

Patient Engagement Chatbot – Westover Lung Center

Datafix is a strategic partner to Westover Lung Center helping them to determine Patient Engagement chatbot ROI, evaluate technologies, build a prototype and deliver the actual digital assistant.

The challenge

Westover Lung Center (WOLC) is a Pulmonary Clinic, currently uses telephone as primary channel to engage patients at different levels – new appointments, general information, billing queries, insurance questions, and more. This process consumes lot of human effort and doesn't deliver the best communication experience. Maintaining various tools to accomplish these tasks is expensive.

The solution

WOLC Assistant is a patient engagement chatbot built on Google Dialogflow and Datafix Messenger engaging patients with common needs like appointments, general information and billing enquiries. Chatbot is designed to become the primary channel enabling new tasks and automation periodically. This is a self-serve channel with faster, friendlier, consistent and seamless experience, available 24/7.

The results

Patients are engaged 24/7 with better experience delivering general information in seconds. More information and automation will be driven by the chatbot without much IT investment, this is helping Westover Lung Center save clinic personnel's time and effort, increasing the team's overall productivity.

Idea to working digital assistant in days! A complete server-less architecture with the power of Google Cloud, and seamless integration of Dialogflow agent into website using Datafix Messenger.



About the customer

Westover Hills Lung Center PLLC.

The Westover Lung Center (WOLC) is a Pulmonary Practice offering comprehensive evaluation and treatment for patients with all types of lung diseases.

Industry: Healthcare & Life Sciences

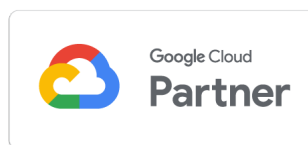
Primary project location: US



About the partner

Datafix Inc.

We are a Google Cloud partner empowering businesses with solutions on GCP to drive innovation and cloud transformation.



Products

Google Cloud Platform