



enovation®
care to connect

Always available

'A chatbot can save healthcare professionals a lot of time. The phone rings a little less often when chatbots can quickly answer general queries and refer people to specific information or the right doctor.



Part of the
Enovation
Platform



Chatbot
enovation zaurus

More information
www.enovationgroup.com

Quick answers to FAQs

'Can I help you?' People looking for information on hospital or care home websites can often benefit from the help of a chatbot. See it as a pre-programmed digital assistant that can answer FAQs directly and refer people to the right healthcare professional or information page. People can receive fast assistance at any time of day and do not need to be put on hold or transferred to the right place. This reduces pressure on healthcare providers as they have fewer phone calls to answer.

Support and reduced pressure on healthcare professionals

A chatbot can communicate with people on the website of a hospital or care home with pre-programmed phrases. It can answer questions or even ask follow-up questions and refer people to specific information or the right phone number. The chatbot can also take over simple automated routine tasks like creating a digital consultation room.

Providing information and making referrals

A well-designed chatbot enables people to get the right information or find the right healthcare professional or department more quickly compared to making an enquiry by phone. You can personalise the chatbot's communication style to match your organisation by choosing how the chatbot answers questions, for example.

Available day and night

Of course, a chatbot cannot go into detail about someone's needs and personal situation. But it can answer FAQs 24/7 and take over certain routine tasks. This gives healthcare professionals more time for other healthcare activities.

A chatbot
in your
organisational
style

Chatbot in the healthcare process

Answers FAQs

Set it up and personalise yourself

Makes instant referrals

Time freed up for healthcare providers

Available day and night

