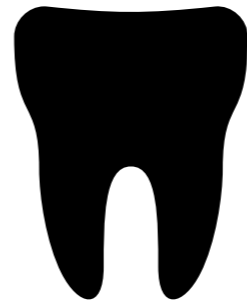


DENQUIZ



Goal

This concept will help patients to calm down while waiting for their appointment on the dental surgery department of the hospital.

Golden Circle

Why: The concept could prove that sensitive human can build trust on digital bots.

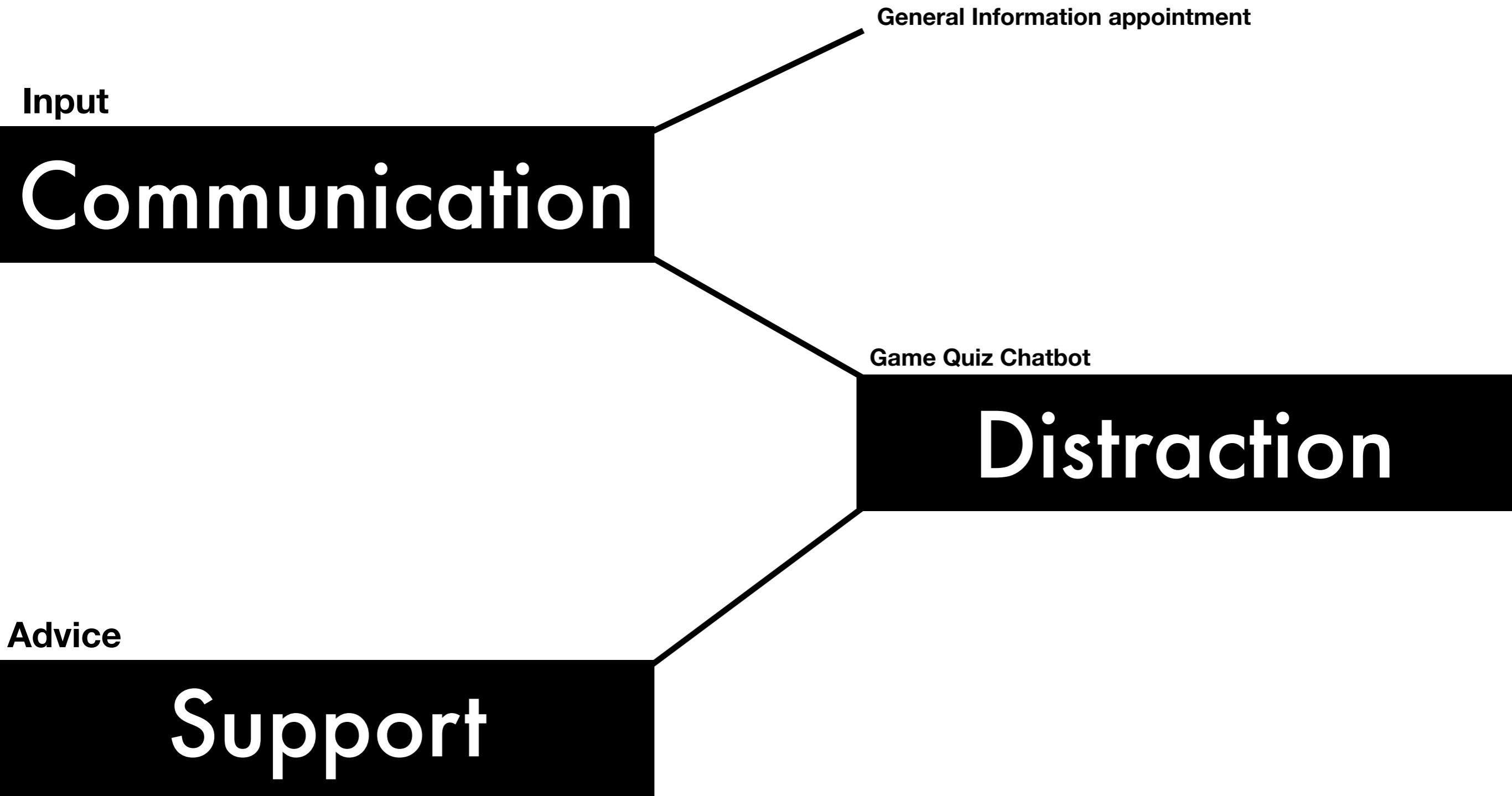
How: With Human centered design we test, build an implement a first prototype of a chatbot.

What: The chatbot is named Bob and he will help patients to relax with an interactive quiz what will help the end user thru different stages of the waiting time.

