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A Survey on Healthcare Virtual Assistant Using Generative AI

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Abstract: ***Documentation is a clumsy task for the front- desk staff. They've to fill in patient data, schedule appointments, and attend to patient queries. Even healthcare providers must enter EHR data, which takes a lot of time, and they end up spending lesser time with their patients. In the evolving landscape of healthcare administration, the burden of administrative tasks continues to challenge healthcare professionals and institutions. However, with generative AI, doctors can produce clones of patient data and automate form- filling tasks. It can also be integrated with EHR for documentation work. This project introduces a result — a generative artificial intelligence (AI) system designed to ease administrative burdens and enhance operating efficiency. By employing the power of AI, this web- grounded platform aims to streamline administrative processes, automate routine tasks, and facilitate absolute communication between patients, medical staff, and administrative personnel.***

The proposed website leverages advanced generative AI approaches to tackle crucial administrative challenges. Through natural language processing (NLP) and image analysis, the system interprets unstructured data such as medical notes, images, and documents. It enables automated documentation generation, medical coding and billing, appointment scheduling, and patient inquiries through a responsive and user-friendly interface.

Keywords: Artificial intelligence (AI), EHR data, Natural Language Processing, etc.

I. INTRODUCTION

In an era marked by technological advancements, we present a solution that harnesses the power of generative artificial intelligence (AI) to address one of the most persistent challenges in the healthcare industry: administrative burden. Our innovative web-based platform is designed to revolutionize healthcare operations by significantly reducing administrative tasks, streamlining processes, and enhancing overall efficiency. Healthcare professionals around the world dedicate a substantial amount of time to administrative duties, diverting their attention from providing quality patient care. Our website is poised to change this paradigm, offering a comprehensive suite of tools and functionalities that automate routine tasks, facilitate seamless communication, and empower medical staff to focus on what truly matters – delivering exceptional patient experiences. Through this revolutionary approach, we aim to redefine healthcare administration and elevate the standards of operational excellence. Other than this such service should provide confidentiality, availability, data sharing, accessible data, reliability, and efficient retrieval of data. It helps you to explore the limitless possibilities of improved healthcare administration and discover how automation can pave the way for a more streamlined and patient-centric future.

II. LITERATURE SURVEY

A healthcare management system is a crucial tool in the healthcare industry for managing patient data, improving healthcare service quality, and enhancing operational efficiency. While the concept of using generative models for healthcare management systems is innovative, it is quite difficult to implement.

The paper [1] provides a comprehensive review of the applications of generative AI models in healthcare. The authors have classified generative AI models into two main types: diffusion models and transformer-based models. These models have been used to analyze diverse forms of data, including medical imaging, protein structure prediction, clinical documentation, diagnostic assistance, radiology interpretation, clinical decision support, medical coding and billing, drug design, and molecular representation. The paper [1] also proposes potential directions for future research to tackle the existing limitations and meet the evolving demands of the healthcare sector. The paper [2] aims to provide a comprehensive review of text generation in healthcare. The authors have identified 90 primary studies from 2015 to 2021 employing the PRISMA frameworks. The authors [2] at the end, also provide some future directions for researchers and guidelines for practitioners based on the findings of this review.

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The paper [3] discusses the importance of Electronic Health Record (EHR) systems in improving healthcare quality. It highlights the challenges faced by healthcare facilities in collecting, processing, and storing patient data while maintaining security and privacy. The paper [3] proposes a standard secure EHR framework using standard medical terminology and coding standards to improve the workflow of health services to the population. The implementation of EHR framework for Indian health system will enable efficient and continuous care to the patient at all levels of healthcare system. The paper [4] discusses the use of Business Process Management (BPM) methodology for optimizing clinical processes. The authors conducted a systematic literature review using ScienceDirect, Web of Science, Scopus, PubMed, and Springer databases and found that BPM is an effective methodology to optimize clinical processes. The paper [4] also highlights the need for better technological support and greater involvement of all clinical staff to realize the full potential of BPM in healthcare. The paper [5] presents a general method for virtual assistant for health monitoring system. First the input in the form of query is given and assistant provides the result. All data is collected and also the past data of patient is saved. Experimental results showed that: compared with traditional methods, the proposed method is more accurate and faster and can be helpful anywhere, anytime, and suitable for a variety of problems of the patients.

III. METHODOLOGY

A. Research Methodology

This study starts by adopting an exploratory approach, which means it aims the author wants to identify what is happening, gain new insights, ask questions, and deal with issues of a qualitative nature. The results of this study will follow with a health care medical records system proposal.

