

要冠宇-基于知识图的健康助手论文讲解

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A Knowledge Graph Based Health Assistant

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Abstract

With the rapid development of artificial intelligence, especially natural language processing technologies, chatbots have been designed and implemented for various use cases, ranging from e-commerce customer service to travel reservation agents. In the area of healthcare, it is of great importance to develop an intelligent personalized health assistant chatbot that can help people analyze their medical symptoms and pay more attention to their health. In this paper, we introduce a medical knowledge-based dialogue system that acts as a health assistant which provides medical advice and nutrition suggestions based on user's disease symptoms reported via chat. With the construction of a medical knowledge graph, our chatbot system can ask about related symptoms and achieve a more accurate search range of possible diseases. With well-designed algorithms, it efficiently matches symptoms against its medical knowledge base and recommends a suitable diagnosis. Our health assistant chatbot was launched in 2018 and has served tens of thousands of users who are always working in Dali Chuxing (DIDI) online ride-sharing platform.

1 Introduction

As the internet economy booms, tens of millions of drivers work in the online ride-sharing platform for better job flexibility. Epidemiological report [1] reveals that some characteristics of occupational exposure in drivers (e.g., stress, traffic, sedentary, inhaling exhaust, exposure to noise) may lead to certain medical issues such as cardiovascular diseases and musculoskeletal disorders. As per the goal in the Sustainable Development Goals for the period 2015-2030 [2], while providing job opportunities, sustainable economic growth requires to create safe and decent working conditions that allow people to have quality jobs that stimulate the economy. In order to enhance working environment and lower health risk for ride-share drivers, we develop a personalized health assistant chatbot by leveraging advanced technologies in artificial intelligence and machine learning. This health assistant

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