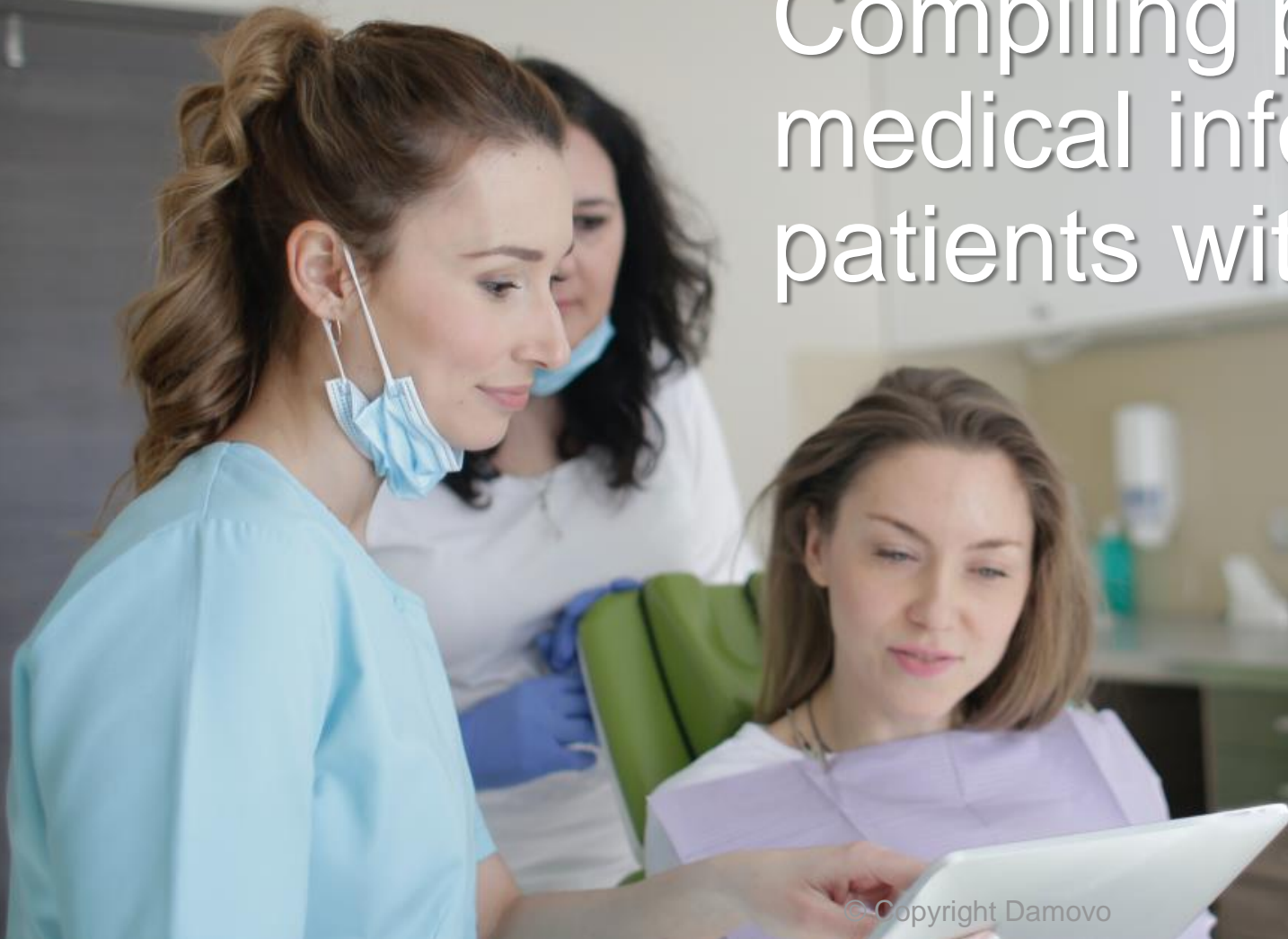# Compiling preliminary medical information about patients with a chatbot

Change Driver

In the hospital operation it is daily routine to compile preliminary medical information about patients.

This is done with the help of the patient in cooperation with a nurse or even a doctor in a personal interview, which is very time-consuming. In order to simplify the process, a questionnaire was developed, but this is static, only allows the collection of generic data and still requires the cooperation of medical staff to complete the process.

The hospital's CIO was now looking for a software-supported solution that would enable patients to submit this preliminary information in complete and correct form 24/7.

![DAMOVO]

▶ Damovo Approach

Damovo automated patient data collection by integrating a chatbot platform developed by Damovo.

By creating dynamic flows and an integration with the hospital's CRM system the solution decides which information is required from the patient. The chatbot detects which information are missing and which are already known and doesn't display unnecessary questions to the patient.

Depending on the type of question or information needed the chatbot uses different question styles – from simple, one or multiple choice questions, to open-ended questions with natural conversation experience.

Customer Value

How the **hospital** benefit

The chatbot reduces the personnel costs required for the collection of preliminary data.

It also requires less human to human interaction.

More relevant, higher quality data is collected.

How **patients** benefit

Patients save time when filling out a chatbot-style survey, are not bothered by irrelevant questions and have a much nicer conversational experience. And this service is available to them 24/7.