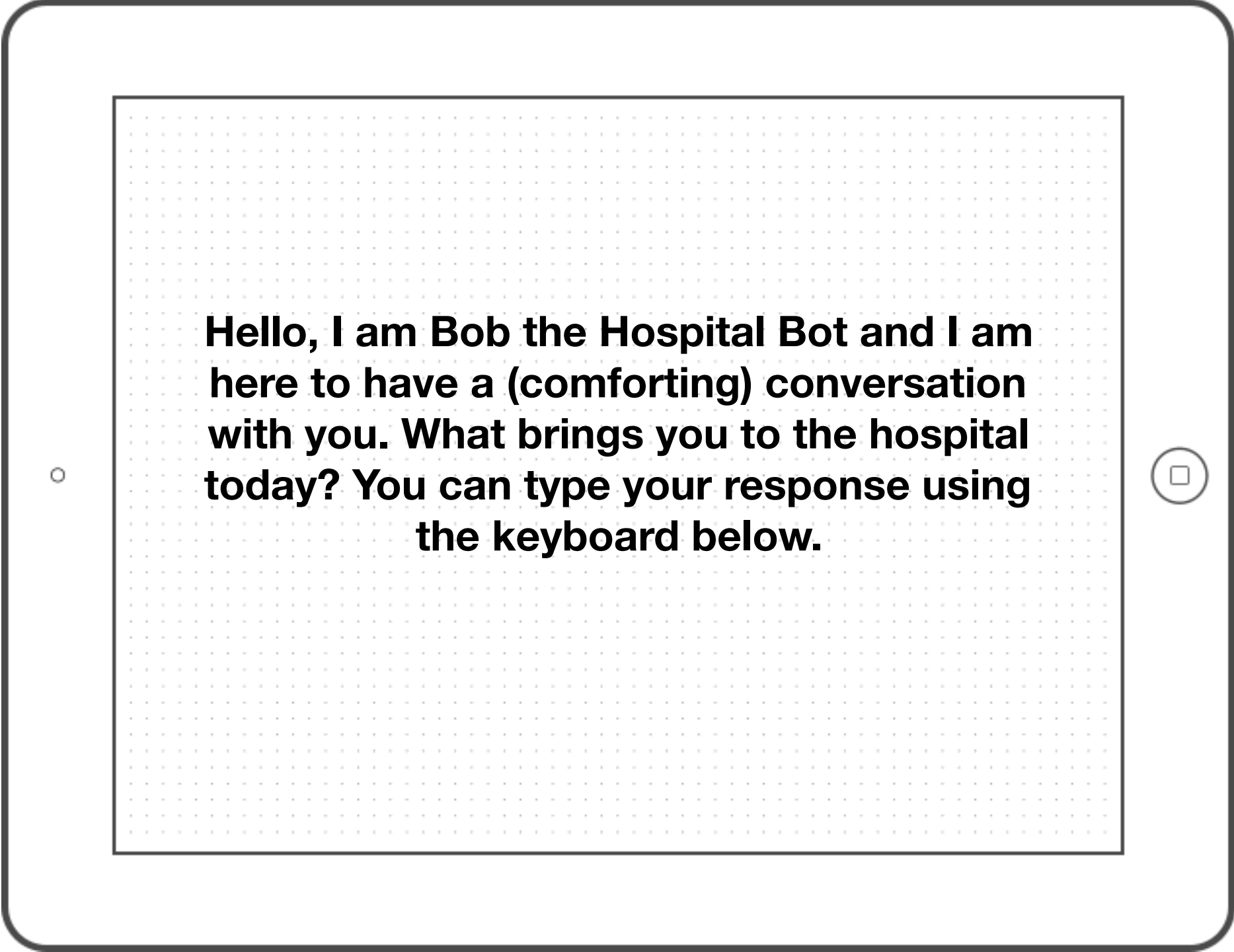
Relation to interview clusters

Positioning:	Waiting Room
Personality:	Warm, Friendly
Atmosphere:	Chatbot on iPad (Non vocal because of privacy and pain end user)
Customizable:	To distract the patient with use of gameification

Stages chatbot



Communication



Hello, I am Bob the Hospital Bot and I am here to have a (comforting) conversation with you. What brings you to the hospital today? You can type your response using the keyboard below.

Distraction

Would you like to take a little quiz to pass the time? If you get all 3 questions right then you can win a free dental cleaning.

