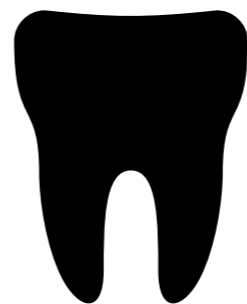


DENQUIZ



Inspiration

- Interviews
- Observations
- Field trip hospital
- Trend analysis
- Insight clusters



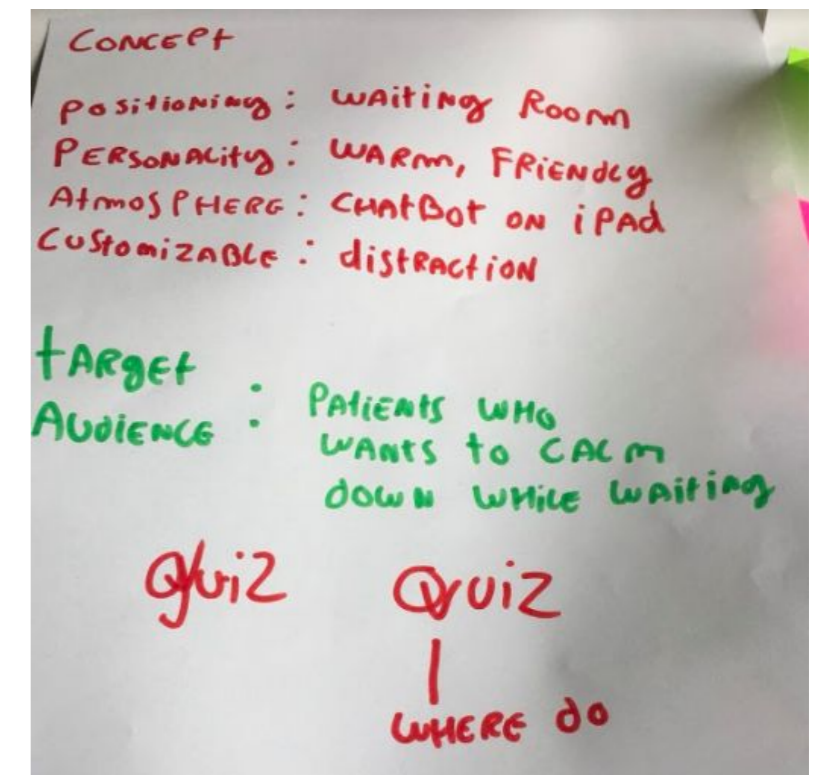
Ideation

- **Brainstorm session**
- **Rating of ideas**
- **Creation of low fidelity concepts**
- **Creation of 1 high fidelity concept**



Implementation

- Rapid prototyping
- DialogFlow Iteration
- DialogFlow Testing



Relation to interview clusters

Positioning:	Waiting Room
Personality:	Warm, Friendly
Atmosphere:	Text based chatbot
Functionality:	To distract the patient through gamification

Golden Circle

Why: We want to reduce anxiety for patients in waiting rooms.

How: Providing distraction and entertainment.

What: A conversational bot that will help patients through different stages of waiting through means of a quiz and advice.

Goal

Our goal is to help reduce anxiety for patients in waiting rooms at the Dental Surgery department in hospitals.

Pillars Of Trust

We narrowed down the steps we need to earn trust to 3 major pillars. These pillars form our main conversational flow.

Communication

During this stage, the patient and the bot will be introduced to each other.

