TED UNIVERSITY

CMPE 491 / SENG 491 Senior Project

XAI Healthcare Bot Project

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Team Members:

Doğukan Yetgin, 15064119490, Software Engineering

Ruşen Deniz Kaplan, 56314249048, Software Engineering

Zeynep Bölükbaşı, 13474139978, Software Engineering

Hilal Yurtoğlu, 17386054060, Computer Engineering

Supervisor: Emin Kuğu

Jury Members:

Tansel Dökeroğlu

Elif Kurtaran Özbudak

Eren Ulu

Revision History

Name	Date	Reason For Changes	Version
XAI Healthcare Bot First Version	01/11/2024	This is the first release of our program	1.0

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1. Introduction

1.1. Description

The healthcare sector is changing quickly, and there is a rising need for faster, more accurate, and easier to reach medical services. However, even with new technology, many patients and healthcare workers still find it hard to understand complex medical decisions. When decisions are misunderstood or not clearly explained, it can harm patient trust, which may lead to lower quality care.

The XAI HealthCare Bot project is an explainable artificial intelligence (XAI) healthcare assistant aimed at helping both healthcare providers and patients by offering easy to understand insights into medical diagnoses and treatments. Using advanced AI, XAI HealthCare Bot explains its decisions in real-time, giving patients clear information about their health and supporting healthcare providers in making well-informed choices.XAI HealthCare Bot aims to enhance trust, reduce uncertainty in medical processes, and empower both patients and healthcare providers with knowledge, ultimately contributing to a more informed, patient-centered healthcare service.

1.2. Constraints

- Real-Life Data Constraints

The accuracy of XAI HealthCare Bot depends on high quality, diverse medical data, which may vary due to differences in healthcare facilities, patient demographics, and treatment contexts. Limited access to comprehensive datasets may affect the bot's performance in generating accurate explanations across different cases.

- Definition Constraints

Medical terms, diagnoses, and treatment explanations can differ greatly and are often complex. XAI HealthCare Bot needs to manage medical jargon and various diagnostic protocols, turning them into clear language while staying accurate. Keeping understanding consistent across many medical conditions is a challenge.

- Data Training Constraints

The bot's algorithms need enough diverse and high quality medical data for effective training. However, privacy rules, limited access, and differences in healthcare practices across regions can make it hard to get this data. These limits might affect how well the bot can handle different patient cases.

- Social and Ethical Constraints

    XAI HealthCare Bot must prioritize patient confidentiality and adhere to ethical standards, ensuring transparency in its data use and decision making processes. Additionally, the bot's communication style must be sensitive, as explanations around diagnoses and treatments can affect patient emotions and trust in healthcare.

- Environmental Constraints

    The bot's deployment across different healthcare facilities should aim to minimize computational energy consumption, especially for continuous usage in large hospitals, while maintaining efficient performance.

- Regulatory and Legal Constraints

    XAI HealthCare Bot must fully follow healthcare regulations like the Health Insurance Portability and Accountability Act (HIPAA) and the General Data Protection Regulation (GDPR), making sure that patient data is managed safely and ethically.

- Deployability Constraints

    The healthcare bot should be easily deployable across various healthcare settings, from large hospitals to smaller clinics, and compatible with existing healthcare systems and technologies. The AI models and interface must also be easy to update and maintain to meet evolving healthcare standards and technologies.

1.3. Professional and Ethical Issues

- Privacy Concerns

    XAI HealthCare Bot will process and store sensitive patient information, which may raise concerns among patients. Some may feel uncomfortable with an AI accessing and interpreting their health records, potentially leading to trust issues.

- Data Security Risks

    Storing and handling patient data makes the system vulnerable to cyber attacks. If a data breach occurs, unauthorized people could access private patient information, putting individuals at risk.

- Risk of Bias in Decision-Making

The bot's responses and interpretations are based on the data it was trained on. If this data lacks diversity, it could lead to biased outcomes, disadvantaged certain patient groups or resulting in unequal quality of care.

- Emotional Impact on Patients

Patients might feel anxious or stressed when interacting with AI, especially if they receive complex or difficult health information. Misunderstandings or responses that feel impersonal could increase their worries instead of easing them.

- Dependency on the System

There is a risk that healthcare providers or patients might depend too much on XAI HealthCare Bot, which could result in delays in getting human medical advice, especially in unclear situations.

