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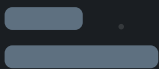
ASISPO Case Study

ASISPO scales quality care and delivers a better patient journey using AI-powered chatbots

ASISP·O

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Overview

ASISPO is an AI-powered patient management platform that ensures that patients have the pre and post operative attention and support they need.

Designed by a team of medical professionals as well as AI developers, ASISPO gives doctors the ability to drastically extend the reach of their care, without sacrificing their valuable time, or the invaluable personal connection between doctor and patient.
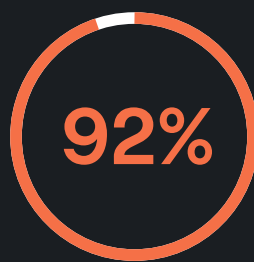
Using a conversational AI app, powered by Botpress, ASISPO is able to improve the quality of care for patients and manage their entire patient journey, pre and post surgery, through a personalized chatbot experience.
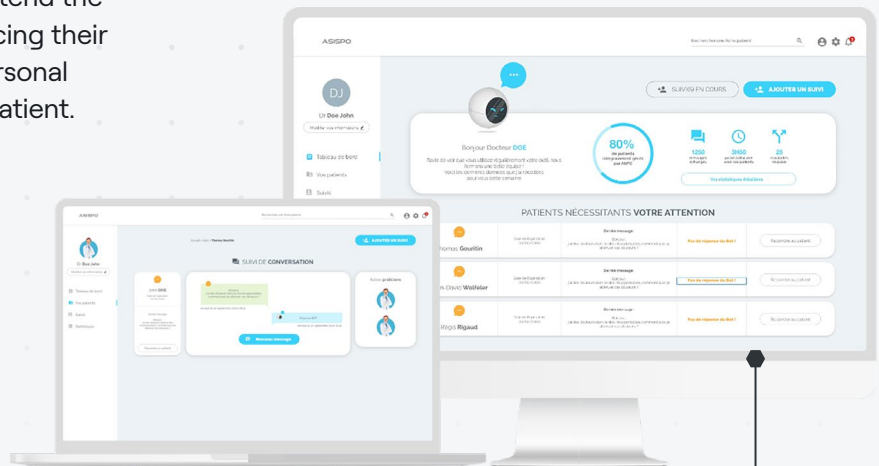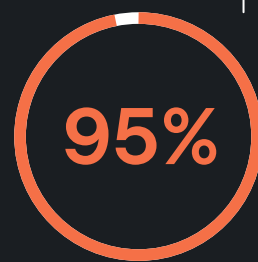
Results in a Nutshell

