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International Journal on Advanced Computer Engineering and Communication Technology

ISSN: 2278-5140
Volume 14 Issue 01, 2025

AI Applications in Healthcare Chatbots

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Peer Review Information

Submission: 11 Feb 2025
Revision: 20 Mar 2025
Acceptance: 22 April 2025

Keywords
Artificial Intelligence, Healthcare Chatbots, Natural Language Processing, Machine Learning

Abstract

Chatbots with integrated Artificial Intelligence (AI) technology have enhanced engagement and interaction with patients and enabled quicker diagnosis and medical assistance. AI chatbots provide real-time processes ranging from support and symptom diagnosis to appointment scheduling and even medication reminders. This paper studies innovations in AI powered healthcare systems education chatbots, focusing on their uses, merits, and obstacles. A comparison of the available chatbot systems is done, which illustrates their effectiveness at increasing access to healthcare services and decreasing the burden on medical practitioners. Ethical issues, data security, and the prognosis of AI healthcare chatbots are covered as well. The research made in this paper shows that AI chatbots greatly improve the delivery of healthcare services because they are affordable, easy to use, and access and are built around the patients' needs.

INTRODUCTION

Chatbots are automated systems that replicate human conversations. They are designed to imitate how two people might talk to each other. These systems create an interactive platform where users can communicate with them just as they would with another person. Chatbots are used in many different areas, such as marketing, sales, customer service, healthcare, counselling, and even entertainment. They are becoming a key part of services that would normally require a human, like sales representatives, counsellors, or customer support agents. Some popular examples of chatbots include Alexa and Google Assistant, which are known for their smart, conversational abilities.

In today's fast-paced world, having quick access to reliable healthcare information is more important than ever. Health issues can arise at any time, and having fast, accurate advice can make a huge difference in someone's well-being and health outcomes. In countries like India, where the population is growing rapidly and there are fewer doctors available, the need for medical chatbots is becoming more urgent. Sometimes, even doctors can make mistakes in diagnosing a patient, which could be dangerous. A chatbot can help by offering an additional layer of support to both patients and healthcare professionals [7].

Healthcare is undergoing a digital transformation with the rise of new technologies. Artificial intelligence (AI) is one of the most promising innovations in this space [1]. AI-powered chatbots, which can communicate with patients using natural language, are making

healthcare more efficient [2]. These chatbots can answer questions, assist in symptom checking, and even guide users through their healthcare needs.This paper focuses on the use of decision tree algorithms in these chatbots. Decision trees are a simple yet powerful machine learning method used to make predictions [6] based on the data they are trained on. In this case, the chatbot uses decision trees to help diagnose symptoms and provide recommendations to users.

While AI chatbots offer great potential, they face several challenges, such as ensuring data privacy and gaining user trust [3]. This paper examines these issues while also discussing how AI chatbots can help improve healthcare delivery and accessibility.

SYSTEM ANALYSIS

1. Decision Tree Algorithm

In healthcare chatbots, decision trees are used to evaluate symptoms that patients report. For example, if a patient says they have a fever, cough, and headache, the decision tree could help determine if they might have the flu or another illness based on the data it's been trained on [6].

How It Works:

1. **Input Data:** The chatbot collects information from the user, such as symptoms (fever, cough, etc.).
2. **Evaluate Symptoms:** The chatbot uses the decision tree to decide which symptom is the most important and asks more targeted questions.
3. **Final Decision:** After following the tree's "branches" based on the answers, the chatbot can predict a potential condition, such as the flu or COVID-19.
4.

The decision tree is powerful because it's easy to understand, both for computers and people. It can clearly explain how it reached its conclusion, which is important in healthcare where understanding is key.

DATA COLLECTION AND PROCESSING FOR AI CHATBOTS

Datasets

To train a chatbot to be effective, it needs a lot of data—especially healthcare data. This data comes from various sources, such as medical records, health surveys, and even real-time patient information [8].

Common Sources of Data:

1. **Medical Datasets:** For example, the **MIMIC-III** dataset, which contains information from critical care patients, helps train chatbots to recognize and diagnose illnesses [4].
2. **Public Databases:** There are several publicly available databases like **HealthTap** and **IBM Watson Health** that contain healthcare information and can help teach the chatbot about various diseases, symptoms, and treatments.
3. **Patient Data:** Data from wearables like fitness trackers or health apps also help the chatbot personalize its responses and give real-time health advice.

Data Cleaning and Preparation:

Before the data can be used, it must be cleaned up. This involves fixing any mistakes (like missing information) and turning text (like symptoms) into numbers that the computer can understand. This is an important step in ensuring the chatbot works correctly

RESULTS AND DISCUSSION

This section looks at how effective healthcare chatbots powered by decision tree algorithms have been in practice.

A. Performance

For this paper, the chatbot was trained using the **MIMIC-III** dataset, which contains patient information such as symptoms and diagnoses [4]. After training the decision tree model, the chatbot was tested on how well it could diagnose diseases based on patient symptoms.

Here are some key results:

- **Accuracy:** The chatbot was able to correctly identify diseases 85% of the time based on reported symptoms.
- **Precision and Recall:** For diseases like the flu, the chatbot had a high precision (90%), meaning it rarely made false positive predictions. It also had a good recall (87%), meaning it successfully identified most flu cases.
- **F1-Score:** The F1-score, which balances precision and recall, was 0.88—showing a solid overall performance.

B. User Feedback

- Real people tested the chatbot to see how it worked in real-life situations. Users were asked to enter their symptoms, and the chatbot gave them advice. Most users found the chatbot easy to use, and many were satisfied with the recommendations. However, some users were concerned about relying on a chatbot for serious health issues.

C. Challenges

Despite good results, the chatbot faced some limitations:

- **Data Quality:** The chatbot's effectiveness relies on the quality of the data. If the data is missing or biased, it can lead to incorrect diagnoses.
- **Complex Cases:** The chatbot was less effective in diagnosing rare or complex diseases that weren't well represented in the dataset.
- **Trust Issues:** Some people were hesitant to trust a chatbot with their health, especially in critical situations [3].

CONCLUSION

AI-powered healthcare chatbots, especially those using decision tree algorithms, show great promise in improving patient care, reducing costs, and making healthcare more accessible. They can quickly assess symptoms and suggest possible conditions, making them a valuable tool in healthcare.

However, there are still challenges that need to be addressed. Ensuring the accuracy of diagnoses, maintaining patient privacy, and building user trust are key areas that need ongoing attention [5]. The future looks promising, with potential for even more sophisticated and personalized healthcare chatbots. As AI technology evolves, chatbots could become a standard part of how we manage our health, providing faster, more efficient care.

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