- Accountability, Transparency, and Reliability

XAI HealthCare Bot's diagnostic explanations must be clear, understandable, and trustworthy. The complexity of AI's decision-making can make it hard to fully explain results, which might create accountability problems if incorrect or harmful advice is provided. Complicated or unclear explanations could mislead patients and healthcare providers, reducing confidence in the technology. Therefore, providing clear and medically accurate explanations is essential for building trust in the AI and helping users make informed health decisions.

- Ethical Use of Sensitive Data

XAI HealthCare Bot should only use data that is related to diagnosis and treatment. Using patient data for other reasons without clear permission could be seen as an ethical mistake, which might hurt trust in AI in healthcare settings.

2. Requirements

2.1. Functional Requirements

- Notification

    XAI HealthCare Bot should provide timely notifications for important updates, such as medication reminders, follow up appointments or alerts when critical health indicators are detected. Notifications should be customizable to allow users to set reminders based on specific needs or urgency levels.

- Detailed View

    Users should be able to access a complete and detailed view of each patient's records, including medical history, current conditions, and any important explanations from XAI HealthCare Bot. This view should have a zoom feature and allow users to take snapshots for easy reference during medical advice.

- Diagnosis Assistance

    XAI HealthCare Bot should assist healthcare providers by offering data-driven suggestions based on patient symptoms, medical history, and common diagnostic patterns. The bot should explain the reasoning behind each suggestion, helping doctors make more informed decisions while also providing patients with understandable insights.

- Switching Between Profile Types

    XAI HealthCare Bot should support different user profiles like doctors and patients, with access to features that fit their roles. Users should be able to switch between these profiles easily to access the tools and information that meet their needs.

- Switching Between Patient Records (for Doctor Profiles)

    Doctors should have the ability to quickly switch between multiple patient records during consultations, enabling them to review and compare medical histories, ongoing treatments, and XAI HealthCare Bot insights across different patients.

- Medicine Track

XAI HealthCare Bot should enable patients to track their prescribed medications, including dosage, timing, and duration. It should also provide reminders for each dose and allow healthcare providers to monitor compliance, helping to ensure that patients follow their treatment plans accurately.

- Creating Profile

XAI HealthCare Bot should allow users to create profiles based on their roles, such as patient or doctor. Each profile type should include tailored input fields relevant to the user's needs. For example, patients should be able to enter personal health information, medications, and medical history, while doctors can input their specialization, medical license details, and clinic information. Profiles should be easily editable to ensure that users can update their information as needed. Additionally, each profile should have privacy and security settings to protect sensitive data and observe healthcare regulations.

2.2. Non-Functional Requirements

- Performance

The system should provide timely responses to user queries, processing patient data and generating recommendations in real time. The bot should be able to handle multiple concurrent interactions without significant delays.

- Accuracy

XAI HealthCare Bot should maintain a high level of accuracy in its medical recommendations and explanations, minimizing the rate of incorrect diagnoses or treatment suggestions. It should provide reliable insights based on the latest medical guidelines and evidence based practices.

- Reliability

The bot should be highly reliable, providing consistent performance even during busy times. It should work without any downtime and be able to recover quickly from any potential failures.

- Usability

The user interface should be intuitive, allowing healthcare providers and patients to navigate the system effortlessly. Clear instructions and prompts should guide users through interactions, ensuring a smooth experience for all profile types.

- Scalability

XAI HealthCare Bot should be designed to grow easily, supporting more users and interactions without a drop in performance. This includes the ability to add more features or services as needed.

- Security

The system must have strong data security to protect patient information using encryption and secure access controls. Following important healthcare rules like HIPAA and GDPR is necessary to keep user trust and maintain confidentiality.

- Maintainability

The codebase should be organized into modules and well-documented, making it easy to update and maintain. Regular updates should be able to happen with little disruption to users.

- Interoperability

XAI HealthCare Bot should be compatible with existing healthcare systems, electronic health records (EHR's) and other medical software, enabling seamless data exchange and integration across platforms.

- Accessibility

The system should adhere to accessibility standards, ensuring that users with disabilities can effectively interact with the bot. This includes support for screen readers and adaptable interface options.

- Cost-Effectiveness

The development and operating costs of XAI HealthCare Bot should be reasonable, making sure that the solution is affordable for healthcare providers while providing value through better patient care and improved efficiency.

- Responsiveness

The system should provide acceptable response times for alerts and notifications in case of safety issues.