B. SDLC

The Software Development Life Cycle (SDLC) is a structured process that enables the production of high-quality, low-cost software, in the shortest possible production time. The goal of the SDLC is to produce superior software that meets and exceeds all customer expectations and demands. The 7 Phases of SDLC (Software Development Life Cycle) -

1) Stage 1: Project Planning. The first stage of SDLC is all about “What do we want?” ...
2) Stage 2: Gathering Requirements & Analysis. ...
3) Stage 3: Design. ...
4) Stage 4: Coding or Implementation. ...
5) Stage 5: Testing. ...
6) Stage 6: Deployment. ...
7) Stage 7: Maintenance.

C. Login

Login methodology refers to the process by which users authenticate themselves and gain access to a computer system, application, or online service. It is a crucial aspect of security and user access control. The primary goal of login methodology is to verify the identity of the user and ensure that only authorized individuals can access a system or application. Here are the key components of a typical login methodology:

1) Username/ID
2) Password
3) Authentication Factors
4) User Authentication
5) Session Management

Login methodology is a critical aspect of any system or application, and its design and implementation should prioritize security while providing a convenient and user-friendly experience. Additionally, it should adhere to legal and regulatory requirements, such as data protection and privacy laws.

D. Automatic Form Filling

Automatic form filling is a process where software or tools automatically populate online forms with predefined or user-provided data, streamlining data entry and saving time for users. This methodology is commonly used in web browsers, password managers, and other software applications to simplify tasks like logging into websites, filling out registration forms, or completing online transactions.

Automatic form filling can significantly enhance user convenience, especially when dealing with numerous online forms or repetitive data entry tasks. However, users should exercise caution when using such tools, particularly when storing sensitive information, and ensure that the software is secure and regularly updated.

E. Booking and Scheduling

Booking and scheduling methodologies refer to the processes and systems used to manage and coordinate appointments, reservations, and events. These methodologies are essential in various industries, including healthcare, hospitality, transportation, and professional services. Booking and scheduling methodologies aim to simplify the process of reserving services, resources, or appointments for both customers and service providers, while also maximizing efficiency and minimizing scheduling conflicts. The specific features and design may vary depending on the industry and the needs of the users.

F. Appointments

Appointments methodology refers to the systematic process of scheduling and managing appointments, whether for business meetings, medical consultations, client services, or any other planned interactions. This methodology involves various steps to ensure efficient, organized, and effective appointment management. An effective appointments methodology streamlines the scheduling process, minimizes errors, reduces scheduling conflicts, and enhances the overall customer experience. It is particularly important in service-oriented industries, healthcare, consulting, and any context where planned interactions need to be well-organized and efficiently managed.

G. Chatbots

Chatbots are software applications designed to simulate human conversation and provide automated responses to users' queries or requests. The methodology for chatbot development is an iterative process that may involve collaboration between developers, data scientists, UX/UI designers, and domain experts. The goal is to create a chatbot that effectively serves its intended purpose and provides a positive user experience.

H. Virtual Assistant

A virtual assistant in healthcare, often referred to as a healthcare chatbot or healthcare AI, is a computer program or application designed to assist healthcare professionals, patients, and other stakeholders in various healthcare-related tasks. These virtual assistants leverage artificial intelligence (AI) and natural language processing (NLP) to provide a wide range of services and support in the healthcare industry. It's important to note that the effectiveness of healthcare virtual assistants depends on their design, accuracy, and integration into existing healthcare systems. They can complement the work of healthcare professionals, improve patient engagement, and streamline administrative processes, but they are not a replacement for the expertise and personalized care provided by trained healthcare professionals.

IV. SUMMARY

A Healthcare Administrative Management System for appointment booking is a software solution designed to streamline the process of scheduling and managing appointments in a healthcare setting. Here's a summary of the key features and benefits of such a system:

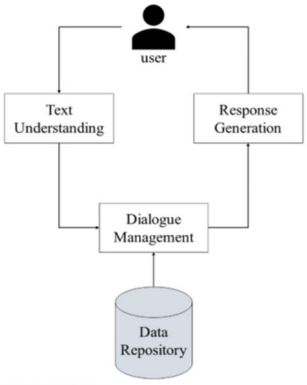


Figure 1: High-level chatbot architecture.

