

Design Concepts for Acme Health Demo

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Conversational Speech: New Appointment on the Phone

This is our core challenge - making a new appointment over the phone using conversational speech. The start of the interaction uses an open-ended prompt which can accept a wide variety of input. This interaction would be designed and developed based on actual patient input at this prompt, and would use intelligent fallback strategies for unexpected speech.

Actor	Prompt	Note
System	Thanks for calling Acme Health. If this is an emergency, please hang up and dial 911. <pause> Otherwise, how can I help you today?	<i>Natural Language Router</i>
Caller	I'm calling to make an appointment with my primary care physician.	
System	Sure. I just need to get you logged in. What's your birthdate?	
Caller	January 2, 1966	
System	And the last four digits of your social?	
Caller	5555	
System	Ok, you're logged in. I've got your primary care physician down as Dr. Douglas Ross, is that right?	<i>System remembers caller's NL request</i>
Caller	Yes	
System	Let me just check on the next available appointments. I have some tomorrow, at 10, 2 and 4:30. Do any of those work?	<i>Assumption: If calling for your PCP, you want the next available</i>
Caller	Yes, the 4:30 is good.	
System	Alright. I've got you down for tomorrow, that's Tuesday, January 15 th , at 4:30 pm. Does that all sound good?	

Caller	Yes, that's great.	
System	I'll send a reminder text to the number you've got on file. Anything else I can help you with today?	
Caller	No	
System	Thanks for calling Acme Health. Goodbye.	

Conversational Speech: Predictive Appointment Interaction

How can we make these interactions smart, and more pleasing to the patient?
 Answer: use intelligent context to create a predictive interface that's tailored to the caller's needs.

Actor	Prompt	Note
System	Thank you for calling Acme Health. If this is an emergency, please hang up and dial 911. <pause>	
	<i>System looks up the caller's phone number and matches on a profile in the Acme Health database which has an appointment tomorrow. This business condition predicts that the caller is likely calling about the appointment</i>	
System	I see you've called us before... are you calling in regards to an appointment?	<i>This caller is not yet logged in, so the predictive prompt is somewhat generic for privacy considerations.</i>
Caller	Yes	
System	Sure. I just need to get you logged in. What's your birthdate?	
Caller	January 2, 1966	<i>We already have ANI match, so that + DOB is enough for security in this scenario.</i>
System	Got it. I see you have an appointment tomorrow with Dr. Martin. Are you calling to reschedule that appointment?	
Caller	Yes	
	(Call continues)	

Multichannel Appointment with Ad Hoc Web

What about offering our patient a visual way to make an appointment? A voice interface is fine for selecting between just a few options, but browsing a calendar to select dates is a familiar task and may provide an easier interaction.

Actor	Prompt	Note
System	Thanks for calling Acme Health. If this is an emergency, please hang up and dial 911. <pause> Otherwise, how can I help you today?	
Caller	I'm calling to make an appointment with my primary care physician.	
System	Sure. I just need to get you logged in. What's your birthdate?	
Caller	January 2, 1966	
System	And the last four digits of your social?	
Caller	5555	
System	Ok, you're logged in. I've got your primary care physician down as Dr. Douglas Ross, is that right?	<i>Backend lookup with caller info, including cell phone</i>
Caller	Yes	
System	He's got several appointments available. Would you like me to send you a link to his visual calendar?	<i>Assumption: Caller is calling from smart phone</i>
Caller	Yes	
System	Here we go. Just click on the link to open the calendar. I'll stay on the line, so you might want to go on speaker. (sends visual link)	
Caller	(uses visual screens to select from open appointments, and confirms)	
System	Alright, I see an appointment for Christine Smith with Dr. Douglas Ross on Monday, Dec. 3 rd at 10am. Is that correct?	
Caller	Yes	
System	Great. I'll send a reminder text to the number we have on file, is that okay?	<i>Caller has previously opted in</i>

		<i>to text reminders</i>
Caller	Yes	
System	Ok, you're all set. Can I help you with anything else?	
Caller	Nope.	
System	Ok, thanks for calling Acme Health. Goodbye.	

SMS Appointment Reminder / Reschedule with Web

We know we're going to be sending our patient a reminder text for their appointment. Our system needs to be able to not only remind them, but also allow them to reschedule immediately upon receiving the reminder.

Actor	Message	Note
System	Acme Health reminder. You have an appointment with Dr. Ross on 12/3/18 at 10am. Reply YES to confirm, NO to cancel.	
User	NO	
System	Ok, appointment cancelled. Would you like to reschedule? Reply YES.	
User	YES	
System	Please click on the link to reschedule: https://Acmehealth.org/smartcal	
User	(Schedules using visual calendar – Customer would need to log in on web interface)	
System	Acme Health confirmation. You have scheduled an appointment with Dr. Ross on 12/13/18 at 10am.	