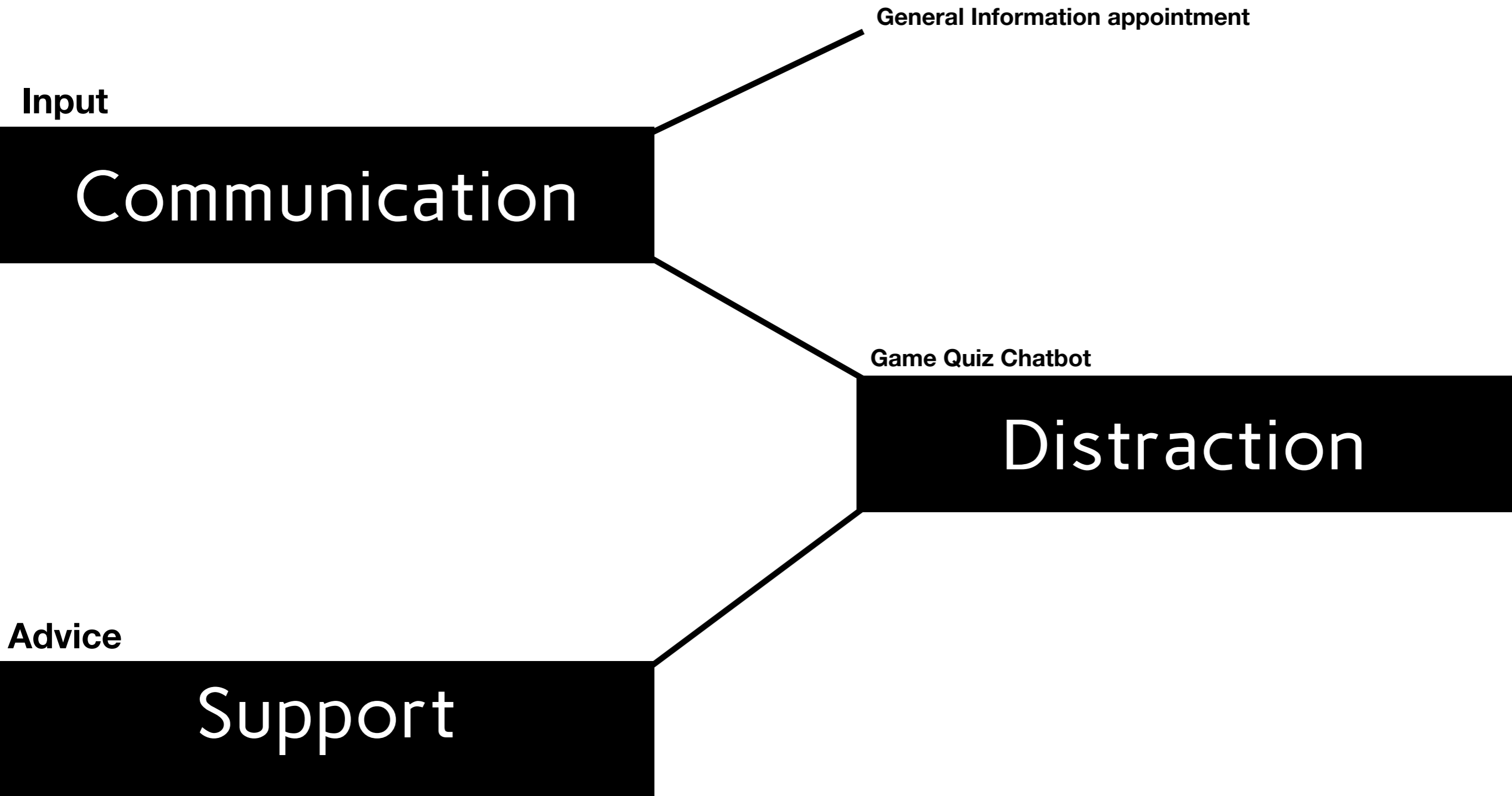
Distraction

During this stage, the bot will work to distract the patient through some form of gamification.

Support

During this stage, the bot will act supportive toward the patient in order to comfort them.

