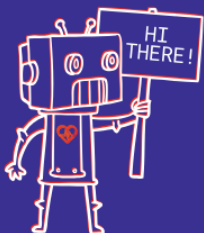


CHATBOTS IN HEALTHCARE



What is a chatbot?

A computer program that uses artificial intelligence (AI) to simulate human conversation over the internet via text messages within websites or apps

What can a chatbot do?

- Schedule appointments
- Onboard new patients
- Provide pre- & post-operation information
- Triage symptoms
- Offer general health advice
- Answer questions on medications
- Find healthcare providers
- Select, change, or update healthcare plans
- Answer frequently asked questions
- Provide updates on claims
- Collect feedback
- Manage customer support

BENEFITS TO YOUR HEALTHCARE BUSINESS

\$150B

amount the healthcare industry could save with chatbots

73%

live chat's satisfaction rate when it comes to customers interacting with businesses

90%

of businesses report faster complaint resolution with bots