Healthcare Chatbot: A Review

RS Silva, B Hettige

Department of Computer Science, Faculty of Computing, General Sir John Kotelawala Defence University, Ratmalana, Sri Lanka

Abstract. Technology is taking a main place in the world now. People are changing their lifestyles according to this technology. Healthcare is an essential thing in people's life. Can we use technology to make things easy in healthcare? Nowadays people are suffering from the COVID-19 pandemic situation (The year 2020). The main way of spreading the coronavirus is physically contacting each other. So, as a solution, we propose a chatbot. A chatbot is a computer program that simulates human conversation through voice commands or text chats or both. There are so many chatbots for healthcare that can understand and respond in English. Also, there is some chatbot that can understand Sinhala also. But, in healthcare, there are no such chatbots that can understand and respond in Sinhala. Srilanka is the only country where there are Sinhala speaking people. So, this will be a unique thing. When developing this system, we suppose to use the concept of AI, ML, and NLP. Python using Flask, Chatterbot, and Django will be utilized for the development of the chatbot. Also, we are going to integrate the chatbot into a web-based system on healthcare.

Keywords: AI, ML, NLP, Web Integrated Chatbot, Healthcare