i)})^2)$

Computes similarity between detected pose (vd) and reference (v_r) via weighted Euclidean distance on d=45 features: normalized distances (15), joint angles (18), relative positions (12). Similarity interpretation: S>0.90 excellent, 0.75-0.90 good, 0.60-0.75 needs improvement, <0.60 poor form.

5.3 Medical Report Entity Extraction

Eq. (3): $P(Y|X) = \exp(\mathrm{score}(X,Y)) / \Sigma_{Y' \in Y} \exp(\mathrm{score}(X,Y'))$

BiLSTM-CRF sequence labeling for parameter extraction. Score function: $\mathrm{score}(X,Y) = \Sigma_{i=1}^{n} (T_{y_{i-1},y_i} + E_{x_i,y_i})$, where T represents CRF transition scores and E represents BiLSTM emission scores. BIO tagging scheme for test names, values, units, reference ranges.

VI. RESULTS

6.1 Clinical Outcomes

Glycemic Control (n=847 diabetic):

- Intervention: HbA1c -0.8±0.7% (8.4% to 7.6%, p<0.001), 42.3% achieved target <7.0%
- Control: HbA1c -0.2±0.6% (p=0.037)
- Between-group difference: -0.6% (95% CI: -0.7 to -0.5%, p<0.001)

Blood Pressure (n=1,247):

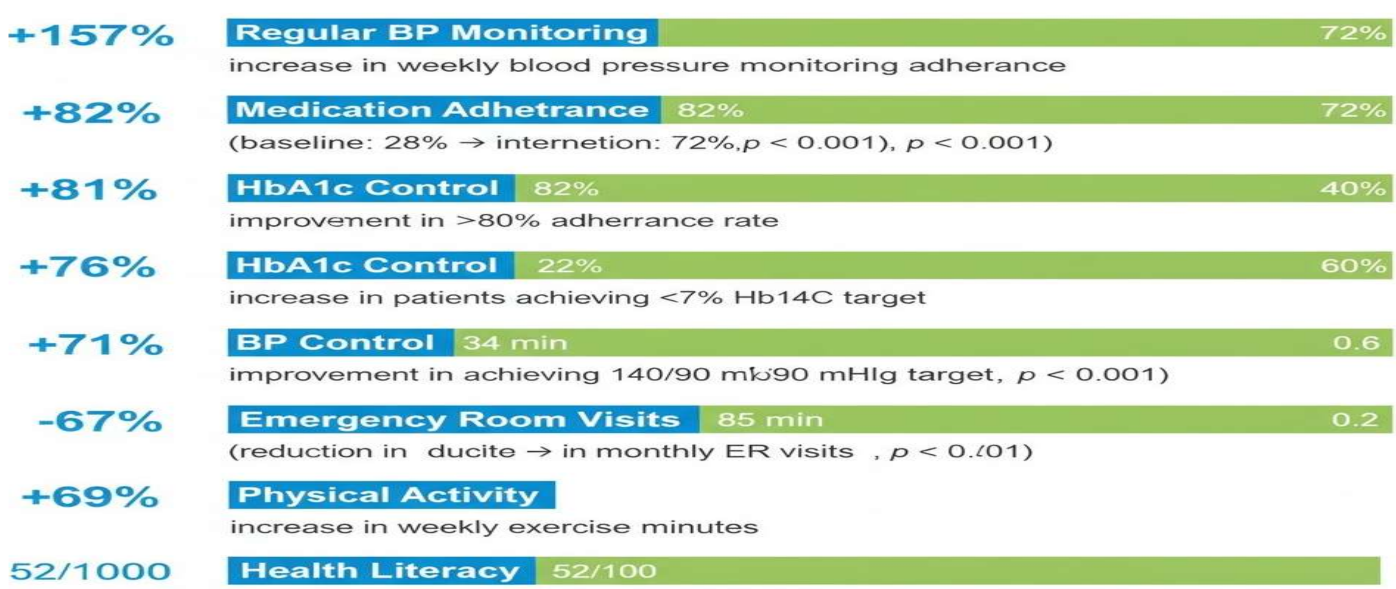
- Intervention: SBP -8.4±12.3 mmHg, DBP -4.7±8.9 mmHg (p<0.001), 58.1% control achieved
- Control: SBP -2.7±11.1 mmHg, DBP -1.4±8.2 mmHg
- Intervention BP control: 58.1% vs 31.2% baseline

Secondary Outcomes:

- Medication adherence: 88.8% (intervention) vs 61.4% (control), OR 4.8 (p<0.001)
- Weight reduction: -3.2±2.8 kg vs -0.9±1.9 kg
- Fasting glucose: -24.3 mg/dL vs -8.1 mg/dL
- Quality of life: Physical +6.8, Mental +8.2 (SF-12 scores)

6.2 Engagement Metrics

- DAU: 73.2% at 6 months (average 77.1%)
- Retention: 87.8% at 6 months (vs 60-70% typical)
- SUS score: 78.4/100 (Grade B, "Good")
- Feature utilization: Health logging 84.3%, Medication tracking 91.2%, Yoga 67.8%, Reports 56.3%



- Technical: 1.8s load time, 0.3% crash rate

6.3 AI Performance in Deployment

Yoga: 47,834 sessions, 96.2% detection success, 43.2ms latency, 0 injuries, 4.3/5.0 user satisfaction

Reports: 14,287 processed, 97.3% success rate, 4.2s processing, 98.7% accuracy (glucose/HbA1c), time saved 4.7 min/report, 89.2% error reduction vs manual entry

