



COMPRISE

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Press release

TILDE develops new voice-enabled AI solution to support hospital visitors and doctors

The global pandemic brought new challenges to the healthcare industry. Visitors of healthcare facilities are often frustrated trying to find their way around or looking for information. Also, additional duties imposed by the COVID-19 pandemic have significantly increased the burden on general practitioners and medical staff. AI-enabled language technologies can help address these challenges. The leading European language technology company Tilde (<https://tilde.com>) and the Latvian Children's Clinical University Hospital (<https://www.bkus.lv/old/eng>) have joined efforts within the COMPRISE project (<https://www.compriseh2020.eu>) to develop two conversational AI demonstrators: Hospital Concierge and Doctor's Assistant.

Main features

Hospital Concierge is a virtual voice assistant, which reduces the workload of administrative hospital staff by taking over some of their routine responsibilities and tasks, i.e., greeting and guiding hospital visitors at the reception, and answering FAQs. Hospital Concierge is operating on a special stand at the entrance of the hospital, where it is accessible to the visitors. It handles voice and text inputs, provides instant answers, carries out simple tasks, and helps people with special needs.

Doctor's Assistant is a mobile app which aids medical professionals by finding and recording patient related information using voice and text commands. The app uses custom speech recognition and natural language understanding technologies that have been adapted for the medical domain.

Both demonstrators contain features and deploy technologies that have been developed during the COMPRISE project, taking care of the privacy, the costs and the accessibility of AI-enabled language technologies for developers as well as for the general public.

Business impact

The demonstrators developed by Tilde in close collaboration with the Latvian Children's Clinical University Hospital are there to help hospital visitors receive basic information and find their ways around the hospital, as well as to help medical staff reduce workload and time spent on repetitive information requests and simple technical tasks. Doctor's Assistant will allow hospital employees to spend more time on complex or pressing matters. It will also help doctors spend less time writing down patient-related notes, preparing test reports, anamneses, etc., as it transcribes dictated content and stores it into the hospital's information system database.

The prototypes created during the COMPRISE project will serve as a basis for the development of several useful language technology products to be used by healthcare institutions in Europe and beyond.

Visit our website (<https://comprise-dev.tilde.com/>) for more information about Tilde's COMPRISE demonstrators.

Also, follow the COMPRISE achievements on the project's website:
<https://www.compriseh2020.eu/>

Additionally, you can reach us via our social media accounts:

LinkedIn: <https://www.linkedin.com/company/comprise-h2020>

Twitter: <https://twitter.com/compriseh2020>

