



Just say it and you're done!

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AppExchange Program
PARTNER



White Paper: TALKSENSE for Healthcare Services in Times of Covid_19.

Background:

Recently, it has become clear that digital health innovation is possible even within a large healthcare organization (for instance see [here](#)). Motivation for healthcare organizations to embrace innovation varies; from improve overall efficiency, medical records collection & analysis, improving patient experience, enhancing healthcare employees' interaction with different medical platforms, reducing cost and more.

In this paper, we'll present several challenges, which we believe can be mitigated with voice technology. Following, we will refer to the global plague generated by the Covid_19 virus, early in 2020.

"Global health care expenditures continue to escalate, shining a light on health systems' need to reduce costs and increase efficiency." (Deloitte, 2019)

Challenging Use Cases:

- **Patients' experience:** The patient visiting the hospital comes across various points of interaction with the hospital environment. Their direct interaction with the Hospital system might not always be efficient nor will it provide a decent experience to the patient:
 - **Admission:** requesting personal information, sickness related, insurance, etc.
 - **Patient interaction with the Hospital service during hospitalization:** calling up the nurse or other caregiver, submitting request and even filling a satisfaction survey.
 - **Patient's interaction with the hospital after the release:** following up the treatment at home, querying hospital for medical information, scheduling a meeting at the hospital, and more.
- **Employee's Experience:** Hospital employees have different points of engagement with a Hospital system, which include:
 - **Medical Report:** Following a doctor's daily visit at the patient – a standard report is collected; Specialists need to submit their analysis (e.g. radiology's results analysis).

- **Data Related:** Hospital Professional staff (Doctors, Nurses, other caregivers, maintenance, etc.) - are continuously engaging with the various hospital platforms. This involve capturing data, querying information and more.

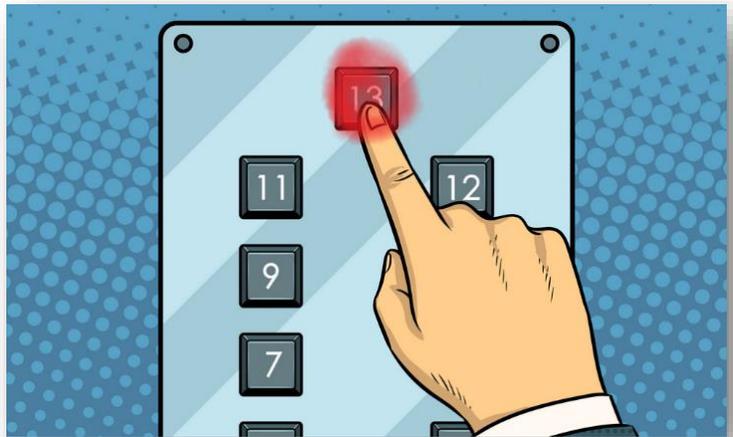
All mentioned above, along with overall healthcare system overload, effect the patients' experience and the hospital and after their release, level of treatment and cost of healthcare services.

Covid_19 and Healthcare Digital Transformation Challenges

As the first quarter of 2020 passed, it generated many insights and best practices for healthcare systems, HMOs, Hospitals and any other medical related player. Many market analysts and healthcare specialist believe that the global pandemic event will push the slow moving, complex healthcare system to embrace new technologies, which will help providing a faster, more efficient treatment to patient (Covid_19 patients and many others).

Based on successful implementation of voice technologies, it is expected that organizations will shift budgets towards remote and voice technologies (source: Forrester, "[Forecasting In A Time Of Rapid Change: Tips For CIOs And Tech Vendor CEOs In Charting The COVID-19 Outlook](#)" March 20').

During the Covid_19, many people, employees and consumers, have been indoctrinated for actions and activities which should keep them safer. These are some of the major behavior patterns and experiences, which would make an effect when the vast majority of the population will return to its previous work and life habits: - #WFH (Work From Home), Personal Hygiene in public spaces and remote service from different service providers.



Elevators are one of the Covid_19 infection sites.



