

Designing the conversation: Instruction sheet

Consider one of the scenarios described and imagine the conversation between the patient and your chatbot. The following questions and topics are meant to inspire you in designing the conversation.

You do not have to consider all of them nor the order or cluster in which they are presented. On the contrary, you can specify additional details that are relevant to you.

Onboarding

- How does the chatbot introduce themselves to the patient? Specify:
- Capabilities / functionalities
- Data storage and treatment
- Does the chatbot need to require the consensus to collect data?
- Where the knowledge to provide the answers come from?

Focus on antibiotics

What is the role of antibiotics in addressing the patient's needs?

Specify:

- Antibiotic consumption/feeling
- Antibiotic consumption behaviour
- Antibiotic consumption feeling
- Antibiotic allergies
- Multiple treatment undergoing

Patient history

How does the chatbot know the patient? Specify:

- User name and/or nickname
- Sex
- Age
- Disabilities
- Feeling
- Geographical origin and residency
- Needs
- Achievements
- Dailiy behaviour

What is the first request/question of the user to the chatbot?

How does the chatbot handle personal information inquiries?

What kind of inputs does the chatbot recognise?

What would the chatbot answer if it does not know the answer?

What if the user asks for a recommendation beyond the chatbot's scope?

How does the chatbot address mental health concerns (if any)?

What if the user needs immediate medical attention?

What would the chatbot say if the patient behaves rudely?

What is the level of empathy of your chatbot?

How does the patient consider the chatbot, in terms of role and personality?

How does the chatbot handle emotional support?

How does the chatbot handle follow-ups?