

# 1. Introduction

## 1.1 Purpose of the Guide

This guide has been created to help users understand how to interact with HealthBot effectively. HealthBot is a virtual assistant deployed across multiple platforms to streamline access to healthcare services. From booking appointments to accessing lab results and managing insurance, HealthBot serves as a 24x7 digital gateway to your healthcare needs. This guide will help you explore all available features, set up your account, and understand how to use HealthBot responsibly and securely.

## 1.2 Who Should Use This Guide

This guide is intended for all patients, caregivers, and healthcare service users interacting with HealthBot across our hospital network. Whether you are a new user or have interacted with HealthBot before, this manual is designed to provide practical, easy to follow instructions and insights.

## 1.3 How to Use This Guide

The guide is structured in logical sections starting from the basics like account creation and moving into deeper topics such as scheduling services, handling billing, and understanding privacy controls. Each chapter focuses on a specific domain of services offered by HealthBot and is meant to be read independently or sequentially based on your immediate needs.

## 1.4 Overview of HealthBot

HealthBot is a conversational AI assistant developed to provide accurate and timely healthcare information. It automates routine tasks like appointment booking and bill payment while escalating complex queries to human agents when required. It integrates with hospital systems to provide real time updates on appointments, test reports, and billing. It is available across web, mobile app, WhatsApp and voice channels, ensuring that users can connect via their preferred medium.

HealthBot is not a replacement for doctors or emergency care. Its function is to guide users efficiently to the services they need, answer routine questions, and act as a gateway to human assistance where required.

## 1.5 Key Features and Benefits

- Instant access to hospital services round the clock
- Integrated with patient medical records for seamless assistance
- Supports multiple languages and is accessible via web, app, WhatsApp and voice
- Reduces waiting times and administrative workload
- Ensures security and privacy of all interactions

HealthBot is constantly learning and improving through feedback and user data (in anonymised form). Every interaction is a step toward more responsive and inclusive healthcare.

## 2. Getting Started

### 2.1 Supported Channels

HealthBot is designed to be accessible across the digital platforms our users prefer. Whether you are at home, on the move or at the hospital, you can reach HealthBot through several convenient channels that offer the same consistency in functionality and response accuracy.

The most widely used channel is our official website. On the homepage you will find the HealthBot icon in the lower corner. Clicking it opens the chat window where you can ask any question about appointments, test results, visiting hours or insurance. The web version supports full keyboard input and screen reader compatibility for accessibility.

If you prefer mobile access our official app delivers the same functionality in a touch friendly format. Once you log in with your registered mobile number and authenticate your session, you can speak or type your query to HealthBot. The app is optimised for all screen sizes and includes features like push notifications when lab results are ready or a prescription is about to expire.

For users who rely on WhatsApp, HealthBot is available as a verified contact. To activate the service simply send a greeting message to the hospital's registered WhatsApp number. You will receive an automated response confirming the session and from that point you can converse with HealthBot just like you do with friends or family. Messages are encrypted and the bot will prompt for verification if you ask personal or sensitive questions.

For patients who prefer voice over text we offer an interactive voice response system. When you call our central helpline you are greeted by a friendly recorded message. Say your intent clearly such as appointment or insurance help and your call will either be answered by HealthBot's voice module or redirected to the relevant human assistant. The IVR is especially helpful for elderly users or those who may be less comfortable with mobile applications.

Each of these channels is connected to the same core knowledge base and patient database so your experience remains seamless regardless of the entry point. If you begin a conversation on the app and later switch to WhatsApp the bot remembers the context so you do not have to repeat yourself. The only condition is that you must be logged in using the same phone number or verified credentials.

We continue to explore new platforms such as smart TVs and wearable devices. When these are launched, users will receive a notification through their preferred contact method with simple setup instructions. Our goal is to ensure that access to help and information is always a few seconds away no matter where or how you connect.

## **2.2 Creating and Securing Your Account**

To get the most out of HealthBot including access to your appointments, test results and prescription history you will need to create a secure account. This process is designed to be simple yet compliant with our data protection policies.