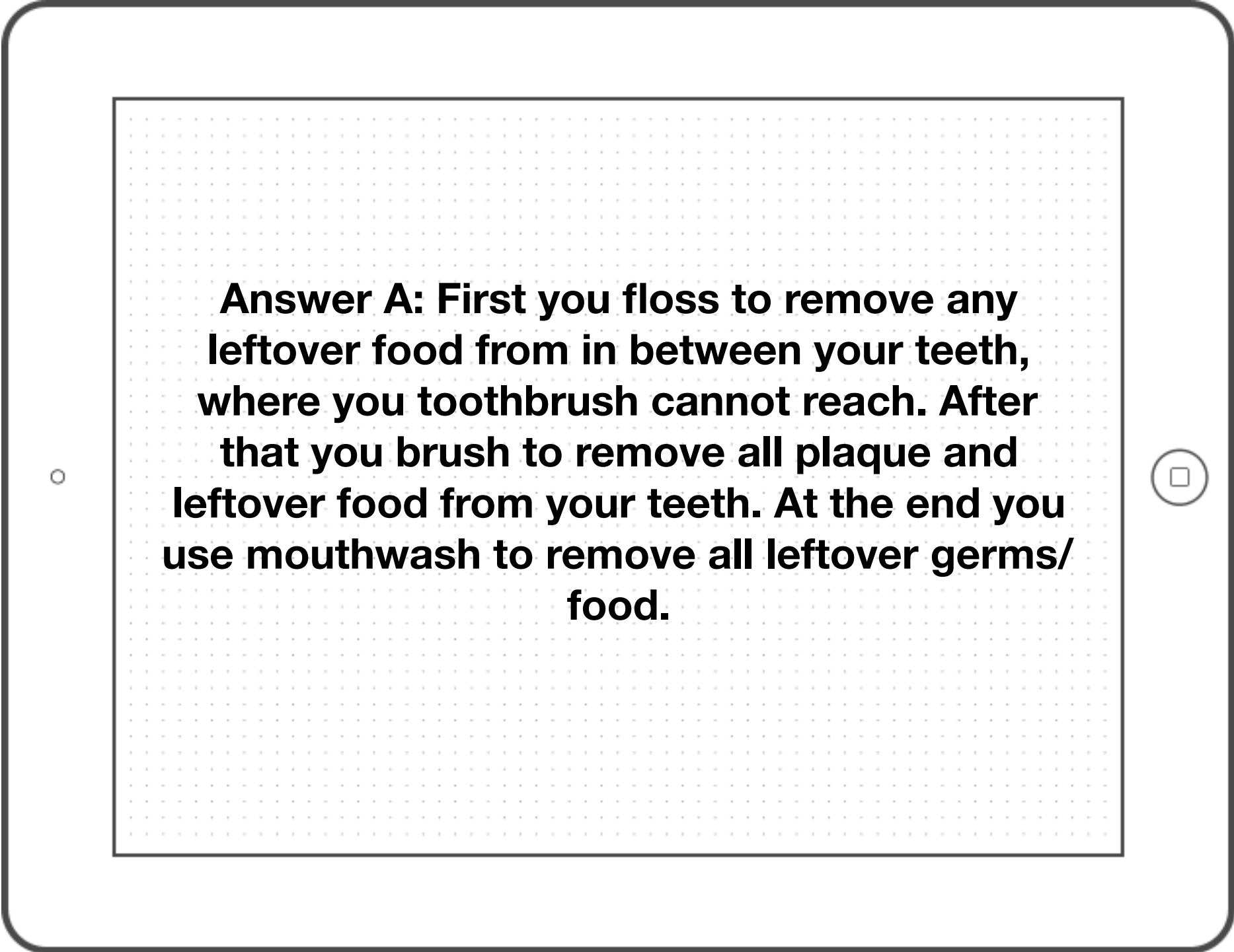
(If no, then we playing soothing music instead)

