



DATASHEET

Virtusa's HealthBot

Improving patient access to remote care

According to a [Fortune Business Insights report](#), the global telehealth market is expected to reach \$559 billion by 2027. With the growing focus on patient-centric value-based care, telehealth is taking center stage in the healthcare space. This trend is well supported by the availability of high-speed internet and smartphones, better imaging and AI technologies, and improved payment policies. Besides, the demand for telehealth services has multiplied amid the current crisis as social distancing has become the new norm.

Virtusa offers HealthBot, a digital self-assessment and self-scheduling tool, that helps improve patient access to remote care and boosts patient acquisition/retention is a component of Virtusa's telehealth platform, HealthConnect. It informs patients about the severity of their health condition and recommends the type of care needed. In case they want to visit the doctor, it helps them book an appointment with the preferred doctor through the self-scheduling tool. If patients want to talk to a live agent, the HealthBot can easily switch to the agent mode.

Features

- Allows patients to query medically qualified information for self-care
- Integrates three main functionalities: triage, appointment scheduler, and insurance validation
- Can be accessed through the web chat portal and MS Teams
- Analytical dashboard developed using Azure services and Power BI helps:
 - » Providers analyze patients' health conditions and behavior statistics through clinical analytics dashboard
 - » Hospital admin team get insights into patients' interaction statistics through operational analytics dashboard
- Ensures complete security, reliability, and cost efficiency with a MS well-architected framework
- Can be integrated with FHIR API, custom APIs, LUIS models, or any knowledge base

Benefits



Empowered patients

Improves patient experience with a hassle-free self-scheduling tool that reduces the need for staff intervention and speeds up the appointment booking process



Better patient access

Allows patients to access remote, safe healthcare 24/7 through self-service tools that help them understand their health conditions and book appointments virtually



Improved staff productivity

Decreases paperwork digitization, frees up staff from repetitive tasks, and lets them focus on more critical activities like patient care and medical billing



Increased provider efficiency and reduced costs

Improves provider efficiency by managing trivial tasks like appointment scheduling and basic patient assessment with a virtual self-service tool at a reduced cost



Expanded provider network

Connects providers to a vast network of specialists registered on the HealthConnect platform expanding their reach beyond the in-house doctors



Improved medical record-keeping

Integrates with the provider's EMR using FHIR API so that all progress notes are seamlessly imported into the provider's system