Virtusa Health Bot Architecture
Virtusa Health Bot – High level Solution Architecture

Virtusa health Bot, has been designed to enhance the patients understanding of their health condition provide accessibility to healthcare providers.

- **Triage: Cause and effect**
  - Determine the priority of patients’ treatment based on the severity of their condition.

- **Insurance: Payment**
  - If the patient has already enrolled with a health insurance plan, supported by the provider.

- **Appointment: Scheduling appointments**
  - Booking an appointment with the concerned physician based on their availability.

- **Customer feedback analysis and notification using Azure Cognitive Services for tuning the solution**

- **Connectivity to channels and live agent**

- **Knowledge base**

- **Clinical and Bot Analytics**
  - Azure App Insights
  - Azure Log Analytics
  - Power BI

---

Copyright © 2019 Virtusa Corporation. All Rights Reserved.

---
Virtusa Health Bot-Implementation Architecture

1 Patient interacting with live agent
2 Patient interacting with bot

Bot
1 Triage to determine the severity of health condition
2 Based on the type of care suggested by the bot, if the patient must visit a doctor, he/she can schedule an appointment
3 Clinical and operational analytics on the bot data

Appointment Scheduler
2 Insurance Validation

Infermedica

Messaging platform

Bot logic

Al models

External Kbase, triggers

Actions

Customer feedback analysis

Clinical and operational analytics

Copyright © 2019 Virtusa Corporation. All Rights Reserved.
Thank You