

An example of a healthcare chatbot handling a rote task and a corner case. The goal is to deliver quick, efficient, and caring responses to the end user.

Usual Case:

Bot: Hi! I'm James, an AI support agent for Generic Pharmaceuticals. How may I help you?

User: Need a covid vax appointment.

Bot: Certainly! What is your zip code?

User: 92781.

Bot: The closest Generic Pharmaceuticals is 5509 Elm Rd, Tustin, CA, 92781.
Would you like to see a list of appointments for this location?

User: Yes.

Bot: The pharmacist is available at:

- 9:30 AM PST
- 11:00 AM PST
- 2:00 PM PST

User: 2:00 PM PST.

Bot: Great! What is your email address?

User: VSaint25@gmail.com

Bot: I've scheduled your COVID-19 vaccine appointment for 2:00 PM PST. A copy of the appointment has been sent to your email address. May I help you with anything else today?

User: No.

Bot: Thank you for booking an appointment with Generic Pharmaceuticals! Please click the blue "End Chat" button to end the chat.

Corner Case:

Bot: Hi! I'm James, a virtual assistant for Generic Pharmaceuticals. How may I help you?

User: My prescription won't refill. It's been 5 days. What gives?

Bot: I'm sorry to hear that your prescription is delayed! I'll look up the order. Do you have an RX number?

User: No.

Bot: Let's look it up another way. Will you please enter the following?

- Last name.
- Date of birth.
- Last 4 digits of your social security number.

User: Trench. 02/23/85. 9012.

Bot: It looks like you're waiting for RX: 3591355. The generic name is Azelastine. Is that correct?

User: Yes.

Bot: Thank you. I do not see why your prescription is delayed. Would you like me to contact your pharmacist?

User: I've already talked to them. Twice. They said to call you.

Bot: I'm sorry this has been such a frustrating experience. Would you like to speak with a human agent?

User: Yes.

Bot: Connecting you to an agent. Don't worry - they will review this log and have access to all your earlier information.

User: Cool.