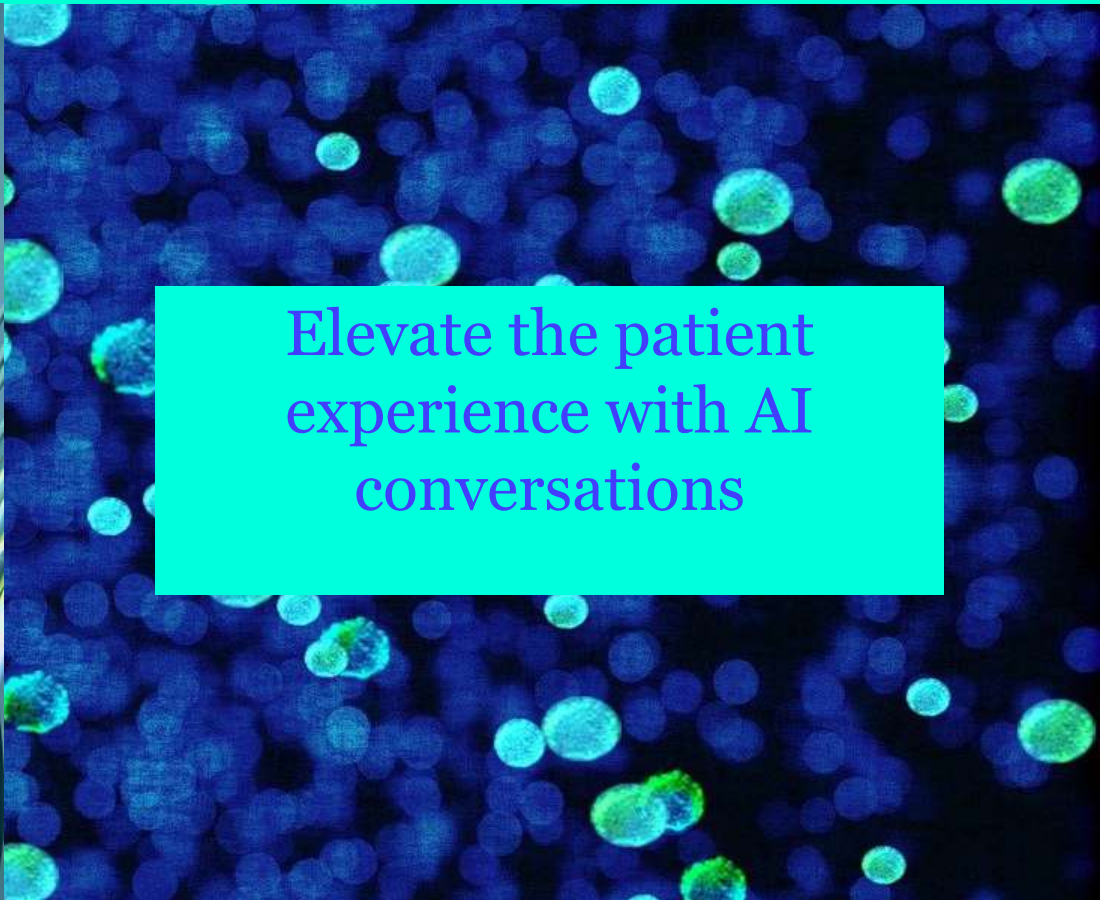


Conversational Ai for Hospitals

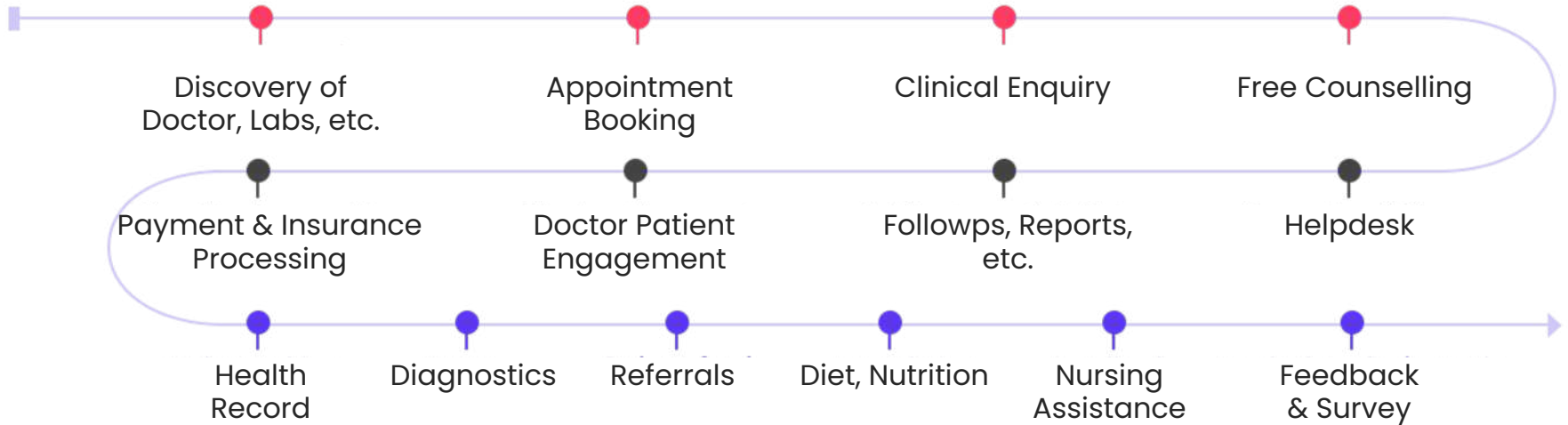


Elevate the patient
experience with AI
conversations



Conversational engagement across the patient's journey

● Pre-purchase ● Purchase ● Post-purchase



-33%

Patient Acquisition costs

+49%

Adherence and Retention

-42%

Support Cost

Discovery of Doctor, Labs, and other Healthcare Facilities

Hospital chain allows patients and caretakers to discover doctors and book appointment at the nearest clinic/hospital

Customer Journey

- Share location to see available doctors and lab facilities in their area
- Know the detailed information about the doctor, such as specialization, years of experience, etc.
- Book appointment as per the availability of doctor and patient



Counselling on Chat & Call

Hospital allows patients to speak with doctors and nurses without the need of physical visit.