You can begin the registration process from the official website or the mobile app. Look for the sign up or create account button. Tap or click this button and you will be prompted to enter your mobile number. This number acts as your primary identifier within our system. Once entered, you will receive a six digit verification code via SMS. Enter the code to proceed.

After verifying your number you will be asked to complete your profile. Required details include your full name, date of birth, gender and a valid government issued identification number. These are necessary to avoid duplicate records and to match your profile with any previous visits you may have made to our facilities.

You will also be asked to set a four digit passcode. This passcode is used to re authenticate your session whenever you access sensitive data such as lab reports or billing summaries. For enhanced security we recommend choosing a number that is not

easily guessable. If your device supports biometric security such as fingerprint or face recognition you can enable it as an additional authentication layer.

Once your account is created you will be able to log in at any time using your mobile number and passcode. If you forget your passcode simply click on forgot passcode and follow the instructions to reset it. A temporary code will be sent to your registered number.

If at any point you suspect that your account has been accessed without your permission you can lock your account immediately from the app settings or by calling our helpline. Our security team will investigate and help you regain control.

All communication between your device and our servers is encrypted using industry standard protocols. We do not store your passcode in plain text and our internal systems undergo regular audits to ensure compliance with national and international data protection standards.

Users are encouraged to periodically review their profile for accuracy especially when there are changes in contact information or health insurance coverage. Keeping your records current helps us serve you better and ensures that alerts and notifications reach you without delay.

Your account is your gateway to personalised care. It helps us greet you by name, recall your preferences and provide continuity from one visit to the next. Creating and maintaining it carefully is one of the most important steps you can take to manage your health effectively.

## **2.3 Opt in, Consent and Privacy**

Before HealthBot can provide access to your medical information or process service requests on your behalf we require your explicit consent. Consent ensures that you remain in control of your data and that we only use it in ways you have authorised.

The first time you use HealthBot you will be shown a consent screen. This screen explains what data will be accessed such as your appointment history or test results and what actions may be performed such as scheduling or rescheduling visits. You must agree to these terms before proceeding.

You can change your consent settings at any time from the app's privacy menu. For example you may choose to allow HealthBot to view but not modify your data or to answer

general questions but not access your personal records. These preferences are saved to your profile and respected across all channels.

We also collect your consent to receive reminders, notifications and feedback requests. These are optional and you can opt out without affecting your ability to use the core services. Notifications help you stay updated about upcoming visits, pending bills and changes in operating hours.

All consent records are time stamped and stored securely. You can view your consent log to see what permissions you granted and when. If you withdraw consent HealthBot will immediately stop accessing your data and notify you that the session has ended.

Children under the age of eighteen must have their account created and managed by a legal guardian. The guardian must provide consent for each action taken through HealthBot. This safeguard ensures that minors are not exposed to information or services without appropriate oversight.

Privacy is not only about consent. It also involves limiting access, anonymising data where possible and training our staff to handle information responsibly. HealthBot follows a strict data minimisation policy. It only requests information that is directly needed for the task at hand and it purges temporary data after the session ends.

We do not sell or share your personal data with third parties. Any data used for improving the service is fully anonymised and cannot be traced back to individual users.

You can contact our Data Protection Officer if you have questions about how your data is handled or if you wish to lodge a complaint. The contact details are provided in the final chapter of this guide.

By taking the time to understand and configure your consent settings you help us serve you responsibly and build a relationship based on transparency and trust.

## **2.4 Data Protection and Compliance Overview**

As a healthcare organisation we are bound by strict legal and ethical obligations to protect the data you share with us. HealthBot has been built to meet the highest standards of data security and regulatory compliance.

Your data is stored in encrypted form on secure servers located in compliance with local data residency laws. Only authorised personnel can access these servers and access is

logged and monitored continuously. Any suspicious activity triggers an automatic alert to our information security team.

HealthBot complies with applicable regulations including the national digital health mission guidelines, electronic health record standards and any region specific rules on patient confidentiality. We regularly undergo external audits to confirm our compliance.

