Health Bots: Providing Care, One Chat at a Time
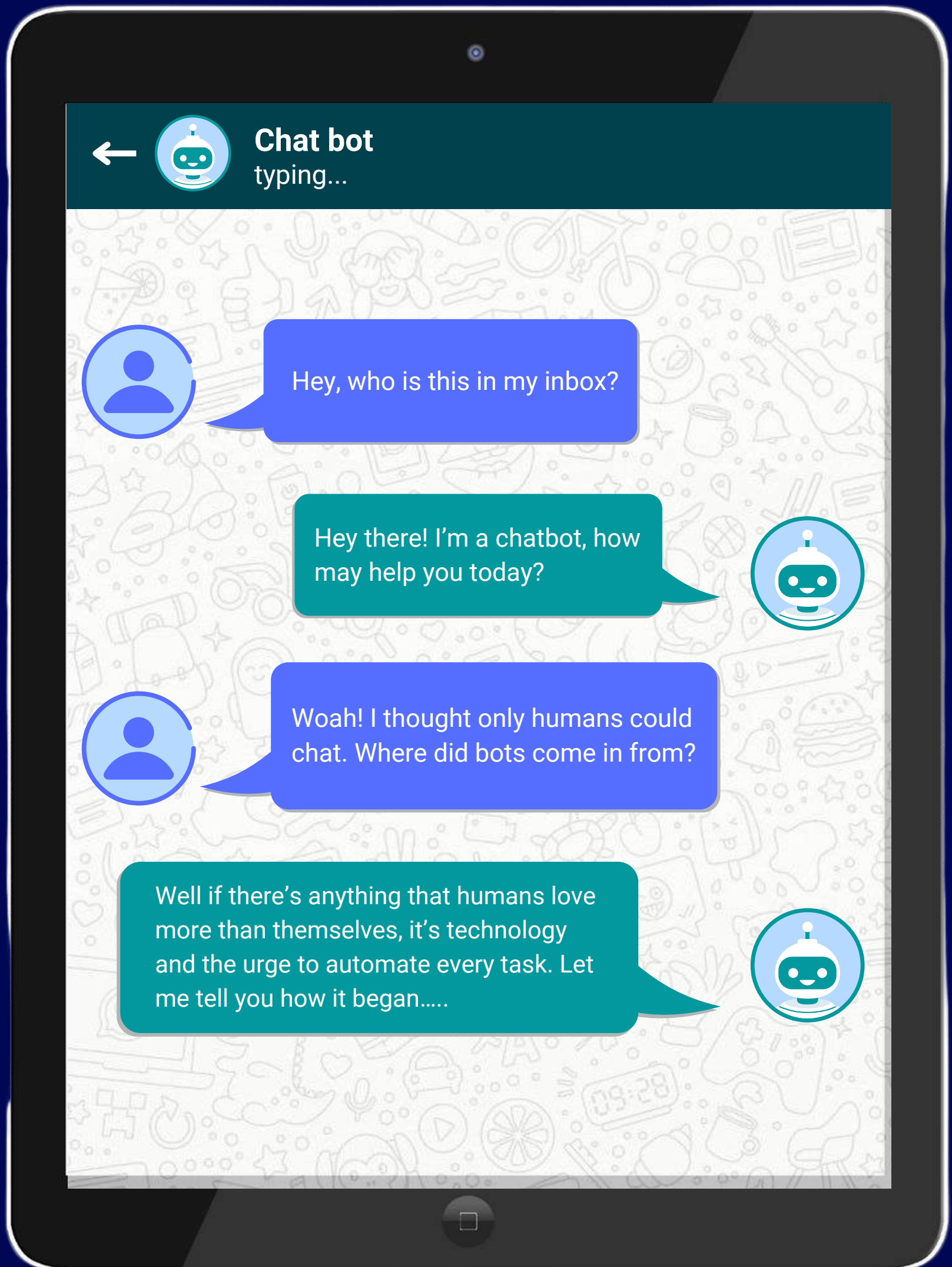
Once Upon a Time There was an Elizabot....

~A Brief History of the Chatbot Journey~

1966

Eliza
World's 1st chatbot, could mimic responses of physiotherapist

Parry
Could imitate Schizophrenic patients to help physicians with treatment planning

1972

2001

SmarterChild
Provided misc. information from internet, laid foundation for Siri and Alexa

IBM Watson
Answered questions in natural spoken language

2006

2010

Siri
Apple's virtual assistant, uses voice queries to help users

Bots for messenger
FB messenger became a platform for various businesses to run their independent chatbots

2016

2017

Woebot
A healthbot that provides free mental health therapy

Source: Smartsheet

Health Bot, What is That?

