

Application of large language models (LLMs) in building chatbot systems to support patients in hospitals

Le Van Bien

Abstract: In the context of healthcare increasingly focusing on improving the quality of care services, this topic concentrates on researching and applying large language models (LLMs) to build a chatbot system aimed at supporting patients in hospitals. The project's objective is to develop a chatbot system capable of processing medical information requests quickly, accurately, and efficiently. The research method combines LLM theory with applied experimentation to optimize user experience. The topic is expected to bring practical contributions to enhancing the quality of healthcare services in hospitals through the utilization of advanced technology.

Keywords: large language model, chatbot, hospital, electronic health, virtual assistant