

How can designing conversations support the future of patient-led healthcare?

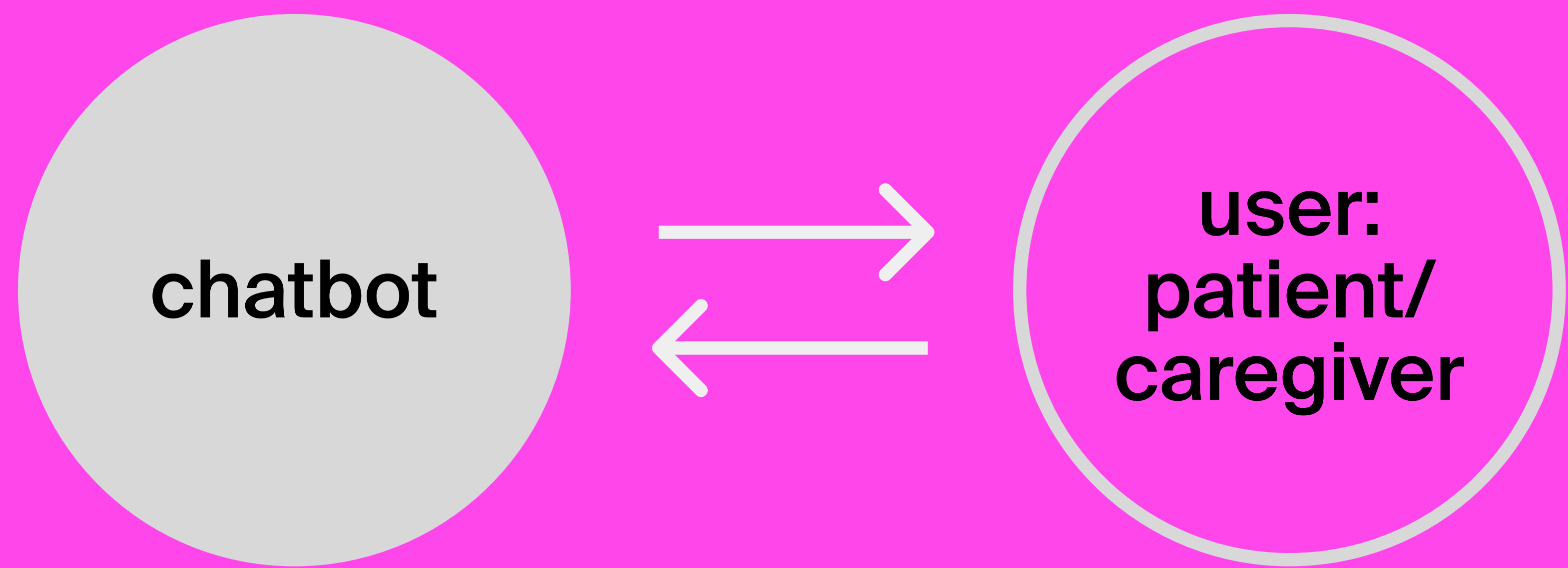
We suggest designing possible conversations happening between users and chatbots to identify relevant data and collection modalities.

introduce yourself (5')

→ your name

→ your expertise area

The chatbot is intended to provide medical support to the patient or their caregiver.



- Task 1 (20'): Define your user
- Task 2 (20'): Define the role of your chatbot
- Task 3 (20'): Set the scenario of the conversation
- **16:20 - 16:50 coffee break***
- Task 4 (1h): Design the conversation
- Task 5 (55'): Share the conversation
- **18:50 - 20:30 final apero***

→ Task 1: Define your user (20')

Who is the intended user that your chatbot is designed to support?

Tool

Set of cards with different profiles

Activity

Select one or more cards to create your user's profile.
You need to define a person that your chatbot will support.
Discuss with your group and combine the profile as you wish.

USER	USER	USER	USER
USER	USER	USER	USER
USER	USER	USER	USER
USER	USER	USER	USER

FEMALE	MALE	NOT DEFINED SEX	PERSON ALLERGIC TO ANTIBIOTIC
PERSON LIVING IN A FOREIGN COUNTRY OR TRAVELLING	PHYSICALLY OR MENTALLY IMPAIRED PERSON	STUDENT	PERSON WITH CHRONIC DISEASE
PREGNANT WOMAN	INFANT AND YOUNG KID	FRIEND	FAMILY MEMBER
CARE GIVER	PARTNER	SUPPORT GROUP	SPECIFY YOURS:

→ Task 1: Define your user (20')

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→ Task 2: Define the role of your chatbot (20')