Customer Journey

- Directly connect with preferred doctors and nurses based on availability
- Tele-consultation through chat, audio, and video
- Get instant help on complex health queries



Access reports and health records

Healthcare provider gives access to Electronic Medical Records (EMR) on messaging channels

Customer Journey

- Authenticate patient details such as Name, Email, Patient ID, etc.
- Access complete health record on PDF and other formats
- Get past prescriptions
- Get reports to tests done in a particular month

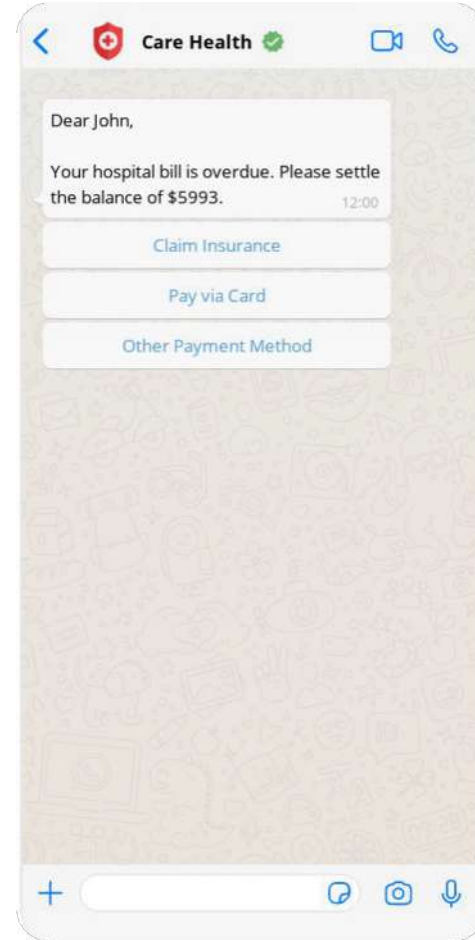


Payment & Insurance Processing

Hospital allows patients to pay the bills and file health insurance claim on a chat interface

Customer Journey

- Choose to pay from a variety of methods
- Claim insurance by providing policy number and perform authentication to complete claim process
- Get notified when the claim has been settled



