

Research on building a Chatbot on mobile phones to support preoperative patient consultation

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Abstract: In the context of increasingly advanced healthcare, the use of information technology to improve the quality of health care services has become essential. This topic focuses on researching and developing a mobile-based Chatbot to support patient consultation before surgery. The objective of the topic is to design and deploy an AI-based Chatbot system to provide necessary information to patients, thereby reducing anxiety and better preparing them for the surgical process. The research method applies a combination of requirement analysis, algorithm design, and practical application deployment on the mobile platform. The topic is expected to contribute a useful solution in optimizing the pre-surgery consultation process, thereby enhancing patient experience and the effectiveness of medical services.

Keywords: Chatbot, Artificial Intelligence (AI), Patient Consultation, Surgery, Mobile Phone