A healthcare chatbot is an AI program that can interact, respond, advise, assist, and converse with humans for better patient engagement and reduction of provider workload.

Like every technology, chatbots also need a governing law. As of now, there is **no global body in charge of it**. It is every business's responsibility to follow its country-specific privacy, data storage, and technology laws.

Types of Chatbots in Healthcare

There are 3 kinds of medical chatbots which differ in type of solutions they provide, level of communication, and the manner of conversation.

Informative

1st gen of chatbots developed to provide information about diseases, hospital queries

Conversational

2nd gen, developed to answer specific queries of the patient

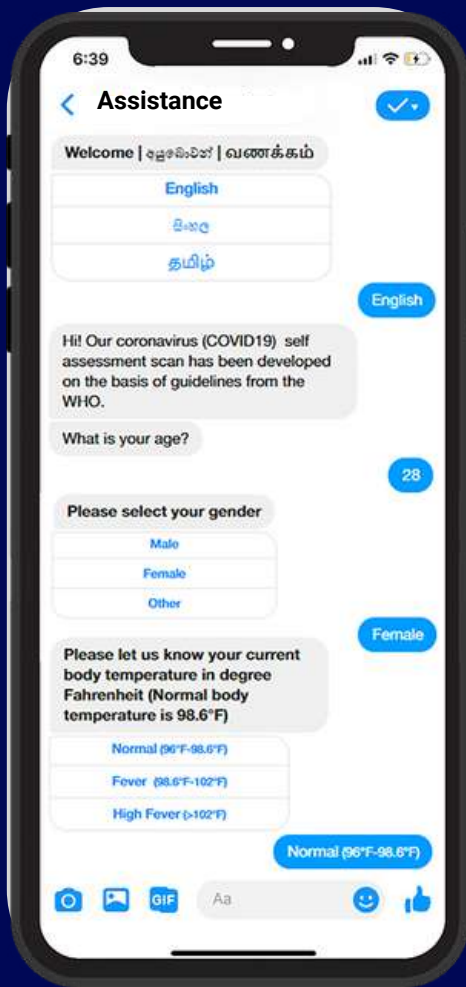## Prescriptive

3rd gen, most advanced. These provide guidance, diagnosis & therapeutic solutions
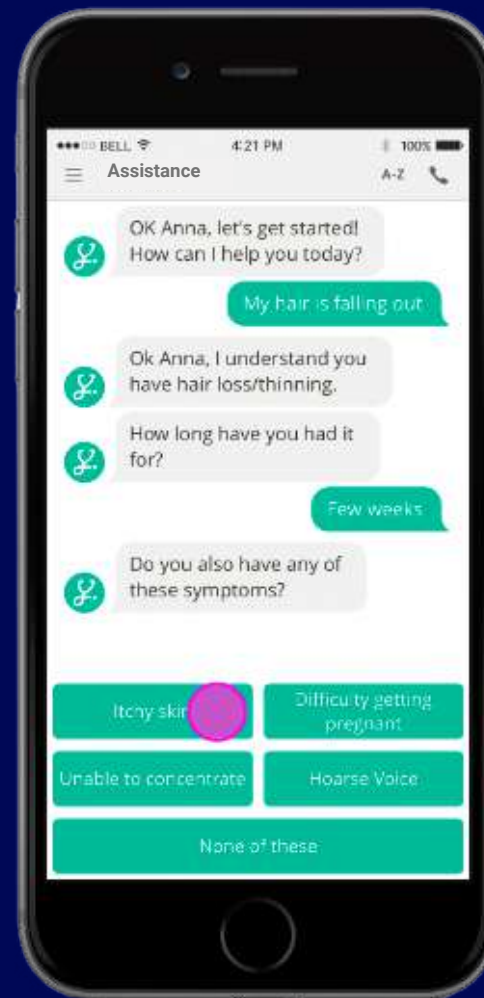
A peek Into the Conversations...

Informative Chatbot

Informative chatbots offer useful data for users, sometimes in form of breaking stories, notifications, and pop-ups. Usually, these bots offer automated client support and data.

