

Research and development of a health consultation chatbot using natural language processing models.

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Abstract: In the context of increasing demand for healthcare services, the development of an online consultation support system via chatbot has become important. This topic focuses on researching and designing a chatbot that can provide health information based on natural language processing models. The objective of the research is to determine a suitable knowledge structure for the chatbot and select effective algorithms to optimize the text processing process. Through experimentation, the topic expects to achieve high accuracy in classifying and answering health-related questions, thereby contributing to improving user experience and enhancing the quality of medical services.

Keywords: chatbot, natural language processing, health consultation, NLP model, healthcare