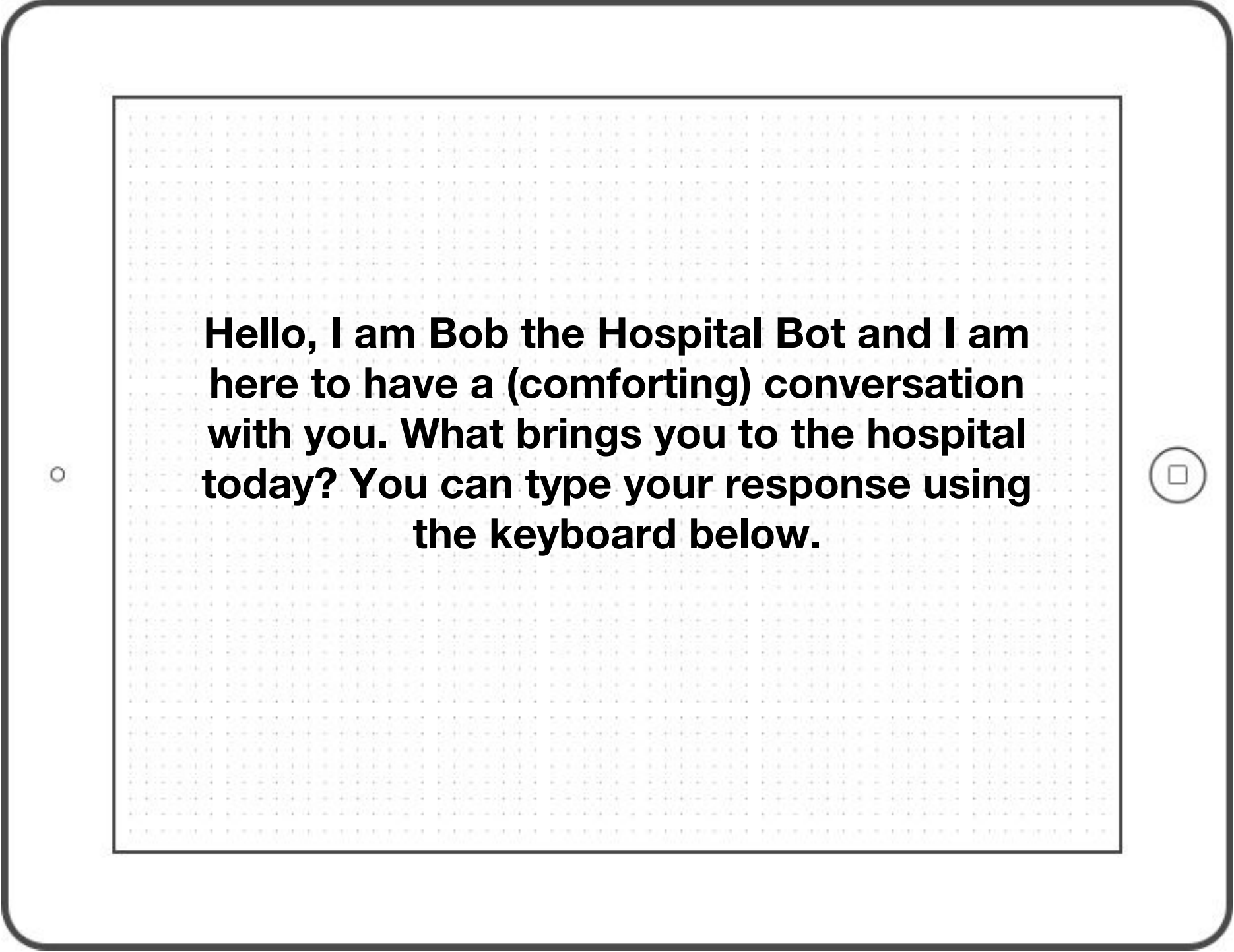
Conversational Flow



Conversational Flow

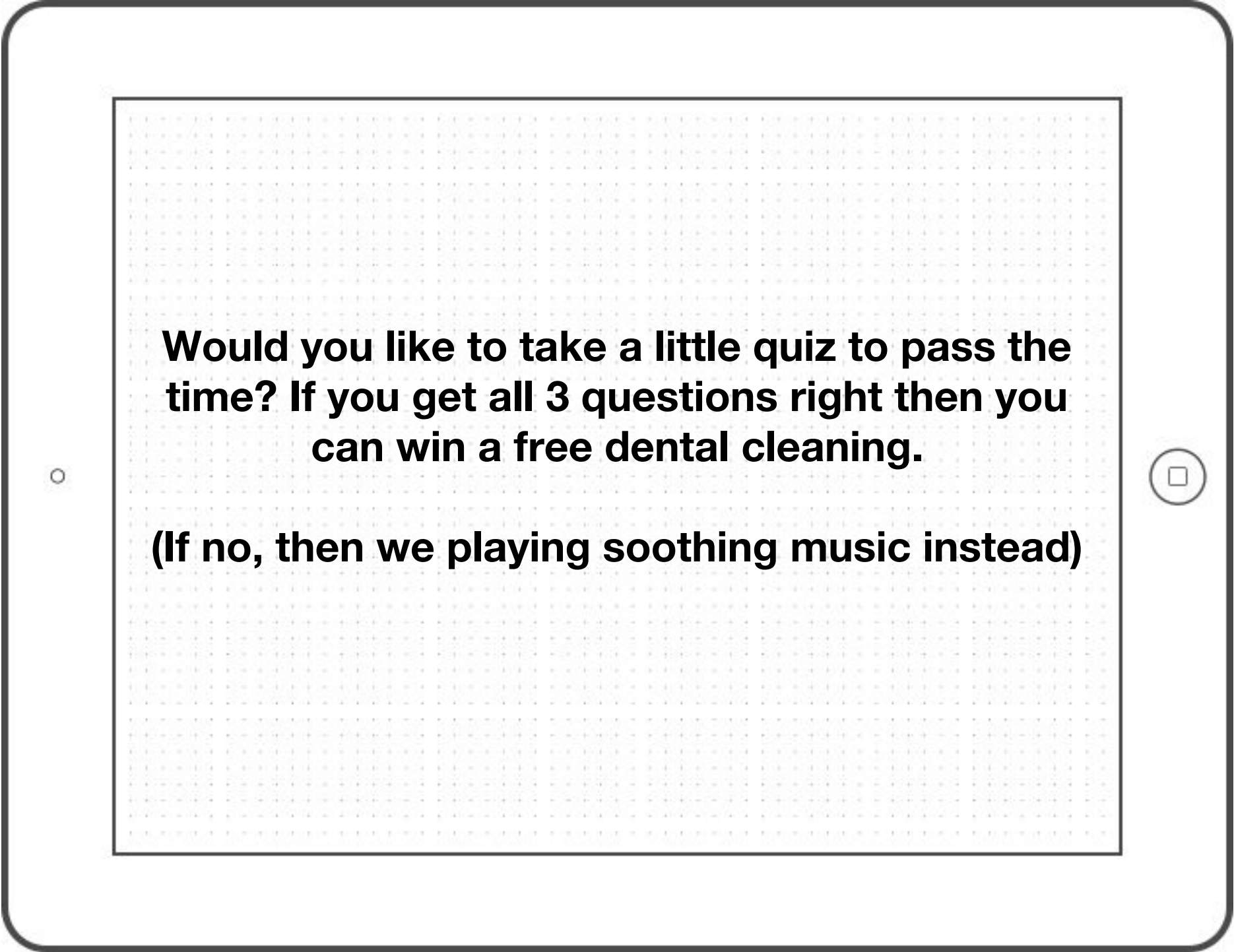
See the following slides for examples per Trust Pillar phase.

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.