**In which order should you floss,brush and use
mouthwash?**

A: Floss, brush, mouthwash

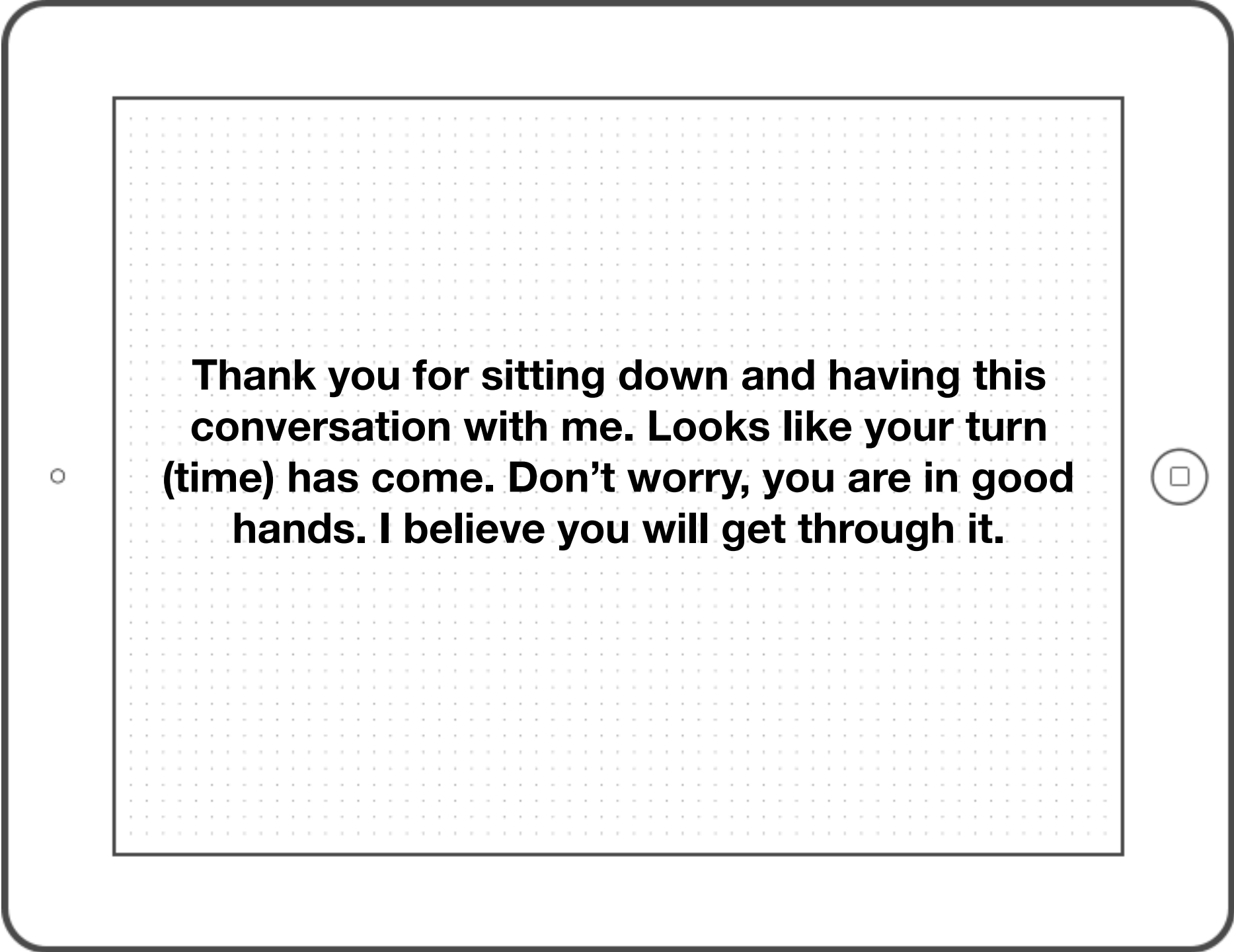
B: Brush,Mouthwash, floss

C: Floss, Mouthwash,brush



Answer A: First you floss to remove any leftover food from in between your teeth, where your toothbrush cannot reach. After that you brush to remove all plaque and leftover food from your teeth. At the end you use mouthwash to remove all leftover germs/food.

Support



○ **Thank you for sitting down and having this conversation with me. Looks like your turn (time) has come. Don't worry, you are in good hands. I believe you will get through it.**

Concept relation to Sub-Questions

Which medical context?

The both will get designed for patients who would like to be distracted during the time in
The waiting room of the dental surgeon.

What do we know about a medical context?

Please see the interview key insights and clusters.
The biggest issue is privacy and sensitivity of patients

What is trust? Answer: see the theory in Eveline's research proposal, section 3.2.

You can only gather trust when the device is property of the hospital, when people chat with the bot on an iPad what belongs to the waiting room they will share more data. Furthermore the chatbot should talk in facts and be polite.

How to create trust in a chatbot?

To create interaction, for this a quiz is perfect, it distracts the Pain or fear of the patient and it will share data and information. The questionnaire will be lead by a warm and calm quiz master into different stages As explained in this document.

What is a warm or competent conversational style?

To be emphatic and understand the answers of the patient.
The game element will help to seek their attention and to get them
In the right mood to talk to the chatbot.

What is the design challenge? (the design challenge is a reformulation of the research question)

To create in dialog flow a conversational chatbot which is text controlled. Important is to insert the characteristic facts into the way of responding warm, calm, not rushing , etc.

Who are the test users?

Anyone who have visited the dental surgeon department e.g. remove
mend of a
Wisdom teeth.

Who is going to recruit the test users?

The entire project team in 2-3 sessions