neurealm

AI-Powered Virtual Health Assistant

Simplifying Healthcare Interactions

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Gen AI-Powered Virtual Health Assistant: Transforming Healthcare

Our Solution

Transform Healthcare operations with Gen AI-powered virtual assistant that autonomously manages tasks and provides real-time responses

Core Features (Powered by Microsoft Copilot)

- Agentic AI
- Live AI Copilot
- RAG powered Search Engine

Market Relevance*

- ~$3B — Annual Cost Savings
- ~30% — Boost Operational Efficiency
- ~2.5B — Save Customer Service Hours

Industry Challenges

- **Fragmented Information** Across Systems
- **Frequent Query overload**
- **Longer Patient wait times**

Benefits

- Improved Patient Engagement
- Healthcare Staff Productivity
- Operational Cost Savings
- Reduced Wait Times
- Data Collection and Accuracy

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Core Features

Agentic AI	Empower seamless patient interaction and automate routine tasks, reducing wait times and enhancing satisfaction
Live AI Copilot	With Live chat Interaction provides suggestions, decision support, administrative support and access to patient history etc during consultations
RAG powered Search engine	Instant access to information from medical records, websites, and knowledge bases for precise query resolution across all healthcare stakeholders

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User Personas and Key Functionalities

Patients

Appointment Scheduling

- Recognizes user intent to book an appointment.
- Collects necessary details -specialization and preferred date/time -to be used by hospital for booking.

Health and Wellness Queries

- Answers general health queries, including symptoms, treatments, and medication information.
- Fetches relevant information from trusted public health sources.

Admin-Related Queries

- Utilizes a knowledge base built from the hospital's FAQ to provide answers.
- Retrieves real-time information from the hospital's website for accurate, personalized responses

Admin / Contact Center

Internal Support and FAQs

- Provides instant access to hospital policies, SOPs, and HR support.
- Assists in handling staff queries and incident reporting.

Workflow automation

- Automates staff scheduling, patient record management, and resource allocation.

Insurance related queries

- Provides answers about insurance policies, coverage, and claims.
- Retrieves patient insurance details from the database or documents.

Doctors

Patient History Access

- Fetches patient medical history and lab reports for informed diagnosis.
- Offers AI-powered suggestions for treatment plans

Admin-Related Queries

- Utilizes a knowledge base built from the hospital's FAQ to provide answers.
- Retrieves real-time information from the hospital's website for accurate, personalized responses

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Stakeholders and Use Cases

Patients / Members

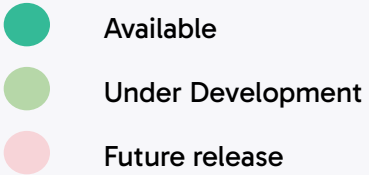
- AI-Powered Patient Helper
- Health and Wellness Advisor
- Insurance support Assistant
- Appointment Scheduling
- Medication Adherence

Doctors

- AI-Powered Doctor Helper
- Patient History Access

Patient Contact Center

- AI-Powered Admin Helper
- Intelligent Insurance Assistant
- Workflow automation for appointment scheduling



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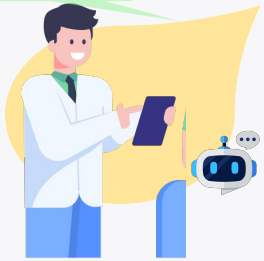
Representative Patient journey with our AI Health Assistant

I have a rash on my ear what could it be?



1 Preliminary Guidance Symptom Checker

A rash on your ear could be from contact dermatitis, eczema, seborrheic dermatitis, psoriasis, or an infection, but we recommend you consult a dermatologist. Would you like to make an appointment?

2 Intent Recognition -Smart Scheduling

Yes can you tell me when Dr John Doe is available ?

Please book for 10 am

When would you like to schedule? Here is a list of available slots..... Monday: 10:00 AM, 2:00 PM...

Enter Your Social Security Number

3 Pre Consultation Support

I have a critical illness insurance , will my plan cover the consultation ?

Your appointment is confirmed for Tuesday at 10 AM with Dr. John Doe. Do you need any other information on transportation, directions, insurance details , etc.?

4 Post Consultation Needs Medication Adherence

Your doctor has prescribed an antihistamine. Shall I remind you to take it daily at 9AM?

yes, please remind me

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Conceptual Architecture

Users	Patients	Call Center Agents	Administrators	Physicians
Channels	Mobile	Computers	Kiosks	Medical Devices
Analytics	Knowledge Source use Analytics	Performance Analytics		
Product	AI Chatbot			
Capability	Appointment Scheduling	Health Related Questions	Insurance Related Queries	Admin Related Queries
Integration	**Dynamics 365 Customer Service**	**ServiceNow**	**Salesforce**	**EHR/EMRs**	**Website**
Data	Insurance Data	Healthcare Data	Clinical Data	
Platform	Microsoft Azure			