A. Features

1) *Appointment Scheduling:* The system allows healthcare providers and staff to create, manage, and schedule patient appointments, including routine check-ups, consultations, and procedures.
2) *Real-Time Availability:* Patients can view real-time availability of healthcare providers, making it easy to find suitable appointment slots based on their preferences.
3) *Patient Profiles:* The system maintains comprehensive patient profiles, including contact information, medical history, insurance details, and appointment history.
4) *Reminders and Notifications:* Automated appointment reminders are sent to patients through email, SMS, or mobile app notifications, reducing no-shows and late arrivals.
5) *Multi-Channel Booking:* Patients can book appointments through various channels, such as a web portal, mobile app, or by phone, ensuring accessibility for all users.
6) *Integration:* Integration with electronic health records (EHR) and other healthcare systems for quick access to patient data and seamless coordination with other healthcare processes.
7) *Provider Dashboard:* Healthcare providers have access to a dashboard where they can view their daily schedules, make changes, and receive patient updates.
8) *Multi-Provider Support:* The system can manage appointments for multiple healthcare providers, specialties, and locations within a healthcare facility.
9) *Reporting and Analytics:* The system generates reports on appointment utilization, patient attendance rates, and other relevant metrics to support decision-making.
10) *HIPAA Compliance:* Adherence to Health Insurance Portability and Accountability Act (HIPAA) guidelines to ensure patient data security and privacy.
11) *Customizable Templates:* Customizable appointment templates for various appointment types, ensuring consistency and efficiency in the booking process.
12) *Patient Check-In:* Some systems offer patient check-in kiosks or mobile check-in options to expedite the in-person registration process.

B. Benefits

1) *Efficiency:* Streamlined appointment scheduling and management reduce administrative overhead and enhance the efficiency of healthcare providers and staff.
2) *Improved Patient Experience:* Patients can easily book appointments, receive reminders, and access their appointment history, leading to a better overall experience.
3) *Reduced No-Shows:* Automated reminders and notifications help reduce the number of patients who miss their appointments.
4) *Optimized Resource Allocation:* Real-time availability and reporting help healthcare facilities allocate resources more effectively and optimize provider schedules.
5) *Data Accuracy:* Integration with EHR systems ensures the accuracy and completeness of patient information.
6) *Compliance:* Adherence to HIPAA regulations and data security standards ensures the protection of patient information.
7) *Business Intelligence:* Data analytics provide valuable insights into appointment utilization, which can inform business strategies and resource allocation.
8) *Multi-Platform Access:* Accessibility through web and mobile platforms allows patients to book appointments at their convenience.

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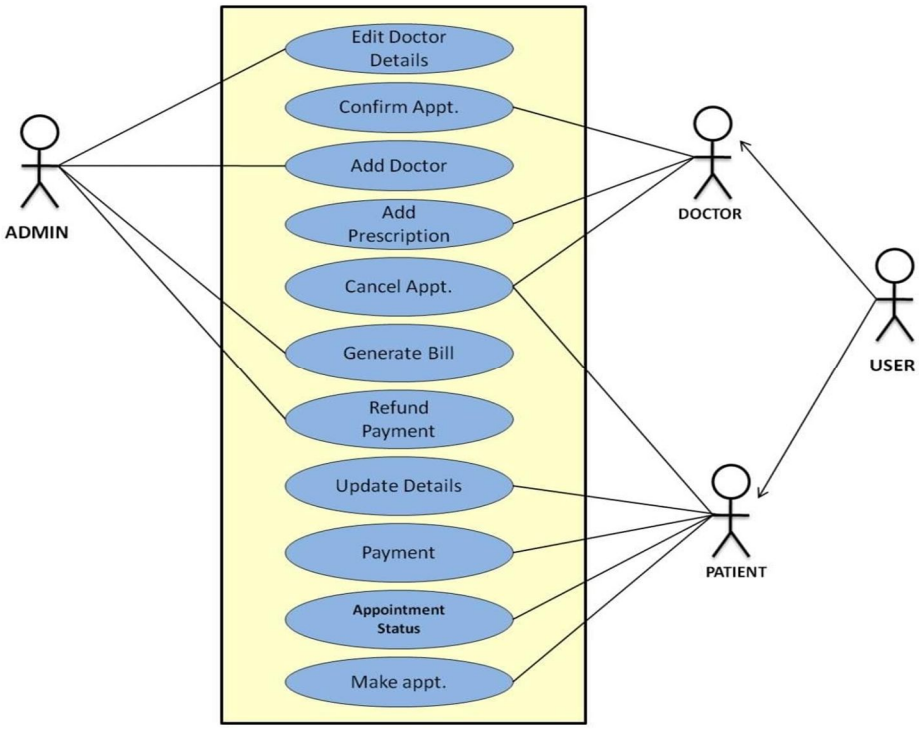


Figure 2: Use Case Diagram

In summary, a Healthcare Administrative Management System for appointment booking enhances the efficiency of healthcare facilities, improves the patient experience, and helps healthcare providers manage their schedules more effectively. It also supports compliance with healthcare regulations and provides valuable data for strategic decision-making.