70%

adoption
rate

92%
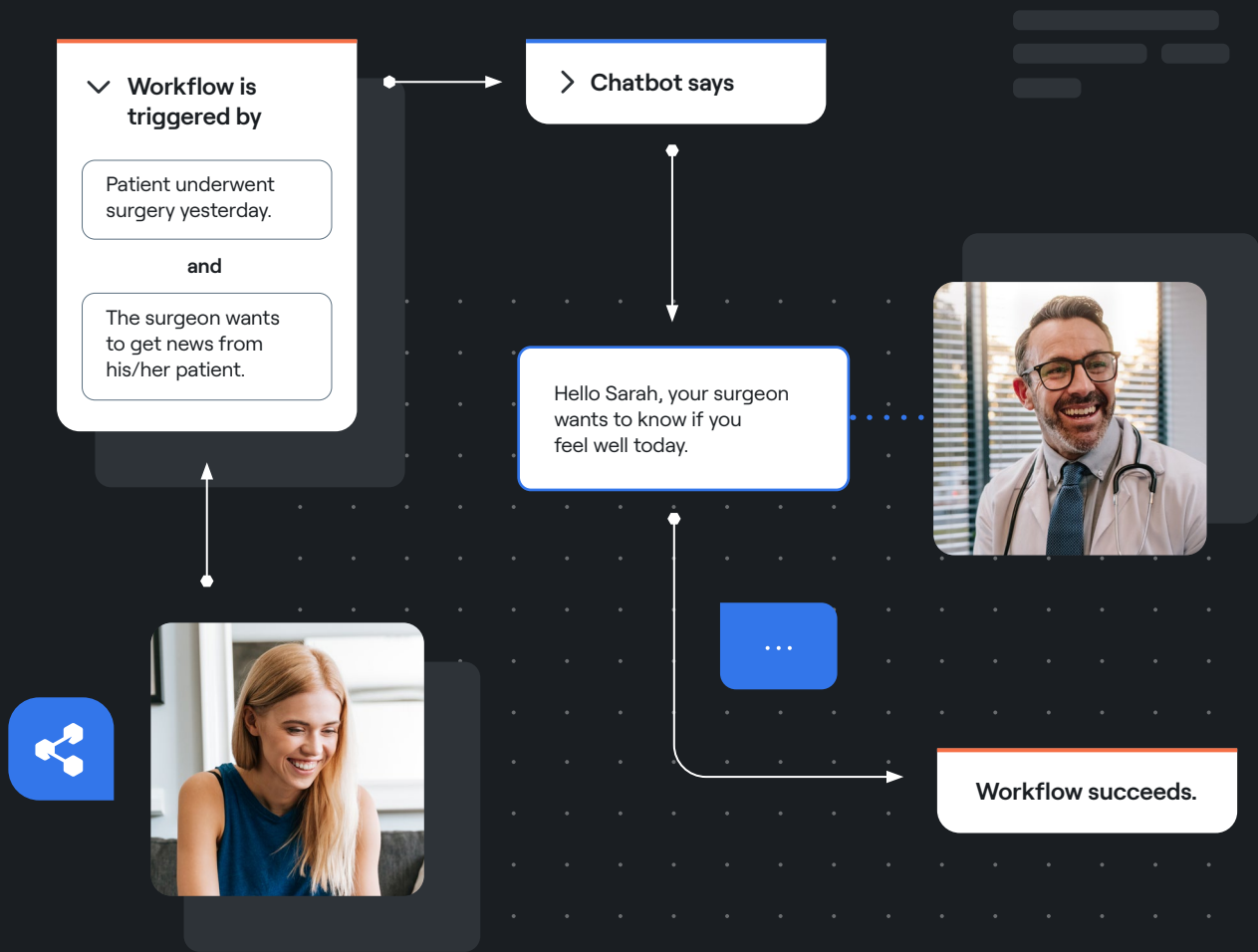
patient
satisfaction
rate

95%
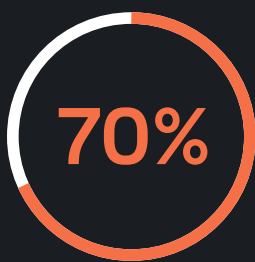
containment
rate

(where the chatbot
completes the pre and
post surgery care
on its own).

Setting the scene

When we think of the type of care that surgeons, doctors, and medical staff provide to their patients, we often focus on the day-of care. Whether that's a surgery, treatment, or other appointment, it's easy to think patient care begins and ends on the day of the appointment.

In reality, pre and post operative care is absolutely essential to the patient's quality of experience as well as their recovery time. But, it's difficult for doctors to follow up with patients at scale while navigating around busy schedules and playing phone-tag with patients. That's the exact problem that ASISPO is built to solve.

When ASISPO went looking for a chatbot platform to power a digital assistant for surgeons, doctors and other medical providers, they turned to Botpress. Knowing that the quality of conversation was essential to developing and maintaining patient trust, ASISPO leveraged the Botpress platform to build a chatbot that was fit for the level of care patients expect from their providers.

Workflow is triggered by

Patient underwent surgery yesterday.

and

The surgeon wants to get news from his/her patient.

Chatbot says

Hello Sarah, your surgeon wants to know if you feel well today.

Workflow succeeds.

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A digital assistant to improve patient journey pre and post surgery

ASISPO acts as equal parts CRM and chatbot. When a patient is scheduled for care in the ASISPO application, a provider can create a record for that patient, ensuring that pre and post operative messages will be sent to the patient at the right time.

This simple act of scheduling asynchronous communication over messaging saves doctors a tremendous amount of time and allows them to focus more on the care they give to their patients.

Prior to ASISPO, one doctor reported spending six to eight hours per week connecting with their patients. Out of 600 patients over eight months, only 10 required an over-the-phone follow up with that doctor.

Using ASISPO, powered by Botpress' chatbot platform, those doctors are able to be more literally and figuratively prescriptive with their time, intelligently managing pre-surgery and follow-up at scale. Upon receiving the first message, patients authenticate themselves using their birthdate. From there, they follow a pre-surgery medical background check.