When data is transmitted from your device to our servers it is protected using end to end encryption. This means that even if the data is intercepted it cannot be read by unauthorised parties. Similarly when we send data back to your device it is signed and verified to prevent tampering.

Internal access to your data is granted only on a need to know basis. Staff members who are not directly involved in your care cannot view your records. Those who do access them are required to log the reason for access and these logs are reviewed periodically.

We also protect your data from accidental loss. Regular backups are taken and stored in geographically separate locations. In the unlikely event of a system failure we can restore your data quickly and safely.

HealthBot itself does not make medical decisions. It presents information drawn from validated sources and guides you to professional support when needed. This separation ensures that no action is taken based solely on machine logic without human oversight.

If there is a data breach you will be notified within the legally mandated time frame along with details of what occurred and what steps were taken to contain it. We believe in full transparency because your trust is our most valuable asset.

You can request a copy of your stored data at any time and we will provide it in a machine readable format. You can also ask us to delete your data in accordance with applicable data retention laws. All such requests are handled through a secure workflow to verify your identity before proceeding.

By choosing to use HealthBot you are placing your trust in our systems and processes. We take this responsibility seriously and strive to uphold it every day through robust security practices, ongoing staff training and open communication.

## 2.5 Accessibility and Language Support

Healthcare must be accessible to all regardless of physical ability, language preference or level of comfort with technology. HealthBot has been designed from the ground up to serve a diverse population and to reduce barriers that often exclude vulnerable users.

Users with visual impairments can use screen readers to navigate the web and app versions of HealthBot. We follow international accessibility guidelines to ensure that all interactive elements are labelled correctly and that the layout works well with assistive technologies.

For users with limited literacy or who prefer verbal communication the voice interface offers a convenient option. The IVR system allows users to speak their questions and hear responses read aloud in a natural tone. This is especially helpful for elderly patients or those from rural backgrounds.

Language support is built into every channel. HealthBot detects your preferred language based on your device settings or previous conversations and responds accordingly. Currently we support multiple regional languages and are adding more based on demand. You can switch languages at any time by typing the command change language followed by your preferred option.

For patients who are hearing impaired we provide visual transcripts of voice responses. These can be enlarged or slowed down to aid comprehension. We also avoid jargon in our responses so that users with limited medical knowledge can understand the message.

The mobile app includes options to adjust text size, contrast and colour themes to accommodate users with visual sensitivity or cognitive conditions. These settings are saved to your profile so you do not need to adjust them each time.

We work closely with patient advocacy groups to gather feedback on accessibility and to improve our design. Every major update is tested with real users from different backgrounds to ensure that no group is left behind.

If you encounter an accessibility issue or need help configuring your settings you can contact our support team through any channel. They are trained to handle such requests and will guide you step by step.

Health is a universal right. By making HealthBot inclusive and adaptable we take one step closer to ensuring that everyone receives the support they need in a way they can understand and use with dignity.

## **3. Patient Services**

### **3.1 Appointment Booking Workflow**

Access to the right clinician at the right time begins with a straightforward booking experience. HealthBot guides you through each step so that you never have to wonder what comes next or worry that a detail has been missed. The typical workflow starts when you open any supported channel and type or say the word appointment. HealthBot then asks a series of clarifying questions. First it confirms whether the appointment is for you or someone else whose profile you manage. Next it determines the purpose of the visit. Common categories include routine check-up, follow-up, new symptom, diagnostic review or second opinion. Based on your choice HealthBot recommends the most suitable specialty. For example a complaint of knee pain routes to orthopaedics while a routine vaccination routes to family medicine.

Once the specialty is chosen HealthBot presents the earliest available slots across all facilities within a reasonable travel radius. Each slot shows the doctor's name, the facility address and the wait time. If you need a different location or prefer a specific physician you can filter the list by typing the city name or the doctor's surname. When you select a slot the bot summarises the booking details and requests confirmation. After you confirm the slot is reserved in real time and a confirmation message is sent to your registered mobile number and email.