Appendix A: Glossary

- XAI (Explainable Artificial Intelligence): A form of AI that emphasizes transparency, allowing users to understand and interpret the reasoning behind AI-driven decisions.
-Bot: A software application that automates tasks and interacts with users through natural language processing.
-HIPAA (Health Insurance Portability and Accountability Act): A U.S. law that provides guidelines for the secure handling of medical information.
-GDPR (General Data Protection Regulation): A regulation in EU law focusing on data protection and privacy for individuals.
-EHR (Electronic Health Record): Digital version of a patient's paper chart, providing real-time, patient-centered records accessible to authorized users.

Appendix B: Analysis Models

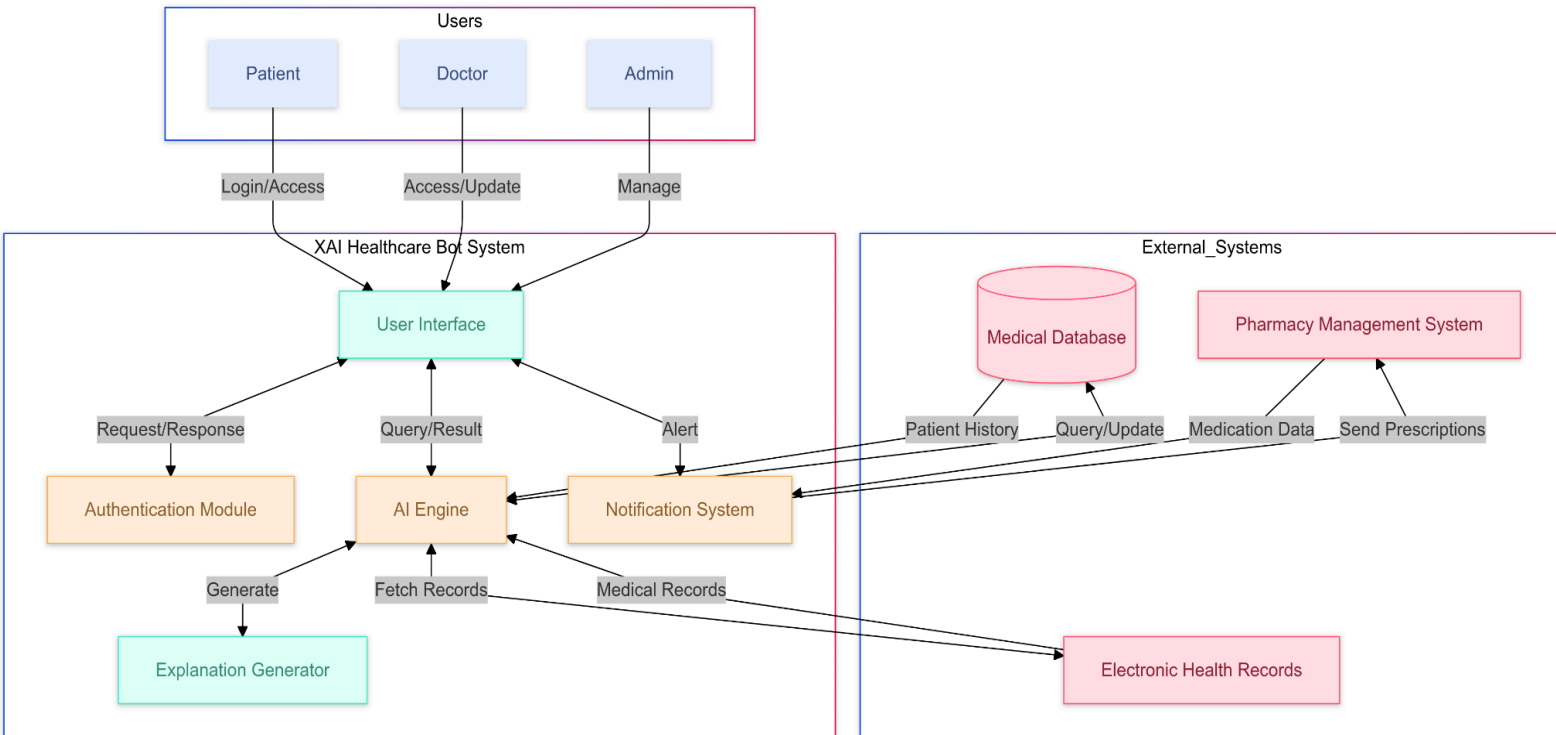
Figure 1 : Gantt Chart

Figure 2: UML Context Diagram

Appendix C: List to Be Determined

- AI model update frequency
- Support for many languages
- Integration with external health databases
- Patient feedback gathering mechanism

3. References

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