



AWS Chatbots

Improving the Healthcare Experience with Generative AI Chatbots

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Empower patients with
digital tools and access

Improve the provider
experience and reduce
administrative burden

Establish a seamless and
secure **connected health**
system



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Physicians are
spending up to **10**
hours a week on
administrative tasks.



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ASSOCIATION

130 physicians visits
spending up to 10
hours a week on
60 working days
administrative tasks.
per year



Improve the provider experience



Challenge

Augment training for clinicians and improve adoption rate of new Electronic Medical Record systems.



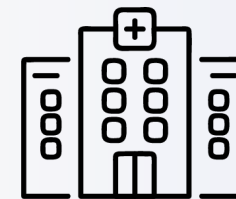
Solution

Deployed AWS Chatbot solutions to provide a self-service mechanism for physicians. Ingested over 350 manuals and quick reference guides.



Impact

Increased self-service rate of clinician users.
Reduced troubleshooting time from average 15 mins to seconds.



13 hospitals



48,000 staff



1.9 million
patients

New Virtual Assistant uses artificial intelligence to improve staff and medical staff learning experience with MEDITECH Expans

[Back to News](#)

Ask me a question about MEDITECH Expans

powered by AI

February 21, 2024

Submitted by Megan White, senior consultant, Communications and Public Affairs

As Fraser Health continues to roll out its new clinical information system, MEDITECH Expans, generative artificial intelligence (AI) is being leveraged to support staff and medical staff in their learning.

With a myriad of MEDITECH Expans learning resources available, the Virtual AI Assistant helps staff and medical staff quickly find the learning resources they need, when they need them.



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Tags

Digital
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CANADIAN Healthcare Technology

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Healthcare issues in BC's October election

ELECTRONIC RECORDS

Transforming healthcare training: How Fraser Health is using AI

April 30, 2024

Modernizing a health authority's clinical system is a massive undertaking. Not only are there millions of patient files, but tens of thousands of staff and medical staff to train in order to become proficient on the new system. The efforts are worth it, however, as the systems provide streamlined workflows and improved clinical decision support, resulting in better patient care.

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Long on-hold times
for relatively simple
tasks.

Information **siloed**
across various sites.



Improve the patient experience



Challenge

Increase patient self-service, provide laboratory booking capabilities, “speak to a human”, reduce call center volumes.

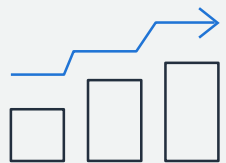


Solution

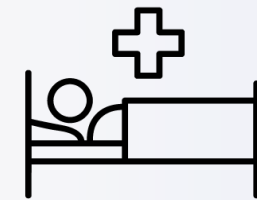
Deployed AWS Chatbot solutions to provide a self-service mechanism for patients. Integration with laboratory booking sites. Trained on customer website and knowledge bases

Impact

Increase self-service rate of patients.
Reduce interaction time from average 10 mins to seconds.



29,000 staff



834,000
patients



One page site

Lorem Ipsum is simply text

— Lorem Ipsum is simply dummy text —



ADVANTAGES



Lorem ipsum

There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration in some form, by injected humour, or randomised words which don't look even slightly



Lorem ipsum

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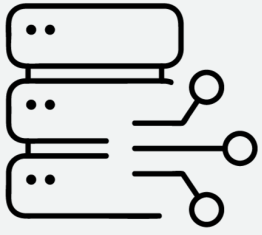


Lorem ipsum

There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration in some form, by injected humour, or randomised words which don't look even slightly







Serverless



Omni-channel

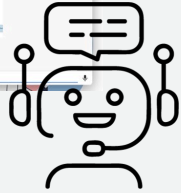
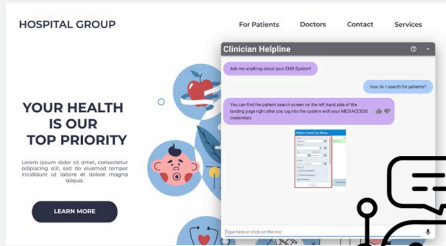