The message includes a unique booking reference, the date and time, the clinic location and any preparation instructions such as fasting or bringing medical records. You can add the appointment to your device calendar directly from the message on most smartphones.

If you need to cancel or reschedule you can do so up to two hours before the appointment without penalty. Simply type reschedule or cancel followed by the booking reference. HealthBot displays the available new times or asks you to confirm the cancellation. If a cancellation fee applies the bot informs you before proceeding.

For high demand specialties such as cardiology or oncology a pre visit form may be required. HealthBot sends a link to a secure questionnaire where you can enter relevant



medical history, current medications and insurance details. Completing this form in advance shortens your waiting time on the day of the visit.

HealthBot also manages reminders. You receive a reminder twenty four hours before the appointment and another one hour before. If you have location services enabled the one hour reminder includes an estimated travel time to help you leave on schedule.

In emergency situations you should bypass the booking process and call the emergency number or proceed to the nearest facility. HealthBot recognises red flag phrases such as severe chest pain or difficulty breathing and will immediately advise you to seek urgent care instead of scheduling an appointment.

### 3.2 Telehealth and Virtual Visits

Telehealth brings medical expertise to your home through secure video and voice consultations. To book a virtual visit start by requesting a telehealth appointment in any HealthBot channel. The bot confirms that your concern is suitable for virtual care. Conditions requiring physical examination or emergency action are redirected to in person care.

If virtual care is appropriate HealthBot offers time slots in the telehealth clinic. Choose a slot and confirm. You will receive a message with a secure meeting link and instructions for testing your device. We recommend using a smartphone or computer with a stable internet connection, a camera and a quiet environment.

Ten minutes before the visit HealthBot sends a reminder containing the meeting link. When you join you enter a virtual waiting room until the clinician logs in. The consultation proceeds like an in person visit. The clinician reviews your history, asks questions and may request you to perform simple movements so they can observe symptoms.

After the consultation the clinician may prescribe medication, request further tests or schedule a follow up. Prescriptions are sent electronically to your preferred pharmacy. If lab tests are required HealthBot guides you to the diagnostics scheduling process described in the next section.

A consultation summary is viewable in your account shortly after the call. This includes the diagnosis, recommended treatment and follow up instructions. You can replay the clinician's advice if you need clarification later.

### 3.3 Diagnostics and Lab Test Scheduling

Laboratory and imaging investigations support accurate diagnosis and treatment planning. HealthBot streamlines the scheduling process to save you time and reduce anxiety.

When your doctor orders tests, the order is immediately visible in your account. HealthBot notifies you and offers to schedule the sample collection or imaging slot. You can choose to visit the hospital lab, a satellite diagnostic centre or request home sample collection where available.

If you choose home collection the bot asks for your address, preferred date and a two hour window for the phlebotomist's visit. It also provides preparation instructions such as fasting, avoiding certain medications or staying hydrated. Once confirmed the appointment details are sent via SMS and email.

If you select an in facility slot HealthBot presents a list of available dates and times at nearby labs. It also indicates which tests require fasting. Select a slot and confirm. A token number is generated to reduce waiting on the day.

For imaging studies such as X-ray, CT scan or MRI you may need to sign a consent form. HealthBot preloads the form in your account. Review and accept it digitally to speed up check-in. On the day of the scan arrive fifteen minutes early with your identification document and any previous films.

Results become available according to test type. Routine blood counts are usually ready within six hours, while culture tests may take up to seventy two hours. Imaging reports vary from two hours for plain films to twenty four hours for complex scans. HealthBot sends a notification as soon as the report is signed off. You can view or download it from your account.

### 3.4 Prescription Renewal and Refill

For chronic illnesses or long term medication plans HealthBot simplifies prescription renewals and refills. Five days before your current supply is expected to run out the bot sends a reminder. You can reply renew to initiate the process.

If the prescription permits refills without a review HealthBot forwards the request to the pharmacy. You then choose pick up at the hospital pharmacy or home delivery. For home delivery confirm your address and choose a delivery window. Payment can be made through the app or upon delivery.