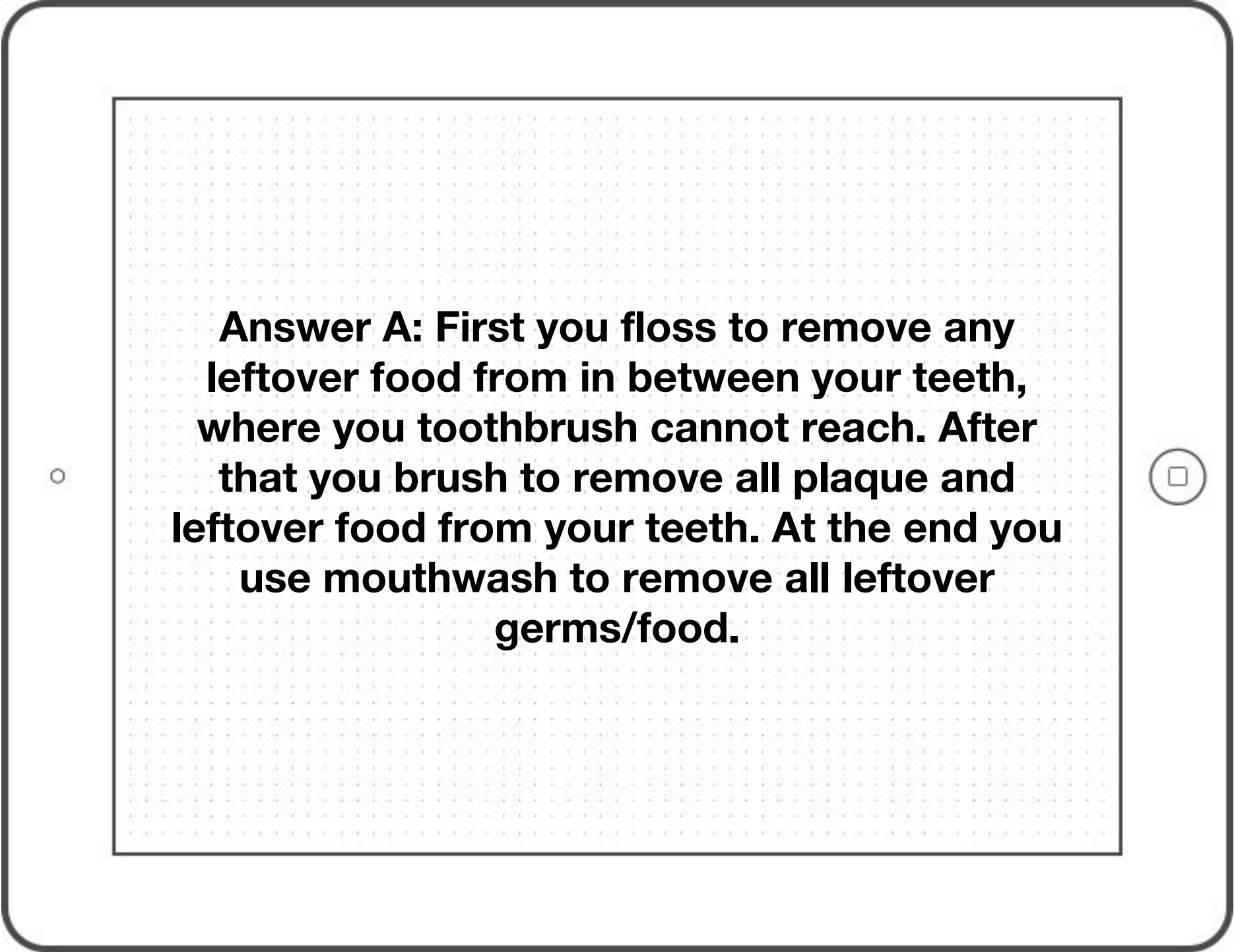
(If no, then we playing soothing music instead)