Config driven
Deploy in minutes

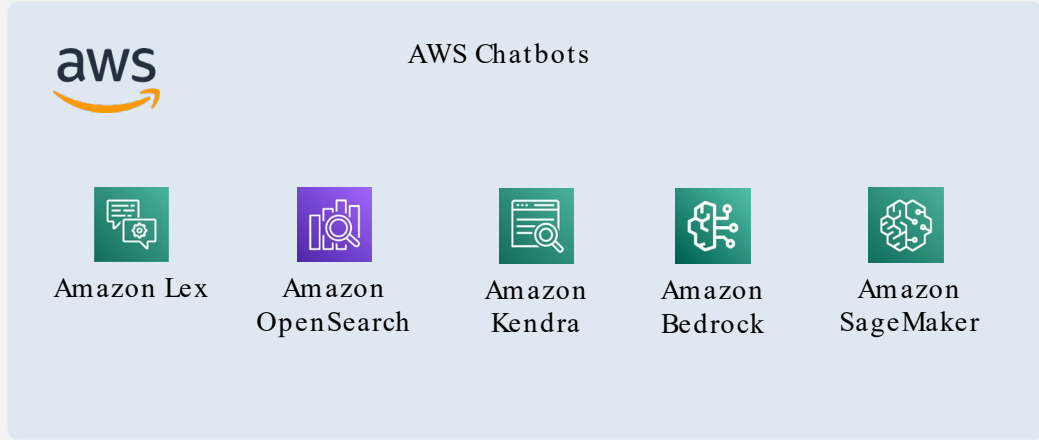


Open-source





Ask questions



Train and fine tune



Websites



Enrich



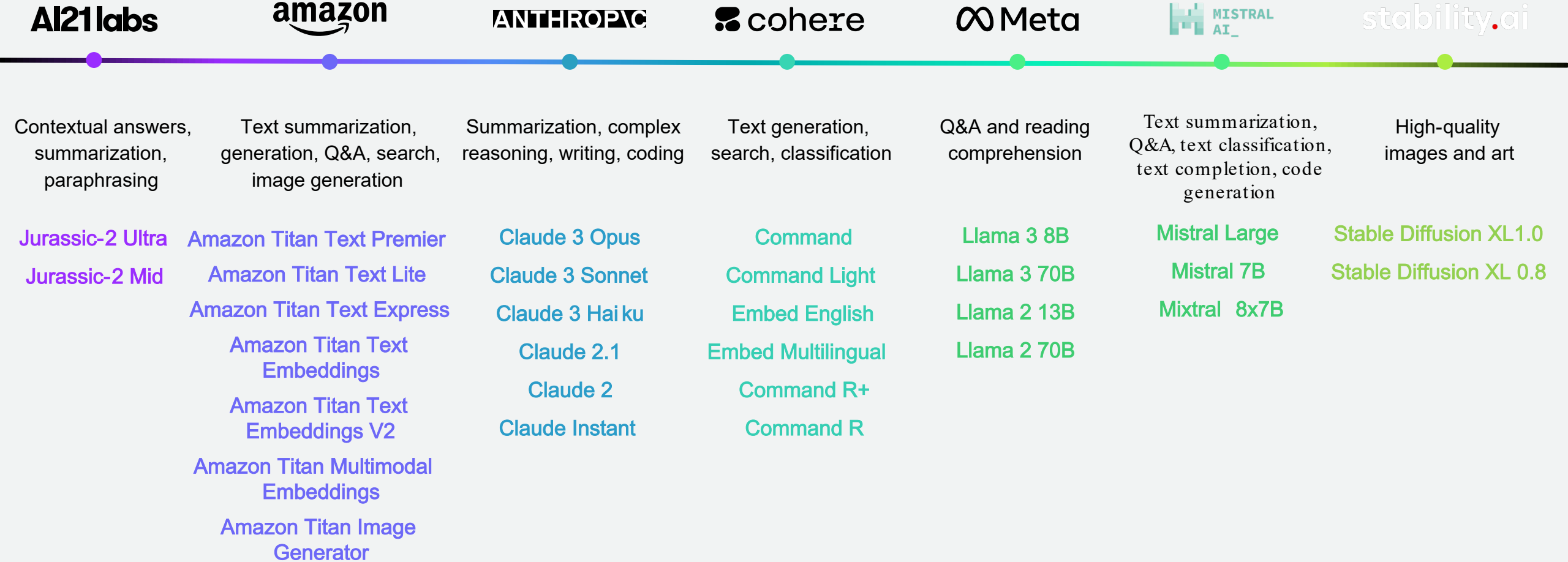
Documents
Quick Reference Guides

Amazon Kendra is an intelligent search Artificial Intelligence (AI) service with Amazon OpenSearch. It makes it so easy to service that you can use natural language advanced natural language models to time to experiment with capabilities to process and advanced machine learning design, build, test, and deploy voice and algorithms to return answers to text conversational interfaces in privately customize them with your data search questions from your data applications.

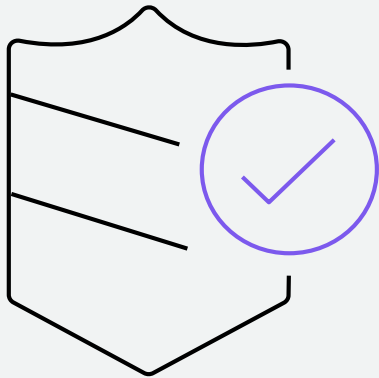


Amazon Bedrock

Broad choice of models



Data privacy

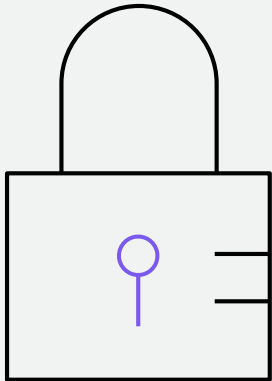


You are always in control of your data

Customer data is not used to improve Amazon Titan models for other customers, and is not shared with other foundation model providers