If your medication requires a physician review before renewal HealthBot schedules a brief teleconsultation. During the call the physician assesses your progress, checks for side effects and renews or adjusts the prescription as needed.

Once the prescription is renewed HealthBot updates your medication list. You can track each refill and receive reminders when it is time for the next cycle.

### 3.5 Vaccination and Immunisation Programs

Vaccinations protect individuals and communities from preventable diseases. HealthBot maintains an up to date immunisation schedule based on national guidelines. When you enter your date of birth HealthBot calculates which vaccines you are due for and when.

You can type vaccine status at any time to see your current coverage. If you are due or overdue HealthBot presents a list of available clinics and dates. Choose a slot and confirm. If you need multiple shots in a series the bot automatically schedules subsequent doses and sends reminders.

For mass campaigns such as influenza or COVID nineteen booster drives HealthBot can reserve group appointments for families or corporate employees. It generates individual booking references for each participant while keeping the group together in the same time window.

After vaccination the nurse records the batch number and date in your electronic record. HealthBot updates your immunisation certificate which you can download for travel or school admission purposes.

### 3.6 In patient and Day care Admissions

When your treatment plan requires admission HealthBot guides you through pre admission, admission and daily stay logistics.

Pre admission begins with a checklist. HealthBot verifies insurance authorisation, requests recent test results and collects your preferred room type. If you have insurance the bot prompts you to upload the authorisation letter. If you are self paying it provides an estimate based on diagnosis related grouping.

Admission day instructions are sent the evening before. These include fasting requirements, medication guidelines and items to bring such as identification documents, previous imaging and personal toiletries.

Upon arrival report to the admission desk where your booking reference is verified. You then proceed to the allocated room. A nurse completes initial assessment and explains ward routines including visiting hours, meal schedules and safety protocols.

During your stay HealthBot can answer non clinical questions such as today's menu, television channel guide or how to request housekeeping. Clinical care questions are escalated to the ward nurse or treating team.

If your condition permits early discharge HealthBot informs you of the tentative date so that you can make transportation and home care arrangements.

### 3.7 Discharge and Follow up Care

Discharge planning starts on the first day of admission. A multidisciplinary team coordinates medication reconciliation, physiotherapy instructions and follow up appointments. HealthBot provides daily summaries so you understand your progress.

On the day of discharge the nurse reviews your medication list and demonstrates any injections or wound care you need to perform at home. HealthBot then sends digital copies of the discharge summary, prescriptions and invoices.

You can request equipment such as a wheelchair or oxygen cylinder through the bot. It provides rental options and delivery arrangements.

Follow up appointments are scheduled before you leave. HealthBot reminds you forty eight hours before the visit. If you prefer a virtual follow up you can convert the appointment through the bot.

### 3.8 Medical Certificates and Reports

At times you may need official documents for work, school or insurance. HealthBot supports requests for medical fitness certificates, sick leave certificates, insurance medicals, surgical summaries and detailed bills.

To request a certificate type certificate followed by the purpose. HealthBot verifies your identity and checks eligibility. For instance a sick leave certificate requires a recent consultation or admission record. Once eligibility is confirmed the bot informs you of any fees and the expected processing time which is normally two working days.

When the document is ready HealthBot sends a notification. You can download an encrypted PDF or collect a printed copy from the medical records office. Each certificate

carries a QR code that third parties can scan to verify authenticity. The QR code links to a secure verification portal showing document status without revealing confidential details.

If corrections are needed you can request an amendment by replying to the notification. HealthBot forwards the request to the records team who review and issue a corrected document.

Keeping clear records supports your health journey and protects you from administrative delays. HealthBot's integrated approach ensures that every certificate and report is accurate, timely and accepted by external institutions.

## **4. Insurance and Billing**

### **4.1 Insurance Plan Registration**

HealthBot simplifies the process of linking your insurance plan with your patient profile. During your first interaction, you can type or say insurance setup. HealthBot asks for your policy number, insurer name, and primary insured name. You may be asked to upload a digital copy of your policy document.