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

A: Floss, brush, mouthwash

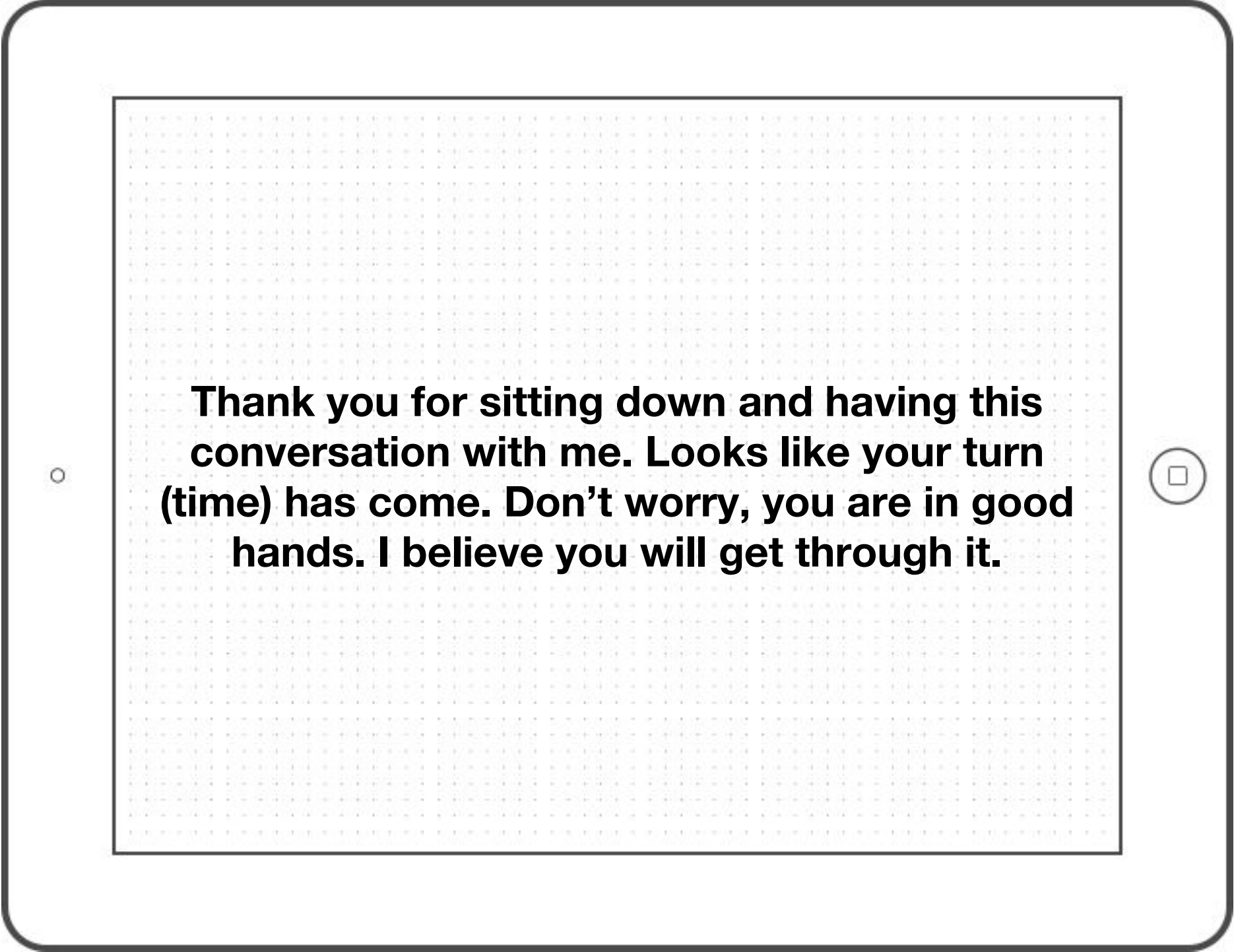
B: Brush,Mouthwash, floss

C: Floss, Mouthwash,brush

A stylized illustration of a tablet device. The tablet has a dark grey border and rounded corners. Inside the tablet, there is a light grey grid background. A white rectangular text box is centered on the grid. The text inside the box is in a bold, black, sans-serif font. On the left side of the tablet, there is a small circle icon. On the right side, there is a circular icon containing a square, resembling a power button.

Answer A: First you floss to remove any leftover food from in between your teeth, where you 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