Customer data (prompts, responses, fine-tuned models) remain in the region where they are created

Data security



You are always in control of your data

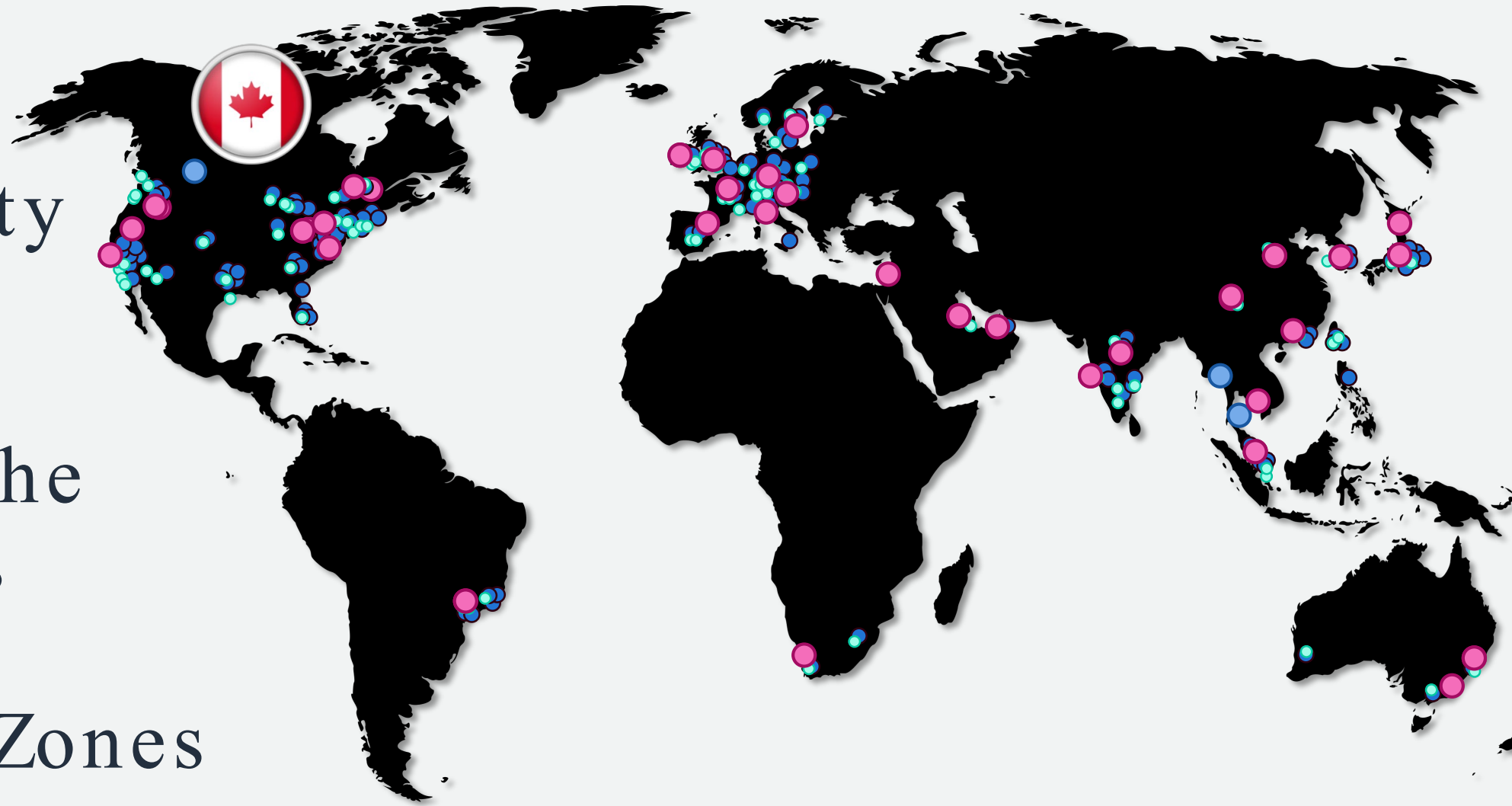
- Support for [AWS PrivateLink](#) so customers can establish private connectivity between virtual private clouds (VPCs) and the Bedrock service using VPC Endpoints
- Encryption in-transit SSL/ TLS connection require TLS 1.2 and recommend TLS 1.3.
- FIPS 140-2 validated cryptographic modules when accessing AWS through a command line interface or an API, use a FIPS endpoint.
- Use AWS encryption solutions, along with all default security controls within AWS services.

34 Regions

108
Availability
Zones

600+ Cache
Locations

41 Local Zones



AWS locations in Canada



Amazon Offices

*Vancouver, Winnipeg,
and Toronto*



AWS Regions

*Montreal
Calgary*



Amazon CloudFront Edge Locations

*Vancouver, Toronto, and
Montreal*



Amazon Solar Farms

*Newell, AB
Vulcan, AB*



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