



HEKA

An On-Demand Counselling Service

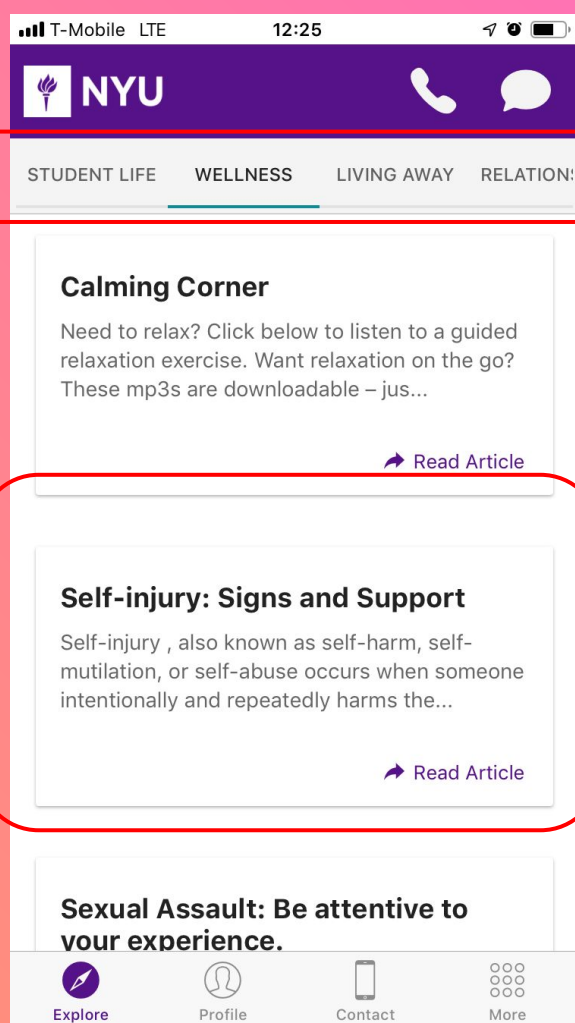
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PROBLEM STATEMENT

- Finding available health services can be an exhausting process, especially when it comes to therapy appointments.
- We believe that it should not take such a long time to get connected with a physician.





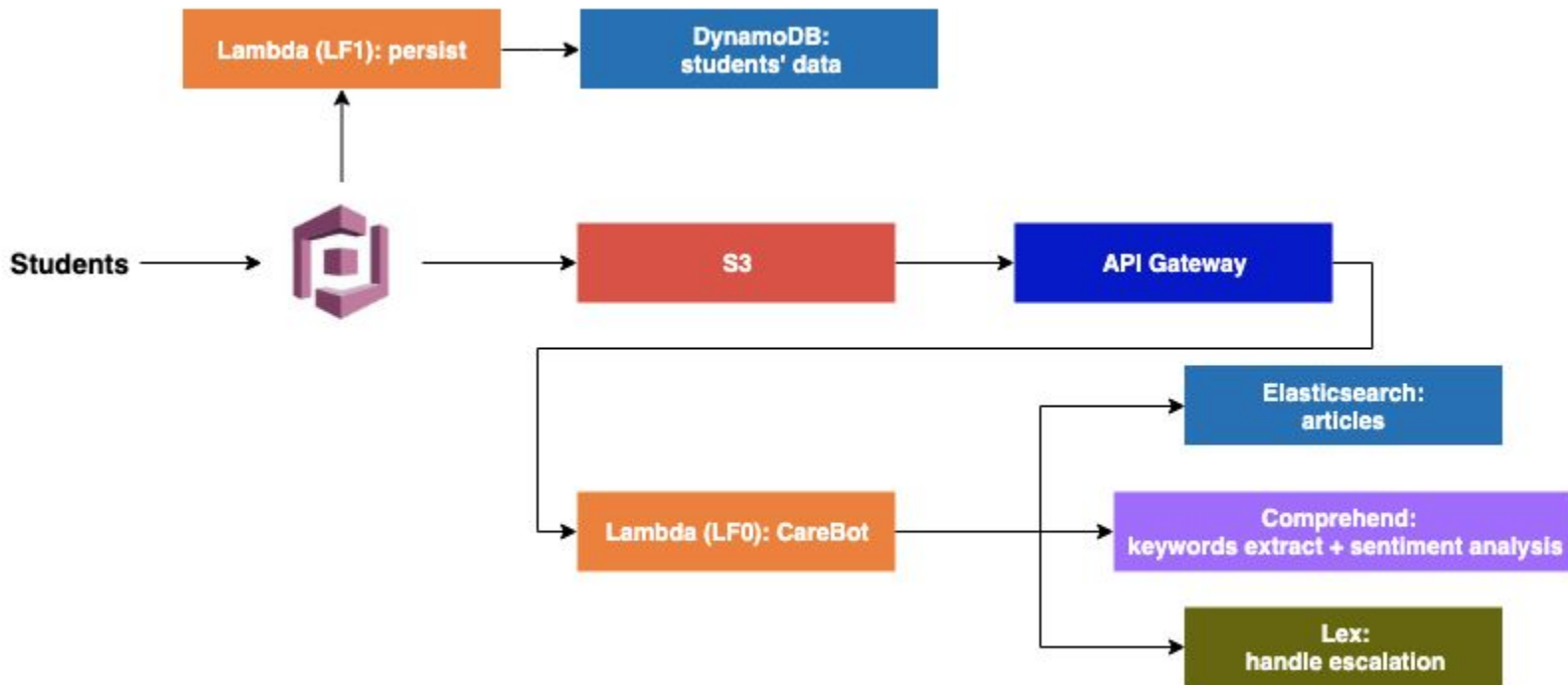
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- We want to build an end-to-end Lex counselling application that helps mitigate the long waiting issue with psychiatry appointments.
- Users of our app are college students and counselors.
- The bot will act like the primary caregiver and try to achieve the following goals:
 - Ask leading questions to help the user describe the problem
 - Categorize the issue according to some specified categories
 - Provide some simple resources to help the patient