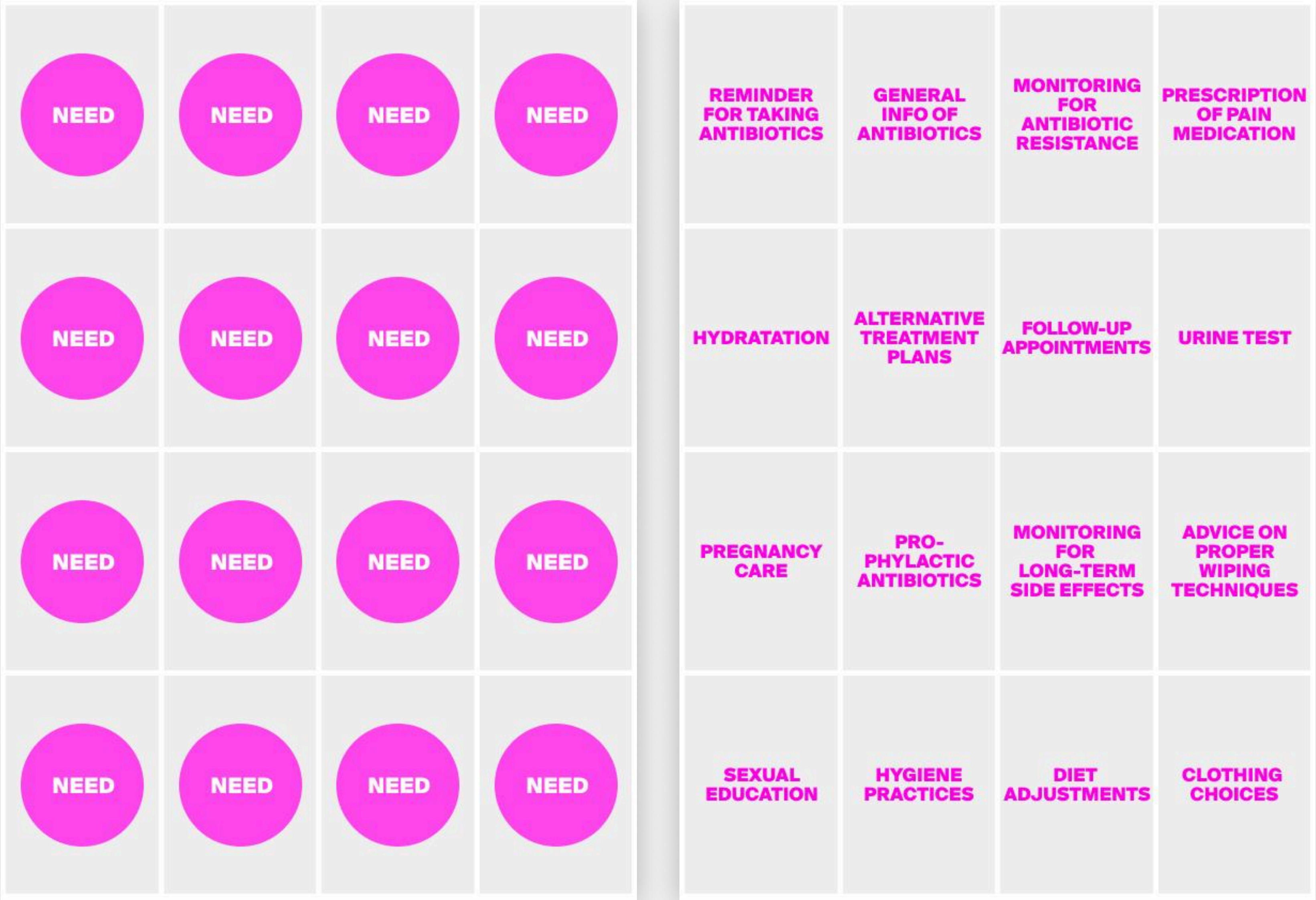
What kind of support can the chatbot provide to your user?

Tool

Set of cards with different user's needs

Activity

Select one or multiple cards from the list. The identification of needs can be based on already-established information or you can consider to add new ones based on your experience.



→ Task 2: Define the role of your chatbot (20')

What kind of support can the chatbot provide to your user?

Tool

Set of cards with different user's needs

Activity

Select one or multiple cards from the list. The identification of needs can be based on already-established information or you can consider to add new ones based on your experience.

→ Task 3: Set the scenario of the conversation (20')

What is the situation in which your user will interact with your chatbot?

Tool

Pen and paper (A3)

Activity

Imagine and describe a possible situation in which your chatbot is meant to provide support to the user based on the needs previously identified.

Is the patient alone or with someone else?

If with others, who are they?

What is the patient doing?

How is the patient feeling?

What does the patient need at that specific moment?

What is the patient trying to achieve?

Are there any external limitations or constraints?

→ Task 4: Design the conversation (1h)

Which is the script of the conversation between the chatbot and your user?

What do they say to each other?

Tool

Paper roll +
instruction sheet

Activity

Starting from your scenario, imagine the conversation happening between the user and your chatbot.

→ Task 5: Share the conversation (55')

What are the most representative extracts from the conversation? Why are they important?

Tool
Your voice

Activity
“Act” some extracts by reading loudly the conversation and share relevant highlights with others.

Have you enjoyed the activity?
Is the activity useful to emphasise with patients?
Is the activity useful to learn about chatbots?
Is the activity useful to learn about AMR?

Answer by positioning the sticker on the post!