Conversational Chatbot

Conversational chatbots are developed for being contextual tools that offer responses depending on users' purpose

Prescriptive Chatbot
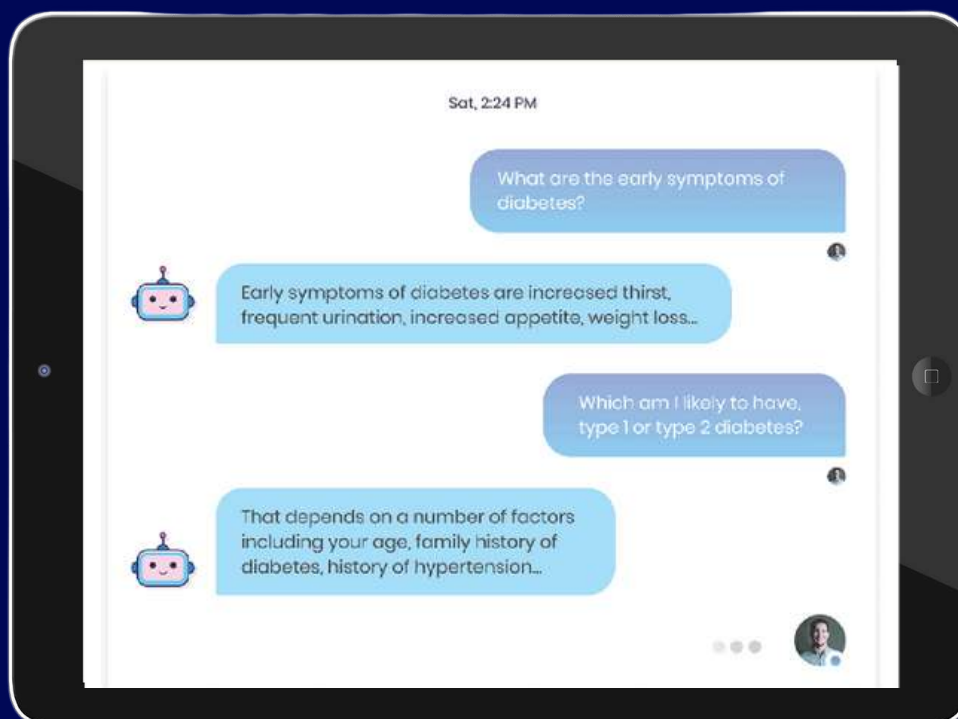
Prescriptive chatbots are conversational by design, they are developed not only for offering direction or answers but also for providing therapeutic solutions