After the surgery, the chatbot uses natural language understanding (NLU) to understand any pain the patient might be experiencing or any questions they might have about their treatment. The patient is also sent a satisfaction survey at the end of their session.
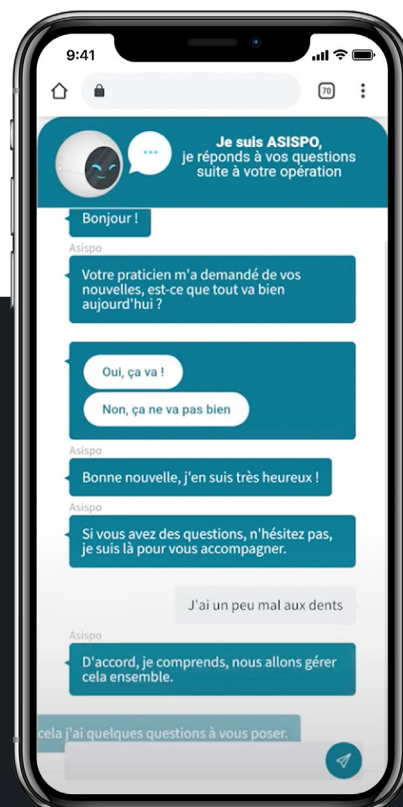
Botpress is not only able to power the chat capabilities of ASISPO, it also can extract intention from the messages to give doctors a better contextual representation of the conversation or escalate a conversation from a chatbot to a medical provider.

Additionally, Botpress can extract and pass along entities such as a type of pain the patient is experiencing, and going back to work or the gym type of inquiries. These types of powerful capabilities gave ASISPO the confidence to build on the Botpress platform and continually raise the bar for patient experience.
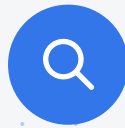
ASISPO has designed its chatbot to personalize the conversation to the type of client it serves. Based on age, date, medications, and type of surgery, the bot communicates accordingly. Botpress makes it easy for ASISPO to create custom made training data from real patients' SMS, emails, and phone calls and use custom APIs with Botpress to personalize the conversations.

Why Botpress?

Among other criteria, these are the top reasons ASISPO selected Botpress:

| A complete platform to reduce the development time | A powerful NLU engine to extract intent from patients' messages | Ability to contextualize the experience for every patient | Ability to integrate with other data sources | Community behind the product |

"To launch our health assistant, we focused on how it could understand patients' speech. We created a natural language understanding database using prior emails and phone calls. But, that's just the start. We have built our tech on Botpress to offer a fully-secure and easy-to-use chatbot experience that improves the patient's journey and adoption."

**Doctor Jean-David Wolfeler,
Co-founder and Medical Director, ASISPO**

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ASISPO's chatbot patient experience includes:

Pre-surgery medical questionnaire and medical history check

Post surgery care using NLU to understand a patient's pain level and various post surgery questions

Matching the patient ID to personalize the experience to the patient's age, date of surgery, specific patient's medical needs and more

Routing the bot communication to medical staff in case of an emergency

Satisfaction survey

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"I highly recommend Botpress. It gives us everything we need in one API-powered tool. From intent creation, to personalization, contextualization, and APIs to customize the experience, Botpress is a complete platform."

Thomas Gouritin
Co-Founder, ASISPO

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Results

Now, ASISPO is doubling down on their success in the wake of a **70% adoption rate** and **92% patient satisfaction rate**, which is over **20% above the national average**. With Botpress as the bedrock of their service, they're ready to show even more patients and doctors the impact that quality chatbots can have.

Among end user satisfaction survey, quotes such as **"Great support, ASISPO answered all our questions,"** **"Very handy, easy to use,"** and **"It's very reassuring to be followed after the surgery"** have further proved the adoption and the end user engagement and the patient community that ASISPO serves.

Additionally, the Botpress-powered chatbot is able to handle **95%** of pre and post surgery care all on its own, freeing up the precious time of doctors and surgeons while providing quality of care for patients.

Future Plans

ASISPO is scaling rapidly, with their sights set on expanding across the surgical markets as well as expanding into the pharmaceuticals and clinical trials industry. With Botpress, Thomas and the team at ASISPO feel confident they can do just that.

> "Botpress is the centerpiece of ASISPO, helping us to understand the patients' questions and to give them the right contextualized, personalized answer. We can also bring data from our applications into Botpress to enrich the user experience, as well as send text to surgeons directly from Botpress."
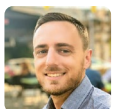
Thomas Gouritin
Co-Founder, ASISPO

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About Botpress

Botpress is the leading open-source chatbot stack, allowing developers to build better chatbots without a team of data scientists and machine learning experts.

First released in 2017, the Botpress platform has a unique managed NLU engine, an integrated development and visual conversational design environment, flexible integrations and extension options for customization, analytics, human-in-the-loop and channel integrations. Developers love Botpress, and the product has more than 9,500 Github stars and 100,000 users.

Botpress is based in Québec, Canada with additional offices in Montreal and Newark.
For more information, visit **www.botpress.com**, **Twitter** and **LinkedIn**.