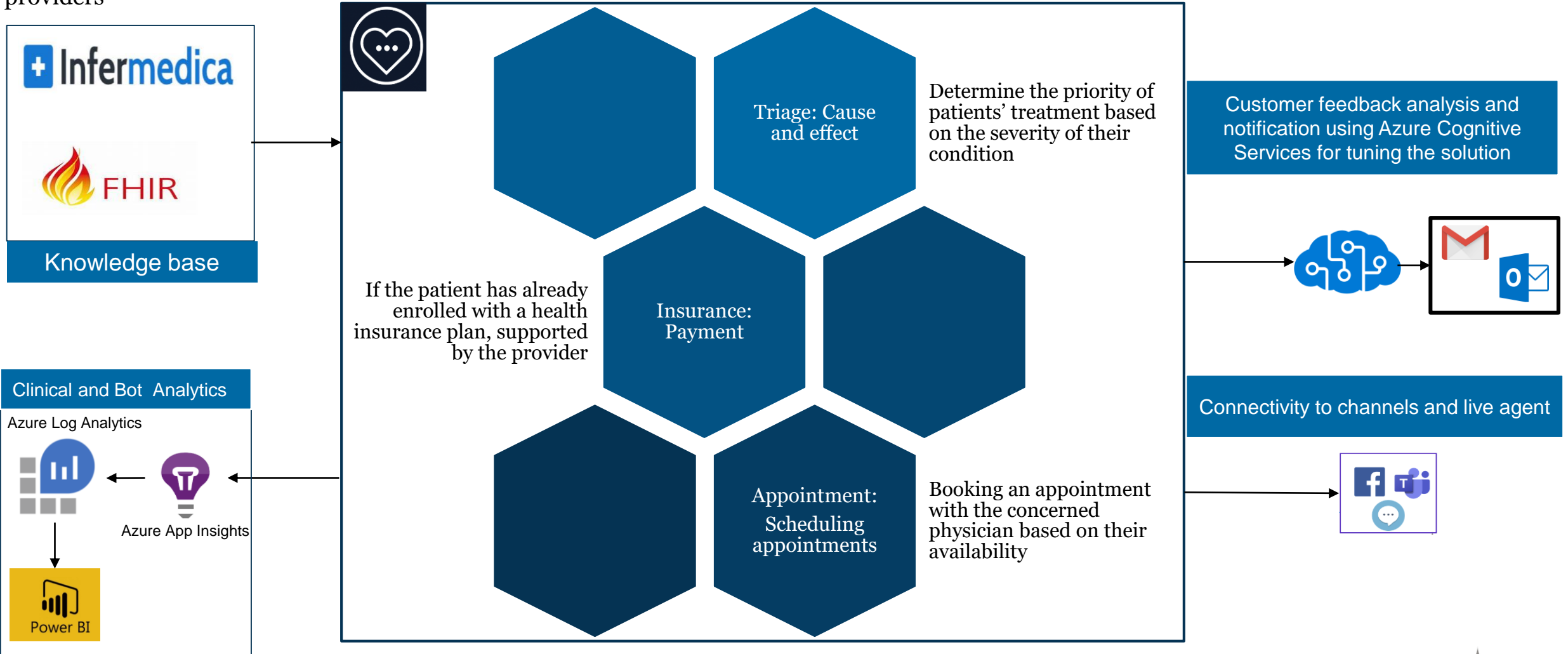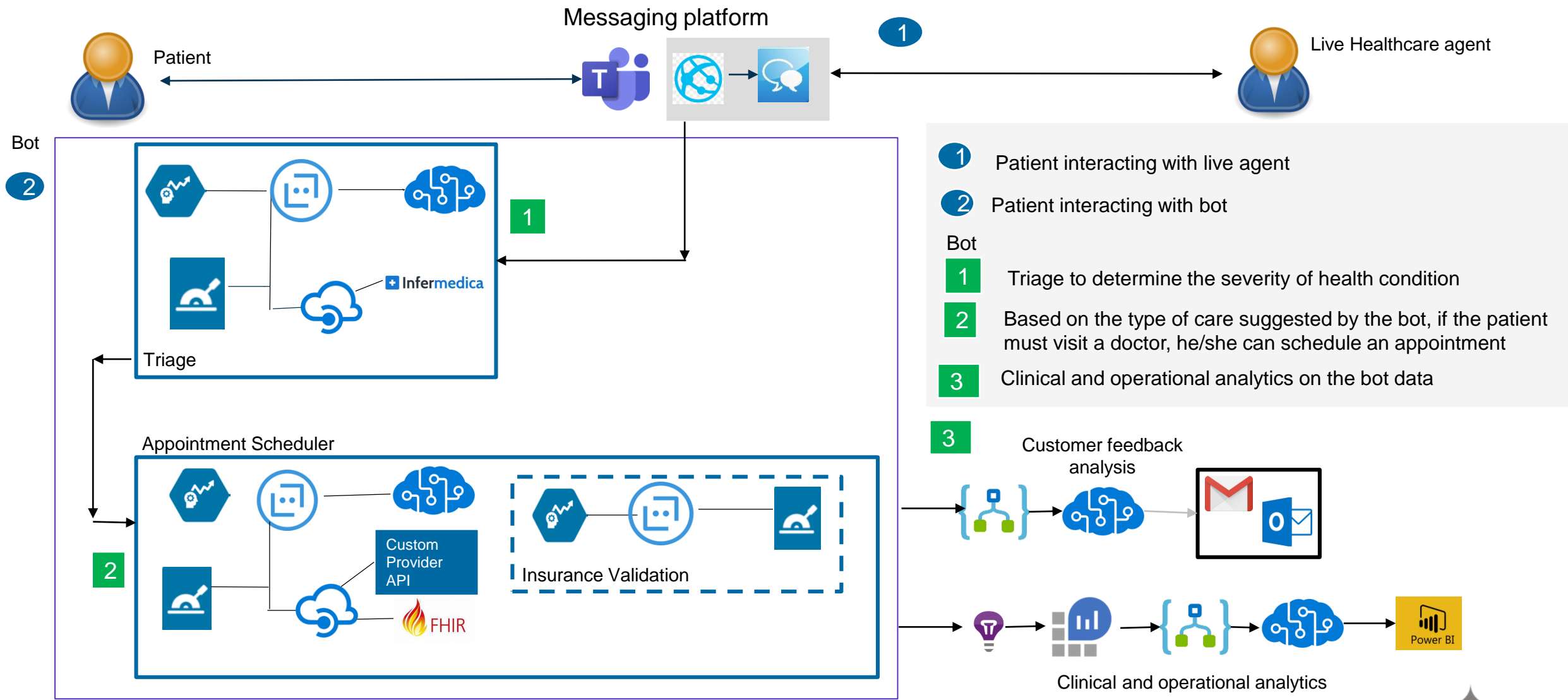# Virtusa Health Bot Architecture