Sources: WebMD, Florence, Woebot

Chatbot Has Got Your Back at Every Step of Your Health Journey

Offer general health advice

Find nearest healthcare provider

Schedule appointments, Onboard new patients

Provide pre & post operation information

Answer questions on medications

Collect feedback, Manage customer support

Treatment via text therapy

Answer FAQs

Provide updates on claims
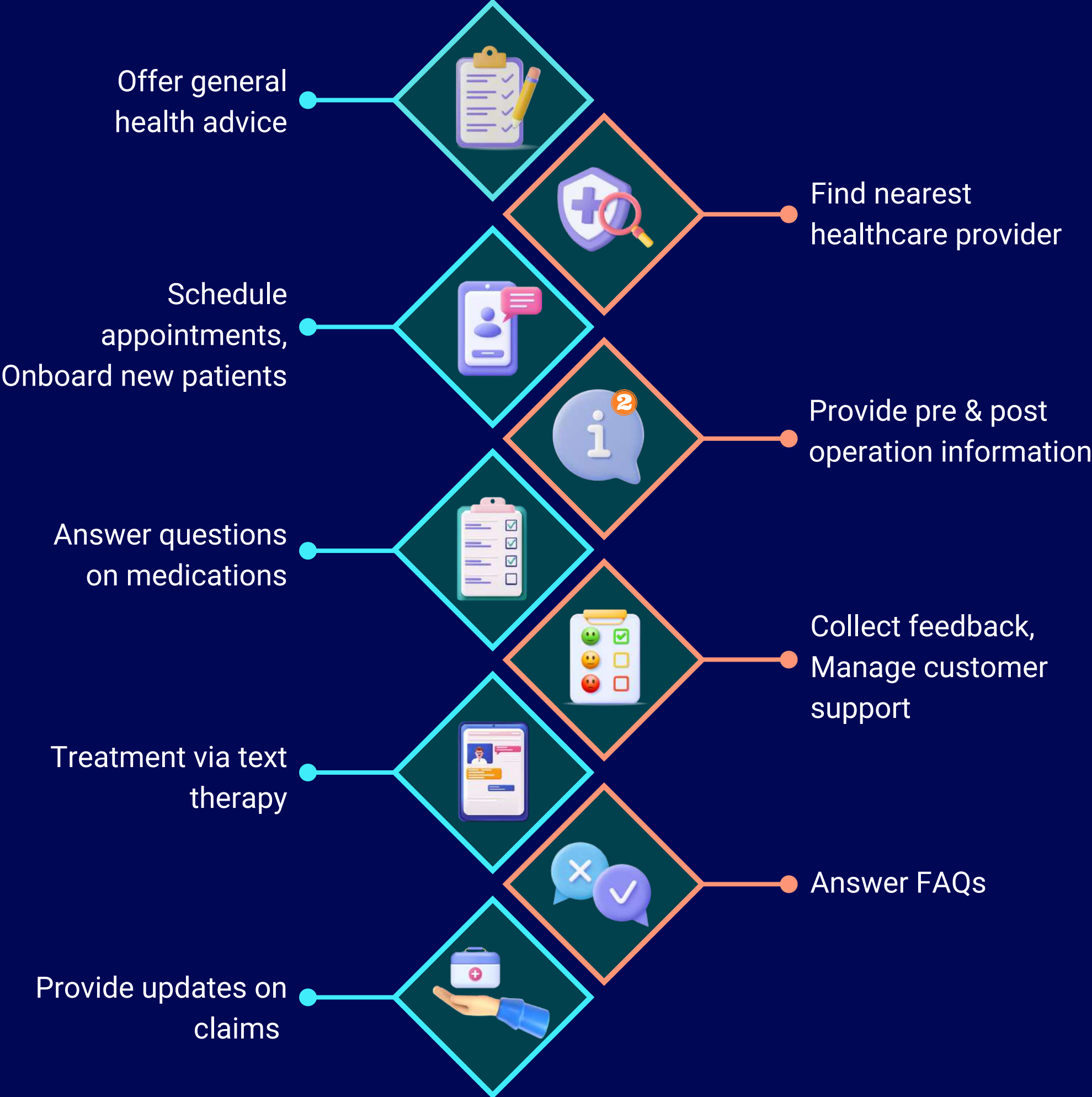
Today, 1.4 Bn People are Using Chatbots, Here's Why.....

$482 Mn
2025

21% CAGR

$105 Mn
2017

Market Value Projection
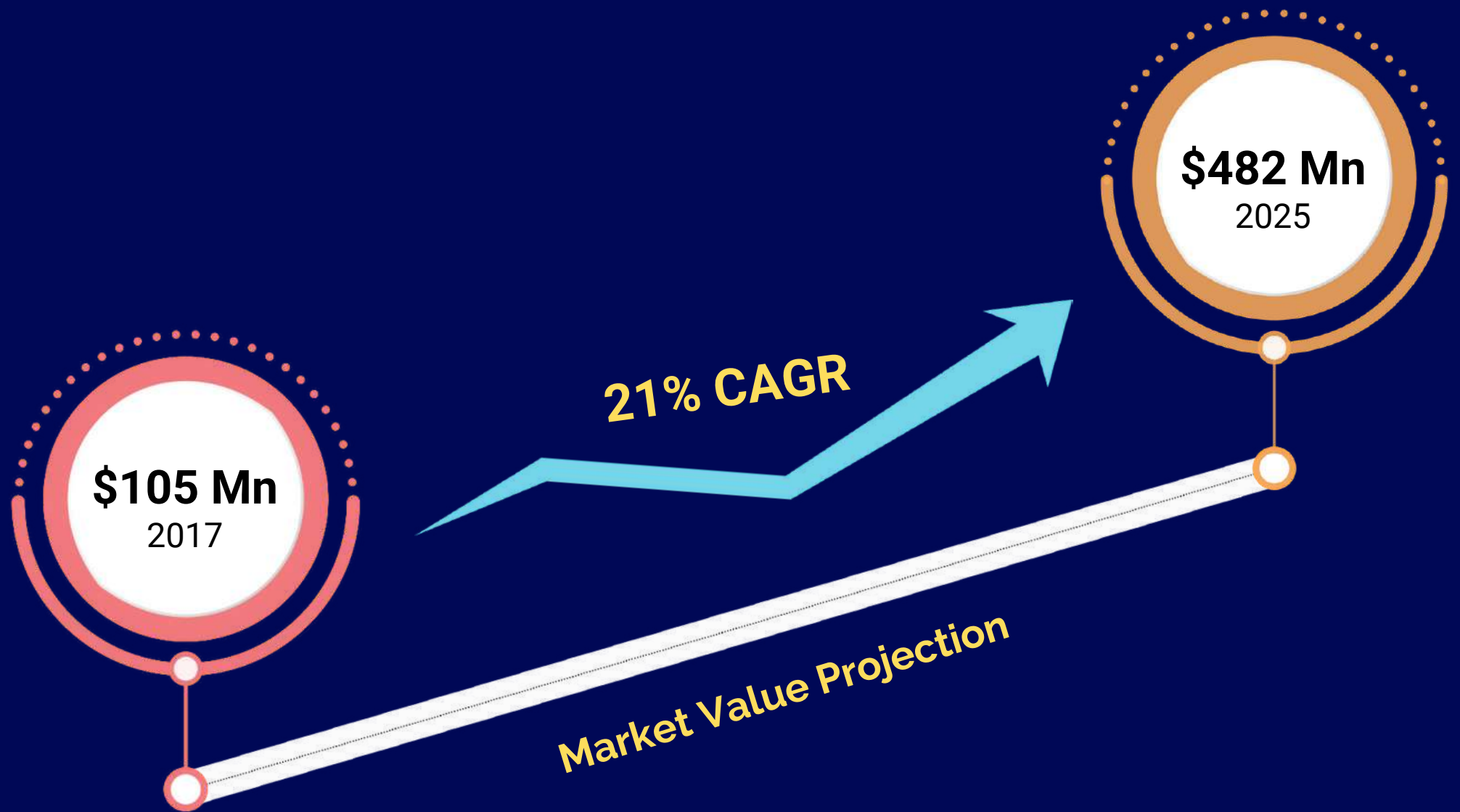
Growth Drivers Behind Increased Usage

