Use Case Description

Title: Local Pandemic/Epidemic Real-Time Information Chatbot for Nova Scotia

Context & Motivation:
During public health emergencies such as the COVID-19 pandemic, residents of Nova Scotia frequently seek immediate and reliable updates regarding case numbers, travel regulations, and public health guidelines. The overload of information from various sources often leads to confusion or misinformation. There is a clear need for a centralized, real-time chatbot that can guide users through authoritative and locally relevant data.

Primary User Pain Points:
1. Difficulty accessing up-to-date COVID-19 case numbers at the local level (e.g., Halifax, Nova Scotia).
2. Confusion regarding ongoing or lifted travel restrictions and testing requirements.
3. Inability to easily locate trusted public health guidance from provincial and federal sources.
4. Risk of mistaking chatbot information for medical advice due to lack of proper disclaimers.

Use Case Summary:
The chatbot allows users to query real-time (current date : 2023-09-13), localized pandemic or epidemic data in natural language. It retrieves structured information from an authoritative knowledge base sourced from Nova Scotia Health, the provincial government, and the Public Health Agency of Canada. The chatbot provides clear responses to questions such as current case numbers or travel rules while explicitly disclaiming any diagnostic or treatment advice.

Typical User Questions:
1. "How many COVID-19 cases were detected in Nova Scotia last month?"
2. "Are there any travel restrictions to Nova Scotia now?"

Success Criteria:
1. The chatbot accurately retrieves local data (e.g., "440 PCR positive COVID-19 cases in August 2023").
2. It informs users about lifted travel restrictions with proper timelines and context (e.g., as of October 1, 2022).

Disclaimer:
This chatbot does not provide medical diagnosis or treatment. For any health-related concerns, users should consult a licensed healthcare provider.