

Ishana Narayanan • Sophie Groenwold • Steven Huynh-Tran • Evan Yip • Katelyn Zhang • Anthony Palomera

## Motivation

Two main problems in telehealth:

- A lack of **TRANSPARENCY** in patient-physician communication, reducing understanding and sense of autonomy
- Unrealized potential for **EFFICIENCY** in pre-consultations

## Solution

**TRANSPARENCY and EFFICIENCY**

- Pre-consultation symptom screening
- Initial diagnosis
- Asynchronous communication

## Innovation

(patient view)

Appointment #4727958  
Wednesday, 03/02/2022 @ 03:00 PM

Location  
1234 Main Street Apt 23, Goleta, CA 93117

Patient Information  
Name: Katelyn Zhang  
Birthday: 09/17/2000

Tags  
Preconsult Status: Incomplete

BRAD CHAT BOT

Hello and welcome to BRAD! Your chat session ID is #115611333992575164410. How may I help you?

make an appointment

Great, what type of appointment would you like to schedule?  
1. General Consult  
2. Annual Check-up  
3. Lab  
4. Pre-Travel Consultation

See Report

BRAD CHAT BOT

Hello and welcome to BRAD! Your chat session ID is #115611333992575164410. How may I help you?

preconsult

Great! What is your appointment number?  
Please select an option  
Wednesday, 03/02/2022 @ 03:00 PM

See Report

(physician view)

B.R.A.D

Feb 27 – Mar 5, 2022

all-day	Sun 27	Mon 28	Tue 31	Wed 3/2	Thu 3/3
1pm	Steven Huynh-Tran				
2pm	Jane Doe	William Tan			
3pm				Katelyn Zhang	
4pm	Evan Yip	Evan Johnson			
5pm					
6pm					

Appointment #4727958

PATIENT INFO  
Patient ID: 115611333992575164410  
Full Name: Katelyn Zhang  
Last Name: Zhang  
Birthday: 09/17/2000  
Sex: Female  
Pre-existing Conditions

APPOINTMENT INFO  
Appointment ID: #4727958  
Date: 03/02/2022 Time: 03:00 PM  
Type: General Consult  
Doctor: John Doe  
Specialty: Pediatrics  
Address Line 1: 1234 Main Street  
Address Line 2: Apt 23  
Postal Code: 93117  
City: Goleta State: CA Country: US

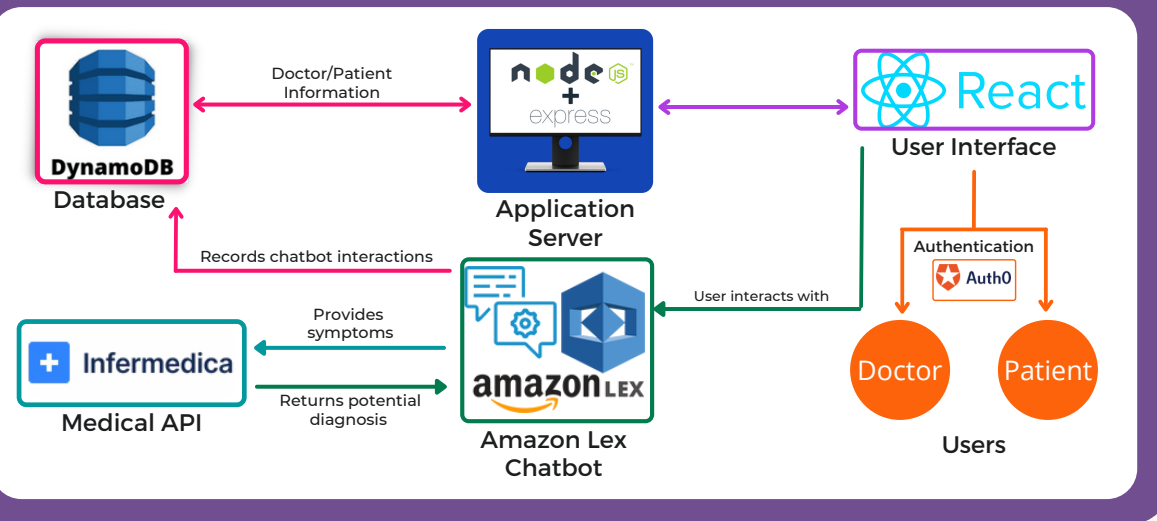
DIAGNOSIS INFO  
Symptoms: Headache worsened by tilting head forward  
Initial Diagnosis: Acute viral rhinosinusitis  
Doctor's Diagnosis: [unselected]

CHAT LOGS  
Loading chat log

COMMENTS  
Patient: 02/28/2022 02:25:37 PM back pain  
Patient: 02/28/2022 02:28:18 PM also neck pain  
Doctor: 02/28/2022 11:49:55 PM Hi back and neck

- Chatbot facilitates symptom screening
- Aggregate symptoms for initial diagnosis
- Display chat logs and summary tags
- Comments section for asynchronous communication
- Patient registration and appointment creation

## Architecture



## Technology Used



## Special Thanks To:

**Teladoc** | John O'Donovan • Sushil Bharati • Javier Iparraguirre • Juan Jouglard • Katherine Ho • Matias Massetti • Gonzalo Arro • Gabriel Salazar • Ole Eichhorn

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