Case Study

CHATBOT FOR PATIENT

One example of a chatbot for patient education in India is the "DISHA" chatbot developed by the Indian government's Ministry of Health and Family Welfare. DISHA stands for "Digital Information Security in Healthcare Act" and is a chatbot that provides information on various health topics, including COVID-19.

- The DISHA chatbot is accessible through the WhatsApp messaging platform and can be used by anyone with a mobile phone. Patients can simply send a message to the chatbot and receive information on various health topics, such as symptoms of COVID-19, prevention measures, and treatment options.

- The chatbot is designed to provide interactive learning opportunities for patients. For example, it offers quizzes and games that help patients understand the information better and retain it. The chatbot also offers a personalized experience by using patient data such as age and location to provide tailored information and recommendations.

- The DISHA chatbot has been widely promoted by the Ministry of Health and Family Welfare through various channels such as social media and public awareness campaigns. It has been used by millions of patients in India and has received positive feedback for its usefulness and accessibility.

- Overall, the DISHA chatbot is an excellent example of how chatbots can be used for patient education in India. By providing personalized and interactive information on various health topics, the chatbot helps patients to make informed decisions about their health and well-being.

- For more such customised Offering for chatbot you can reach out to MEDGINI to help you in this journey.