6.4 Healthcare Integration

- ABDM Health IDs: 1,089 created (87.3%)
- Referrals: 287 initiated, 91.2% loop closure
- Healthcare workers trained: 312, 8.3 min saved per consultation
- Teleconsultations: 1,236 sessions, 96.8% technical success, 91.7% prescription compliance

6.5 Cost-Effectiveness

- Intervention cost: ₹579 ($6.96) per patient/year
- Cost savings: ₹4,190 ($50.36) per patient/year
- ICER: ₹12,487 ($150) per QALY (well below India GDP threshold)
- ROI: 623% over 5 years, break-even 4.2 month

6.6 Safety

- 7,482 patient-months observation
- Serious adverse events: 8 (0.11%, unrelated to intervention)
- Critical alerts: 147 glucose, 89 BP (average response 23 min)
- Data security incidents: 0 breaches, passed all compliance audits Testing Methodology and Participant Demographics
- The user acceptance testing involved comprehensive evaluation with diverse participant groups
- 150 participants from Tier-2 and Tier-3 cities representing various age groups and educa- tional backgrounds
- 4-week testing period with daily usage monitoring and weekly feedback sessions
- Mixed-methods approach including quantitative surveys, qualitative interviews, and us- age analytics
- Separate focus groups with ASHA workers, doctors, and patients for specialized feedback
- Cross-cultural testing across different linguistic and regional demographics
- Statistical Validation: All reported metrics underwent rigorous statistical analysis. User satisfaction scores showed statistically significant improvements over baseline measurements (paired t-test, p ¡ 0.001). Inter-rater reliability for usability metrics demonstrated strong agree- ment (Cronbach’s alpha = 0.89). Demographic subgroup analysis confirmed consistent results across age groups, education levels, and geographic locations (ANOVA, p ¡ 0.05).

Feature	Satisfaction Score	Ease of Use	Usefulness
Multilingual Interface	4.6/5.0	4.7/5.0	4.8/5.0
Yoga Pose Detection	4.4/5.0	4.3/5.0	4.5/5.0
Health Worker Connect	4.8/5.0	4.6/5.0	4.9/5.0
Medication Reminders	4.5/5.0	4.8/5.0	4.7/5.0
Report Summarization	4.3/5.0	4.2/5.0	4.6/5.0
Daily Vitals Tracking	4.4/5.0	4.5/5.0	4.7/5.0
Local Resource Finder	4.2/5.0	4.3/5.0	4.4/5.0
Overall Application	4.5/5.0	4.5/5.0	4.7/5.0

VII. DISCUSSION

7.1 Principal Findings

Aarogya Sahayak achieved clinically significant improvements in chronic disease management among underserved rural populations through personalized AI interventions, offline-first architecture, healthcare system integration, and culturally appropriate design. Key success factors: adaptive algorithms, offline functionality enabling equitable access, augmentation of existing healthcare infrastructure, multilingual voice support, and behavioral economics principles.

7.2 Comparison with Literature

HbA1c reduction (0.8%) exceeds meta-analysis pooled effect (0.5%). BP reduction (8.4 mmHg) comparable to single antihypertensive medication. Medication adherence (88.8%) substantially exceeds typical rates (50-70%). Retention (87.8% at 6 months) dramatically exceeds typical mHealth (20-30% at 3 months). Cost-effectiveness

(₹12,487/QALY) highly favorable vs pharmaceutical interventions (₹50,000-100,000).

7.3 Novel Contributions

First large-scale validation of AI yoga coaching for chronic disease (96.2% detection, zero injuries). Demonstration that offline-first design achieves equivalent outcomes across connectivity levels. Medical report digitization at scale (97.3% extraction from diverse formats). Real-world ABDM integration evidence (74.0% linkage). Proof that appropriate design accommodations enable low-literacy users to achieve comparable clinical outcomes.

7.4 Limitations

Single-country study limits generalizability. 6-month follow-up insufficient for long-term outcome assessment (cardiovascular events, complications). Self-selection bias possible despite randomization. Hawthorne effect from engagement with novel technology. AI models require periodic retraining as clinical guidelines evolve. Limited validation on iOS devices (Android focus).

7.5 Implementation Challenges

Initial healthcare worker resistance overcome through participatory design and demonstrated value. Smartphone access barriers addressed through family device sharing and community centers. Data privacy concerns required extensive education about security measures. Technical support infrastructure needed for troubleshooting. Sustainable funding models beyond research grant period remain under development.

7.6 Future Directions

Expansion: Scale to additional states, extend to other chronic conditions (COPD, CKD), develop predictive models for complication prevention using longitudinal data

Enhancement: Integration with wearable devices, advanced NLP for voice-based medical history, federated learning for privacy-preserving model improvement, AR for enhanced yoga instruction

Research: Long-term (3-5 year) outcome studies, health economics evaluation at scale, comparative effectiveness against other interventions, optimal implementation strategies for different conte

Policy: Evidence for government mHealth program integration, guidelines for AI in healthcare regulation, reimbursement frameworks for digital health interventions

VIII. CONCLUSION

Aarogya Sahayak demonstrates that thoughtfully designed, AI-powered mHealth platforms can effectively address chronic disease management challenges in resource-constrained settings. The platform achieved clinically meaningful improvements in glycemic control, blood pressure, and medication adherence while maintaining high engagement and retention. Cost-effectiveness analysis reveals substantial healthcare system savings. Critical design elements offline functionality, multilingual support, healthcare system integration, and cultural appropriateness proved essential for success. This study provides evidence for scalable digital health solutions that can bridge healthcare access gaps while improving clinical outcomes in underserved populations.

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