Suggested Solution:

*"Investments in technology such as virtual health and telehealth could expand services while also helping hospitals bend the cost curve. AI powered nurses interacting with patients and **intelligent virtual assistants** providing personalized health care coaching are innovations that are already gaining traction".* (From [Deloitte 2019 Global Health Care Outlook](#))

Using disruptive technology, as well as innovative approach to data capture and user experience, TALKSENSE technology will help handling the gaps mentioned, and generate new methods for patients' & Staff engagement, self-service, improved data collection and more.

Introducing TALKSENSE, the Enterprise - Turning every interface to voice enabled.

About TALKSENSE:

TALKSENSE turns any application and/or device into voice enabled, in any language, accent, device, platform or use case. TALKSENSE allows its users to make an accurate & reliable voice interaction.

Our solution processes the voice input within a dynamically created context, to provide an accurate data & results. Using proprietary NLP and ML engine, TALKSENSE's solution is self-learning and self-improving with every use of the user.

TALKSENSE's Unique Advantages:

- **Precise due to in-context processing approach:** voice input is processed within the unique context of each customer.
- **Data Privacy:** Processed data is not share with a cloud vendor platform (e.g. Amazon, Google). Engine can reside on customer's dedicated cloud / on premise server.
- **Ease of implementation:** Integrating TALKSENSE Voice Layer requires couple of hours to few days, and has no prerequisites of NLP/Voice special skills in house.
- **Brand Strength** – TALKSENSE can be white-labeled to empower existing customer brand with voice interface.
- **GDPR\CCPA Compliant** - None of the information processed by TALKSENSE Engine contains PII data.

While exploring the Voice Technologies landscape, most of the available solutions use an existing platform vendor as a foundation of the solution, thus processing all relevant information through it (e.g. Amazon Eco, Google Home, etc). The available solution approach places the data ownership and management within the hands of the designated platform.

The suggested solution involve implementing Voice interfaces across various end points within The Hospital use cases:

- Voice enabled information kiosk station – to make inquiries, appointment scheduling, direction instruction and other services – voice enabled;
- Allowing employees to have an efficient reporting interface in voice (from radiology analysis to doctor’s visit summary);
- Improving Patients’ self service along their treatment journey – from admission, during hospitalization to release and treatment at home.

Approach:

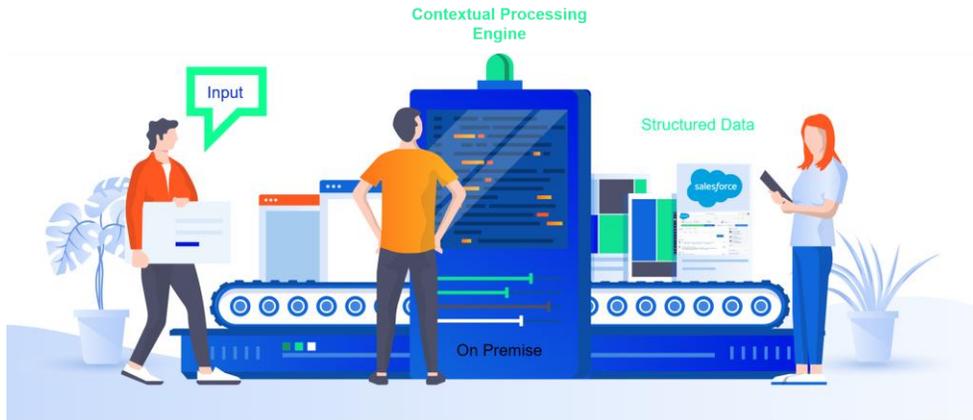
As a best practice, TALKSENSE team suggests a phases approach, which will gradually enhance the suggested service implementation, while monitoring progress and KPIs.



Suggested Phases:

- Introduction, challenges discovery – identifying potential use cases to be handled with Voice User Interface.
- Brainstorm, workshop – mutually designing basic solution architecture, to set the foundation of a possible collaboration – mainly for POC at first.
- POC – executing Voice Layer implementation in a designated use case, including agreed upon KPIs, POC duration, and audience.
- Production Design – discussing POC results and suggesting next steps towards a complete deployment.
- Production Deployment – full scale solution deployment.

Solution High Level Architecture



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