- Increase in mobile phone usage
- Increase in demand for virtual care due to Covid-19
- Rising adoption rate of healthcare apps
- Lack of physicians in midst of increasing healthcare demands
- Rise in healthcare funding and investment in AI

The 2 Sides of a Chatbot...

Benefits

24/7 Access
Anytime, anywhere access to healthcare information

Rapid Deployment
Can be deployed within days to weeks (e.g. COVID-19 chatbots)

Low Cost
One chatbot can service thousands of customers

Customer Satisfaction
Results in improved customer engagement

Challenges

Accreditation
Current standards of regulating chatbots are not enough

Privacy
No clarity on privacy and accessibility of e-health records

Legality
No ownership for wrong diagnosis

AI Governance
Lack of transparency and explainability of AI-powered systems

There are About 102 Healthcare Chatbot Companies Globally

Investors have invested more than **$800 Mn** in a variety of companies over the past two years that are creating chatbots and other AI-enabled platforms for health diagnosis and treatment recommendations.

Ada
Provider of AI-driven personalized healthcare platform

Funding: $167 Mn

Suki
Provider of AI-backed and voice-enabled solutions for medical documentation

Funding: $95 Mn

CloudMedx
Streamlining clinical encounters and optimizing patient and financial outcomes through predictive analytics

Funding: $13 Mn

Wefight
Provider of a chatbot for patient treatment

Funding: $14 Mn

Synapse Medicine
Provides virtual assistant for drug prescription

Funding: $39 Mn

Syllable
Provider of an AI-based digital assistant for healthcare communication system

Funding: $86 Mn

Orbita
Provider of conversational AI virtual assistant for healthcare

Funding: $16 Mn

Loyal
Provider of a price transparency solution to the health systems

Funding: $13 Mn

Woebot Health
Provider of an online chat-bot platform for mental health

Funding: $114 Mn

MesDocteurs
Provider of teleconsultation and telecommunication platform

Funding: $1 Mn

Chatbots are Changing the Face of Indian Healthcare

Sapio Smart Healthcare, a division of Indian govt. advisory firm **Sapio Analytics,** launched an empathetic chatbot to assist patients from rural and remote areas in India

Indian pharmaceutical company **Lupin** launched India's first chatbot for patients - **ANYA** Provides medical information and addresses queries

WhatsApp, in partnership with non-profit Girl Effect, will be launching the chatbot 'Bol Behen' to help adolescent girls with general health and sexual wellbeing

SnehAI, an AI chatbot, housed on FB Messenger, provides a space for young people to learn about issues related to sexual & reproductive health

FitCircle is an Indian company that offers a health and fitness chatbot named Zi. It provides personalized diet plans, workout schedules and consultation

Kauvery Hospital launched a website chatbot, that provides information on departments, doctors, careers, appointment booking, etc.