The bot then verifies your details with our insurance backend. Once verified, your policy is stored securely and linked to your patient ID. If verification fails, the bot provides steps to manually verify the policy through our insurance desk.

### **4.2 Coverage Checker**

Before you book a service, you can check if it is covered by your insurance. Type or say check coverage followed by the procedure or specialty. HealthBot checks your linked policy and informs you of the coverage status, including copay percentage or pre authorisation requirements.

### **4.3 Pre Authorisation Process**

Some procedures or admissions require insurer pre approval. When a doctor prescribes such a procedure, HealthBot alerts you to begin the pre authorisation request. You confirm the details and HealthBot forwards them to the insurer. Once approved, you receive a notification and the service is scheduled. If approval is denied, you will be guided to appeal or choose self pay.

#### 4.4 Estimation and Billing Transparency

Before your visit or procedure, HealthBot can generate a cost estimate. Type estimate followed by the service name. The bot retrieves the most current rates and sends a breakdown including consultation, procedure, pharmacy and diagnostics.

#### 4.5 Bill Summary and Payment

Once your visit is complete, HealthBot compiles your bill. You can view a detailed summary including service dates, provider names and charges. To pay, simply type pay bill and choose online payment or in person payment. For online payments, secure gateways are available via UPI, card or wallet. You receive a receipt and payment confirmation instantly.

#### 4.6 Insurance Claim Tracking

If your visit was cashless under insurance, HealthBot allows you to track the claim. Type claim status and the bot shows the insurer's status including submitted, under review, approved or rejected. If additional documents are needed, HealthBot alerts you and provides upload options.

#### 4.7 Refund Requests and Dispute Resolution

If you believe you were incorrectly billed or charged, you can initiate a dispute by typing dispute followed by the bill ID. HealthBot logs your concern, assigns a reference number and routes it to the billing department. You will receive status updates every forty eight hours until resolution.

If a refund is applicable, HealthBot initiates it once approved and sends you a confirmation along with expected transfer timeline.

## 5. Support and Feedback

#### 5.1 Common Troubleshooting Steps

If HealthBot does not respond as expected, try these steps:

- Ensure you have a stable internet connection
- Log out and log back in to your app or channel
- Restart the chat or voice session

- Use clear and simple language to rephrase your query

If the issue persists, type talk to human or call the helpline.

## 5.2 Requesting Human Assistance

HealthBot supports human handover for complex needs. Simply type talk to human and the bot will connect you to a live agent in the relevant department. Available hours are displayed for each channel. Outside those hours, you can leave a message for callback.

## 5.3 Feedback and Suggestions

After every session or transaction, you are prompted to rate your experience. You can also submit detailed suggestions by typing feedback. Feedback is used to improve the bot's training data and overall service quality.

## 5.4 Reporting Errors or Misuse

If you encounter wrong answers or suspicious behaviour from any HealthBot instance, report it by typing report issue. The case is logged and escalated to our AI monitoring team.

## 5.5 Contacting Support

You can reach customer support through:

- Helpline number on the website
- Email support as listed in your HealthBot app
- Typing contact support in any chat channel

Support is available in multiple languages. All interactions are logged for quality monitoring.

HealthBot is a tool to empower you. Whether you are a tech savvy user or a first time visitor, this guide and our support team will ensure you feel in control of your healthcare experience.

# 6. Emergency Care and Urgent Assistance

## 6.1 Identifying Emergencies

HealthBot is designed to assist with many aspects of care, but certain situations qualify as medical emergencies that require immediate human intervention. These include but are not limited to chest pain, difficulty breathing, severe bleeding, loss of consciousness, seizures, or trauma. If you describe any of these symptoms, HealthBot will immediately advise you to contact emergency services or proceed to the nearest emergency room.

