The second largest complaint (80%) of patients regarding health operators is the time spent on the Emergency Room's waiting line.

One of the factors considered for Accreditation evaluation in Join Comission, for example, is patient satisfaction. After identifying this issue, we were able to create an disttributed data management plataform that optimizes queue time and improves communication between the Health Insurance Companies and the Hospitals. We developed an application in which the patient reports the symptoms and through AI (NLP) it is detected the required medical specialty and the nearest hospital avaible by the health insurance.

Some probable positive outcomes of this application are:

- More objective and clear management of data;
- Reduction of waiting time in queues;
- Procedural agility between health insurance companies and hospitals;
- Anticipation of emergencies cases in the hospital and the physician specialty;
- Improved consumer experience;
- Suggestion of the most suitable hospital based on the symptoms informed.

Currently there are competitive applications but they do not deliver the solution in an app plataform to various health insurances and do not use AI.

Competitors:

Company: MV - Name: Health Check-In. It was developed only for the Hospital Leforte. There is no Artificial Intelligence to predict the specialty through any description.

https: //portalerp.com/mv-lanta-application-for-health

Company: Hospital Moinhos de Vento - Name: Hop Score. The system developed was limited to this hospital. It has an artificial intelligence from its own-sourced databases, was implemented in 2016.

http://www.hospitalmoinhos.org.br/servico-medico/emergencia/

The Leforte hospital application has already decreased the queue time by 30% without A.I. We intend to increase this estimate by 45% with A.I.

Our costumers will be paying for the service monthly.