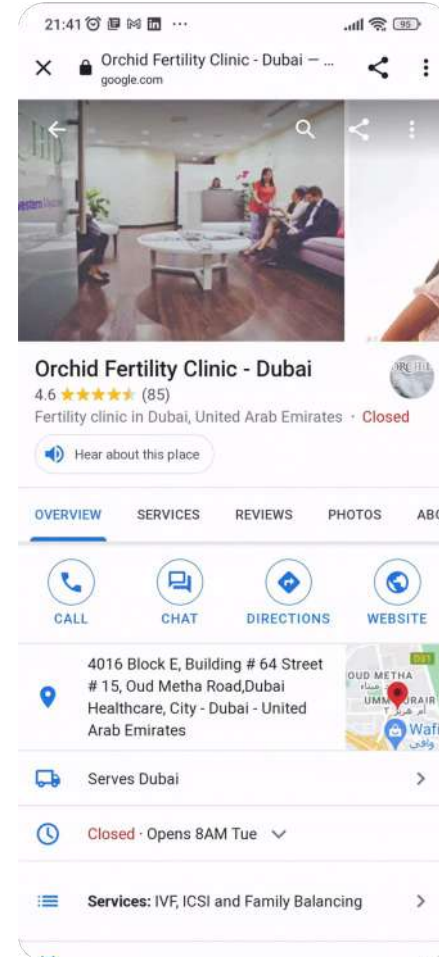
Appointment booking, lead gen, live support



Dubai's trusted fertility clinic helps customers book appointments and offers live chat support in English and Arabic from Google Search and Maps

Customer Journey

- Customer discovers GBM chat icon from Google Search and Map and selects from Arabic and English
- Shares their contact information to book an appointment
- The bot connects the customer to a live agent for further support
- Can reschedule or cancel appointments over chat



Diagnostic Facility, Appointments, and more



Healthcare services company offers online doctor consultations, lab tests, and hospital booking services through WhatsApp

Customer Journey

- Customer provides details such as name, email, Date of Birth to get started
- Choose from a variety of services such as Lab Test, Medicine Purchase, Doctor Appointment, Hospital Services, and Allied Services
- Schedule service by providing date and time
- Get assistance from live agent to proceed further



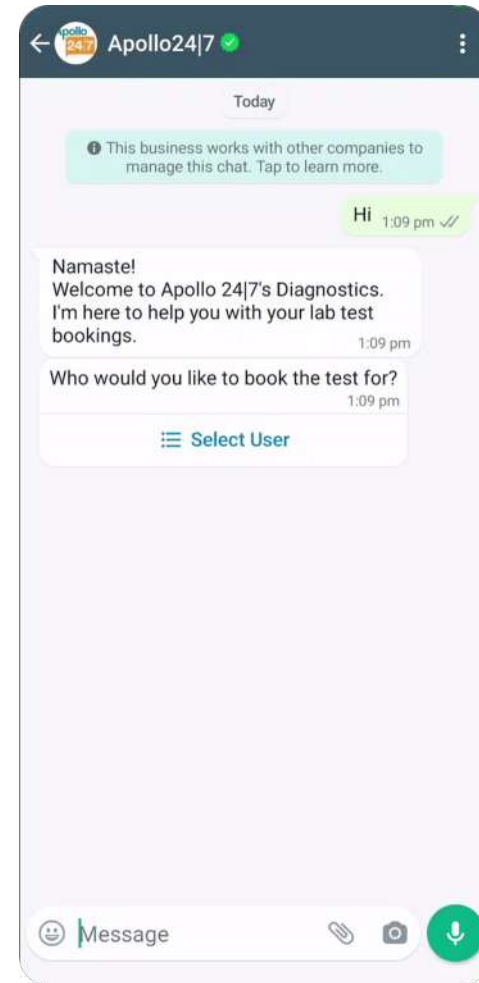
Lab Test Booking



Leading integrated healthcare service provider allows users to book lab tests on WhatsApp

Customer Journey

- The bot fetches customer details from past engagements, and asks the user to select the patient name and address
- User can upload prescription or search for tests
- After selecting the test, the user selects date and time to schedule the test
- Finally, the user chooses payment option and gets confirmation on test scheduling



1-Click-Authentication

Reduce friction with OTP-less authentication for login

Customer Journey

- For logging in, patient clicks on on 'Sign In with Whatsapp' button on a mobile device
- Patient is taken to a WhatsApp screen with a pre-populated message
- After sending authentication message, patient receives Token based Authentication link on the same thread
- The patient stays logged in through device binding technology