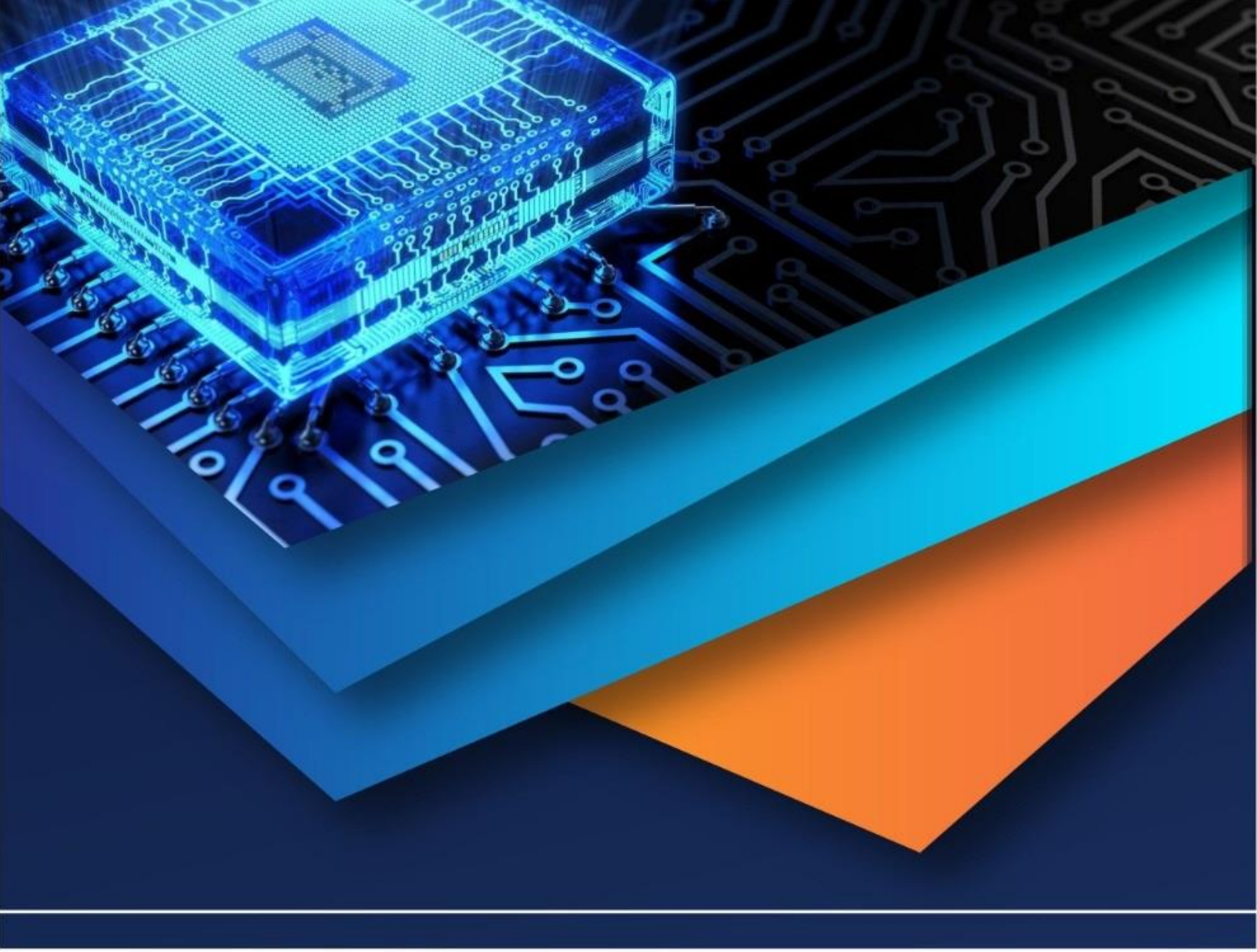
V. CONCLUSION

The results showed that the proposed website was able to improve the quality of service for patients. Patients are facilitated to register online through a website, get medical history records quickly, and get services that are fast and measurable.

Doctors and nurses get the patient's medical record information quickly through a web-based application. Doctors conduct patient assessments and collect data through an online system, and the results can be read by all medical teams through an integrated system. This is very efficient because it reduces the error rate. Through the proposed website, the hospital is facilitated to serve patients quickly which has an impact on patient satisfaction. Hospital management has a perfect database, making it easier for decision making and cost efficiency.

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