MES COLLEGE OF ENGINEERING-KUTTIPPURAM DEPARTMENT OF COMPUTER APPLICATIONS 

RLMCA352 - MAIN PROJECT

PRO FORMA FOR THE APPROVAL OF THE FINAL SEMESTER PROJECT

*(Note: All entries of the pro forma of approval should be filled up with appropriate and complete information. Incomplete Pro forma of approval in any respect will be rejected.)*

Academic Year

: 2023

Year of Admission : 2021

Admission Number : 16630

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Signature of the Student:

1. Title of the Project : **Health Chatbot: Design, Implementation, Acceptance and Usage Motivation**
2. Name of the Guide :

## Comments of The Project Guide

Initial Submission :

Approval Status : Approved / Not Approved Dated Signature of Guide HOD First Review :

Second Review :

## 

## Comments of The Project Coordinator

Initial Submission:

First Review

Second Review Dated Signature of Project

Coordinator:

# Health Chatbot:Design, Implemention, Acceptance and Usage Motivation

## VISHNU NAIR(MES21MCA-2059)

**INTRODUCTION**

The health chatbot application created on the Chatfuel platform. This application allows people to interact with the health chatbot in the same way as they do with other people. The health chatbot identifies their symptoms through a series of queries and guides them to decide whether or not to go to doctor. Such application can be of great benefit to people who are not sure whether their symptoms are transients or require a response to a doctor for detailed tests. It also offers advice to users on minor illnesses, and in that way, encourages people to take appropriate measures to stay healthy, which is a great example of promoting a healthy life. For the purpose of this research, an end-user survey was created and conducted with aim to collect the users’ opinion regarding the acceptance and usage motivation of health chatbot. The results showed good acceptance and usage motivation of health chatbot.

## OBJECTIVES

The objective of health chatbot design, implementation, acceptance, and usage motivation is to create a tool that is accessible, convenient, and effective in improving the health and well-being of individuals. By addressing these objectives, it is possible to create a health chatbot that is well-received by users and that has a positive impact on the way people access and receive health information and support.

## MOTIVATION OR RELEVANCE

Health chatbots provide users with 24/7 access to health information, allowing them to receive quick and accurate responses to their questions, as well as help manage their health and wellness. These chatbots can be designed to provide personalized health recommendations, track symptoms, and assist with managing chronic conditions.

The design of a health chatbot is critical to its success and user acceptance. The chatbot should be easy to use and understand, with a user-friendly interface and clear instructions. It should also be designed with privacy and security in mind, to ensure the protection of sensitive health information.

Acceptance of health chatbots can be improved by incorporating features that are in line with users' needs and expectations, such as the ability to provide relevant and trustworthy information, and the ability to handle multiple tasks and interactions. Additionally, involving users in the design and testing process can also help to improve acceptance and usage motivation.

Ultimately, the motivation for using a health chatbot will depend on individual users' needs and preferences. For some, the convenience and accessibility of having health information readily available may be the primary motivator. For others, the ability to track symptoms and receive personalized health recommendations may be the key factor. Regardless of the specific motivation, health chatbots have the potential to provide a valuable and convenient tool for individuals to manage their health and well-being.

## PROBLEM DEFINITION

Design: How to create an effective and user-friendly health chatbot that meets the needs of the target audience and provides accurate and reliable information.

Implementation: How to integrate natural language processing (NLP) and machine learning techniques into the design of the health chatbot to enable it to understand and respond to users' queries in a conversational manner.

Acceptance: How to ensure that the health chatbot is widely adopted by the target audience and meets their expectations and needs.

Usage Motivation: What factors influence the usage of health chatbots, and how to design health chatbots that are aligned with these factors to increase their usage and effectiveness.

## BASIC FUNCTIONALITIES

**ADMIN**

* Login
* Add & Manage Expert
* View complaints and send reply
* Block or unblock expert
* Add or manage disease
* Add & manage home remedies
* View rating

**Expert**

* Login
* Add and manage symptoms
* Chat with users
* Add & manage suggestions

**USERS**

* Registration
* Login
* View and update profile
* Chatbot
* Disease prediction
* View experts
* Chat with experts
* View suggestions
* View home remedies
* Send complaints and view reply
* Send rating

## TOOLS / PLATFORM, HARDWARE AND SOFTWARE REQUIREMENT

**HARDWARE REQUIREMENTS**

The selection of hardware is very important in the existence and proper working of any of the software. When selecting hardware, the size and capacity requirements are also important. The hardware must suit all application developments**.**

Processor : i3 or above.

System Bus : 32 Bit or 64 Bit

RAM : 4GB or Above

HDD : 500 GB or Above

Monitor : 14”LCD or Above

KeyBoard : 108 Keys

Mouse : Any Type of mouse

Mobile : Android supported mobile phone

**SOFTWARE REQUIREMENTS**

One of the most difficult tasks is selecting software, once the system requirement is find out then we have to determine whether a particular software package fits for those system requirements.This section summarizes the application requirement.

Operating System : Windows 8 or above

Frontend : Html, Css,Bootstrap

Backend : Python, Java

Database : MySQL

IDE : Android Studio /JetBrains PyCharm