Upon patient request, the bot can connect the patient to an available counselor.

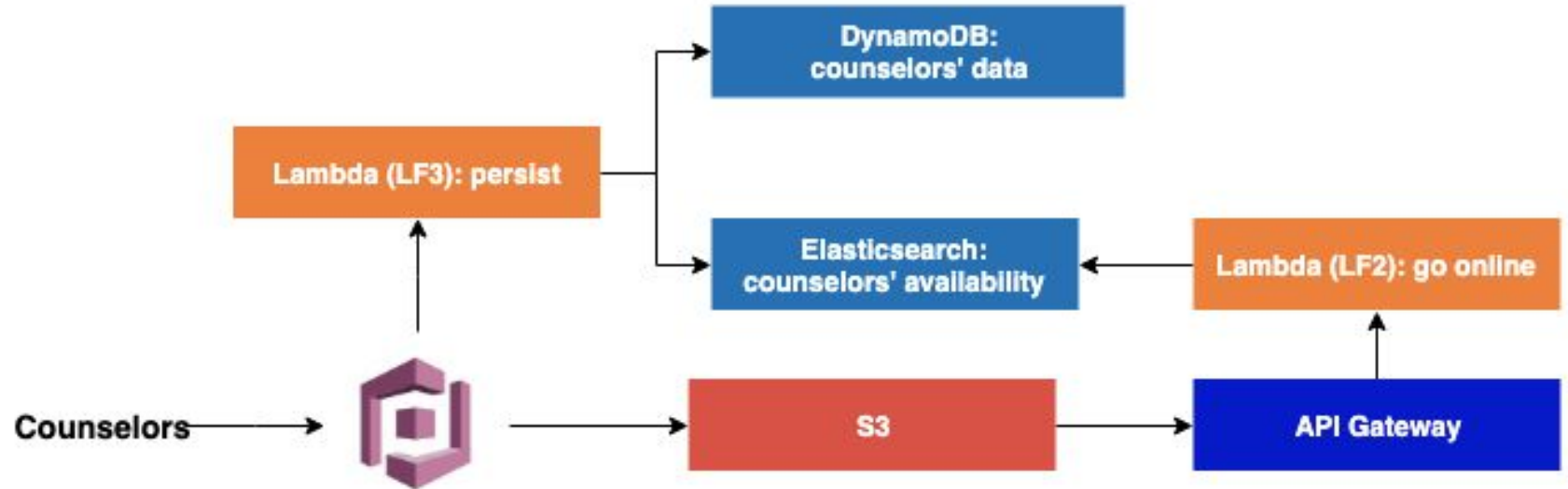


ARCHITECTURE





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FUTURE GOALS

- Store transcript → improve NLP model
- Store past sessions
 - Students can rebook
 - Counselors can manage the students better
- Integrate with a queue service (SQS or Kafka) when more services are added → improve scalability