

# HealthMate AI

## *Elevating Healthcare Beyond Borders . Overview*

HealthMate AI is a cutting-edge healthcare application exclusively designed for the esteemed American Hospital. It introduces a transformative approach to post-operative care and remote health management, tailored to meet the unique needs of American Hospital patients.

### **A Seamless Three-Stage Experience:**

#### **1. Post-Operative Self-Service:**

- Access a curated catalog of recommendations for optimal post-operative recovery.

#### **2. AI-Powered Guidance:**

- Communicate directly with the application's AI, providing symptoms or images for personalized recommendations.

#### **3. Expert Engagement:**

- Connect directly with hospital professionals for specialized advice, ensuring timely and informed decisions.

### **Accessible Care for All:**

HealthMate AI extends its support to individuals seeking immediate health advice. By describing symptoms, users receive initial guidance, with the option for immediate consultation if needed.

### **The Future of Healthcare, Today:**

HealthMate AI redefines healthcare dynamics, offering immediate accessibility and personalized recommendations. It represents a pioneering leap towards a future where patient-centered care is the cornerstone of well-being.

Stakeholder Name	Role/Responsibility	Importance	Influence	Positive Impacts/Interests	Concerns	Communication Needs
<i>Hospital Administrators</i>	Management of the Hospital	High	High	Improved patient care, efficiency, and satisfaction	Data security and privacy, system reliability	Regular updates on system performance, feedback on patient satisfaction
<i>Healthcare Providers</i>	Doctors, Nurses	High	High	Enhanced patient outcomes, reduced readmissions, compliance	System usability, accuracy of AI recommendations	Access to patient data, AI recommendations, channels for direct communication with patients
<i>Patients</i>	Individuals receiving care	High	Low/Medium	Personalized and timely healthcare support	Privacy of personal health information, system reliability	Access to AI recommendations, ability to communicate symptoms/concerns, seamless transition between stages of care
<i>IT Team</i>	IT Specialists, Developers	Medium	High	System functionality, security, and data privacy	Technical challenges, system scalability	Technical updates, system maintenance, feedback on user experience and system performance
<i>Sales and Marketing Team</i>	Sales and Marketing Professionals	Medium	Medium	User acquisition, subscription growth	User retention, market competition	User feedback, marketing strategies, feedback on subscription offerings and pricing models
<i>Customer Support</i>	Customer Service Representatives	Medium	Medium	Addressing user inquiries, technical support	User feedback, system downtime	User feedback, technical support, reporting system issues/bugs
<i>Individuals (Non-Patients)</i>	Potential Users	Low	Low	Access to fee-based service and potential future patients	Perceived value of the service, cost concerns	Marketing and promotional efforts, user feedback on service experience
<i>Regulatory Authorities</i>	Government Bodies, Compliance Officers	High	High	Ensuring compliance with healthcare regulations and standards	Regulatory changes, potential legal implications	Updates on compliance requirements and potential changes in regulations affecting the application