## 6.2 Emergency Contact and Routing

When you type or say emergency, HealthBot will respond with instructions tailored to your location. This includes the local emergency number, nearest hospital with an emergency department, and directions if you have location services enabled. HealthBot also offers a button to call emergency services directly if you are using a smartphone.

## 6.3 Escalation Protocol

If you use HealthBot to describe a situation that appears urgent but not immediately life threatening, the bot will ask clarifying questions to assess severity. If urgency is detected, your case is escalated to a live agent who can confirm your condition and guide you further. The agent may also inform hospital emergency services to prepare for your arrival.

## 6.4 Emergency Visit Summary

After an emergency visit, you can request a summary from HealthBot by typing emergency visit summary. The bot provides discharge instructions, medication list, follow up appointments and any pending investigations. These documents are stored in your account for future reference.

## 6.5 Non Emergency Urgent Care

For symptoms that are serious but not life threatening, such as high fever, minor fractures or allergic reactions, HealthBot recommends the nearest urgent care clinic. The bot provides wait times, operating hours and helps schedule a walk in or immediate visit.

# 7. Health Records and History

## 7.1 Accessing Your Medical Records

HealthBot offers access to your complete medical history including past consultations, lab results, imaging reports and prescriptions. Type my records or medical history to begin. The bot authenticates your identity before showing available categories.



## 7.2 Downloading and Sharing

Each record can be downloaded as a secure PDF. You can also share it with another doctor or hospital by typing share record followed by the recipient email. Records are encrypted and expire after a defined time.

## 7.3 Lab and Imaging Reports

HealthBot automatically fetches new reports as soon as they are released. You receive a notification and can view the result along with a plain language summary. If clarification is needed, you can book a review appointment from the same screen.

## 7.4 Medication History

Your past and current prescriptions are listed by date. You can review dosage instructions, refill status and request renewal if eligible. HealthBot also warns you about duplicate medications or interactions when adding new prescriptions.

## 7.5 Visit Summaries

Each in person or teleconsultation is logged with date, provider name, diagnosis and notes. Summaries are useful when seeing a new specialist or for insurance documentation.

# 8. Privacy, Consent and Data Rights

## 8.1 Your Data, Your Rights

You have the right to access, correct or delete your personal health data stored in HealthBot systems. Type data request to initiate a secure workflow. You will receive the data in a standard format and instructions to raise corrections.

## 8.2 Consent Management

At any point, you can view and update what permissions you have granted. Type consent settings to review your choices. You can withdraw access to sensitive data or limit bot usage to general queries.

## 8.3 Data Retention

Your data is retained only as long as necessary to fulfill care and regulatory needs. After the retention period, it is anonymised or deleted as per policy. You can request early deletion of your account and associated data.

#### 8.4 Security and Encryption

All records are encrypted in transit and at rest. Only authorised personnel with specific role based access can view your data. HealthBot's systems undergo regular audits and security updates.

#### 8.5 Policy Updates

If our privacy policy changes, you are notified through your registered contact channels. You must re accept the new terms before continuing to use HealthBot. Historical versions of the policy are archived for transparency.

## 9. Glossary and Definitions

### 9.1 Common Terms

- Appointment Slot: A confirmed date and time to meet a healthcare provider.
- Claim: A request made to your insurer for payment or reimbursement of services.
- Discharge Summary: A document describing your treatment and status upon leaving a hospital.
- Pre Authorisation: Insurance approval obtained before certain services are used.
- Triage: The process of evaluating the urgency of medical needs.

### 9.2 Abbreviations

- OPD: Outpatient Department
- IPD: Inpatient Department
- IVR: Interactive Voice Response
- OTP: One Time Password
- UPI: Unified Payments Interface

## 10. Appendix and Contact Information

### 10.1 Document Access

A digital version of this guide is available in the Help section of your HealthBot app and website. You can request a printed version at any hospital information desk.

## 10.2 Contact Channels

For urgent queries contact our helpline. For technical issues email our support desk. Addresses and numbers are updated regularly in the app.

## 10.3 Feedback on This Guide

To suggest edits or report errors in this document, type guide feedback in any HealthBot channel.