Virtusa Health Bot- High level Solution Architecture

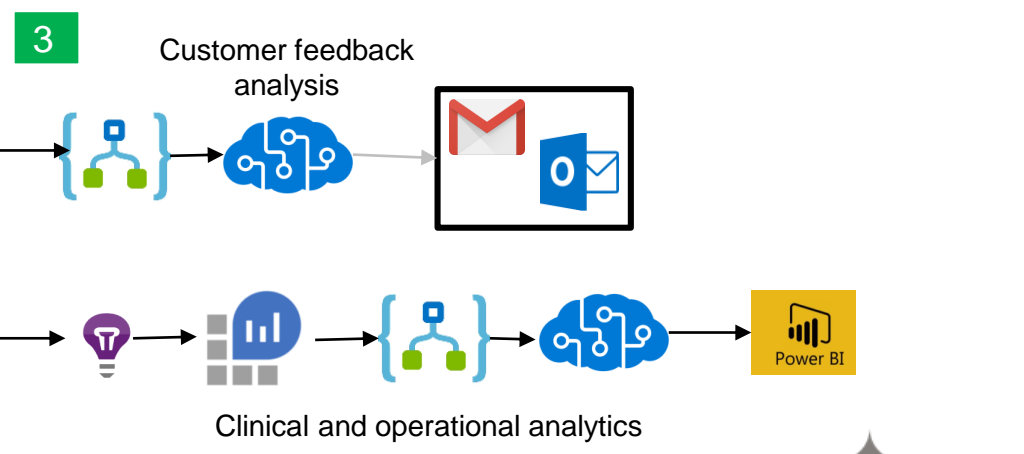Virtusa health Bot , has been designed to enhance the patients understanding of their health condition provide accessibility to healthcare providers

Knowledge base

Clinical and Bot Analytics

Azure Log Analytics

Azure App Insights

Power BI

Triage: Cause and effect

Determine the priority of patients' treatment based on the severity of their condition

If the patient has already enrolled with a health insurance plan, supported by the provider

Insurance: Payment

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

Virtusa Health Bot-Implementation Architecture

Legend:
- Azure Cognitive services (NLP)
- Bot logic
- AI models
- External Kbase, triggers
- Actions

virtusa

Messaging platform

Patient

Live Healthcare agent

Bot

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

Triage

Appointment Scheduler

Custom Provider API

FHIR

Insurance Validation

3 Customer feedback analysis

Clinical and operational analytics

Power BI

Thank You