Future Release

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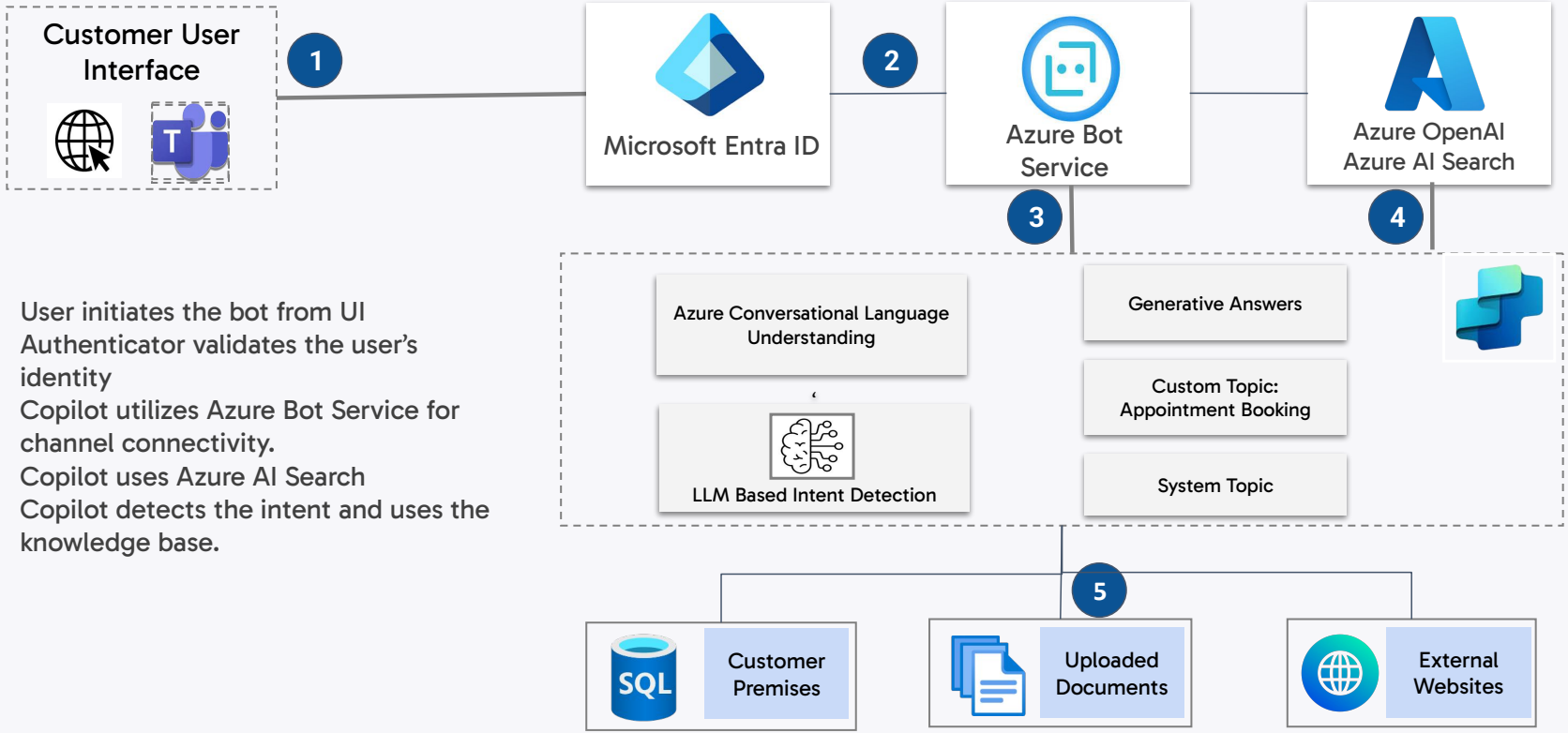
Reference Architecture



1. User initiates the bot from UI
2. Authenticator validates the user's identity
3. Copilot utilizes Azure Bot Service for channel connectivity.
4. Copilot uses Azure AI Search
5. Copilot detects the intent and uses the knowledge base.

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Our Differentiators

Omnichannel Support

Engage with patients through voice, SMS, and chat for seamless communication

Customizable Solutions

Tailored templates and workflows for patient care, billing, and admin

Seamless Integration

Can be integrated EHRs, contact centers, and other healthcare knowledge bases for better care coordination.

Fine-tuned LLMs

Optimized for healthcare-specific interactions like patient triage, claims processing, and clinical decision support.

Faster Response Time

Real-time support for critical patient inquiries and administrative tasks.

Multi-model Capabilities

Supports text, voice, and multi-channel communication for enhanced customer engagement.

Bot Interruption Handling

Smooth transition between AI agents and human support for a better patient experience.

Rapid Deployment

Quick implementation for faster ROI and improved patient outcomes.

No-code Platform

Enables healthcare organizations to automate workflows without technical expertise.

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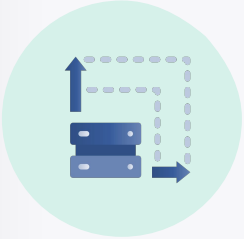
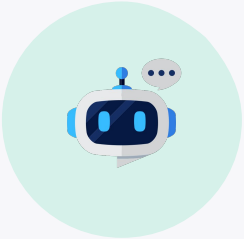
What makes us right fit for healthcare

Personalized , Empathetic Interactions

24/7 Availability and Accessibility



Scalable for High Patient Traffic



Automation of Routine Tasks

Accurate Health Guidance

Proactive Health Management

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Integration / Implementation Process

Assessment and Planning

- Define chatbot objectives.
- Identify users.
- Determine data sources and integrations(Public websites/SQL DB)

Setup and Config

- Create and configure the bot.
- Integrate data.
- Develop core conversation flows and topics.
- Set up channels(Teams/Website)

Pilot Testing

- Pilot Deployment (Limited Test User group)
- Gather feedback from pilot users on chatbot accuracy, user experience, performance, and any unexpected issues

Full-Scale Rollout

- Expand Deployment to all users
- Provide ongoing support and troubleshooting

Post-Implementation Support & Optimization

- Analyze chatbot performance data
- Identify areas for improvement and optimization.
- Add new features and integrations (Sharepoint/Salesforce) as needed

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Thank You

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