

# ASISPO Case Study

ASISPO scales quality care and delivers a better patient journey using **AI-powered chatbots**

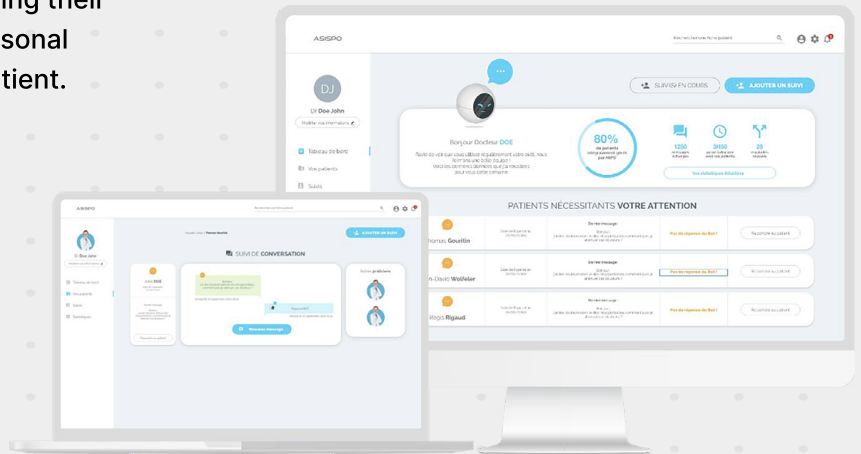


# Overview

**ASISPO is an AI-powered patient management platform that ensures that patients have the pre and post operative attention and support they need.**

Designed by a team of medical professionals as well as AI developers, ASISPO gives doctors the ability to drastically extend the reach of their care, without sacrificing their valuable time, or the invaluable personal connection between doctor and patient.

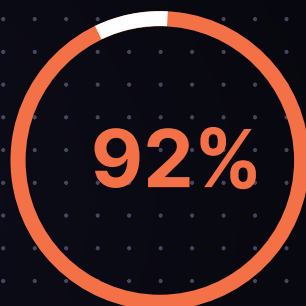
Using a conversational AI app, powered by Botpress, ASISPO is able to improve the quality of care for patients and manage their entire patient journey, pre and post surgery, through a personalized chatbot experience.



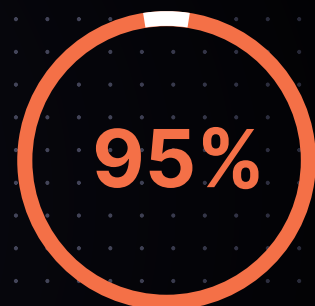
## Results in a Nutshell



**adoption rate**



**patient satisfaction rate**



**containment rate**

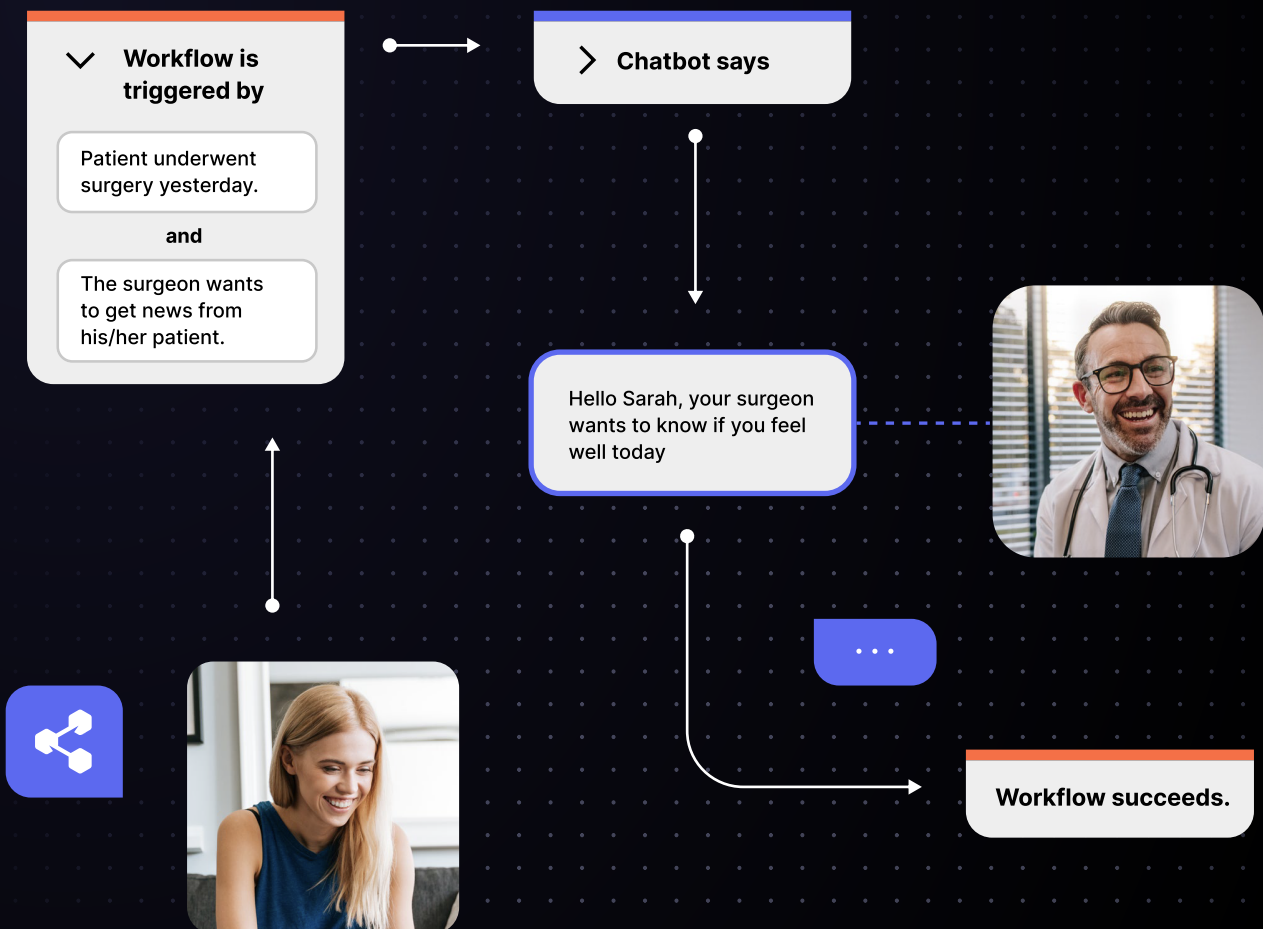
(where the chatbot completes the pre and post surgery care on its own)

# Setting the scene

When we think of the type of care that surgeons, doctors, and medical staff provide to their patients, we often focus on the day-of care. Whether that's a surgery, treatment, or other appointment, it's easy to think patient care begins and ends on the day of the appointment.

In reality, pre and post operative care is absolutely essential to the patient's quality of experience as well as their recovery time. But it's difficult for doctors to follow up with patients at scale while navigating around busy schedules and playing phone-tag with patients. That's the exact problem that ASISPO is built to solve.

When ASISPO went looking for a chatbot platform to power a digital assistant for surgeons, doctors and other medical providers, they turned to Botpress. Knowing that the quality of conversation was essential to developing and maintaining patient trust, ASISPO leveraged the Botpress platform to build a chatbot that was fit for the level of care patients expect from their providers.



# A digital assistant to improve patient journey **pre and post surgery**

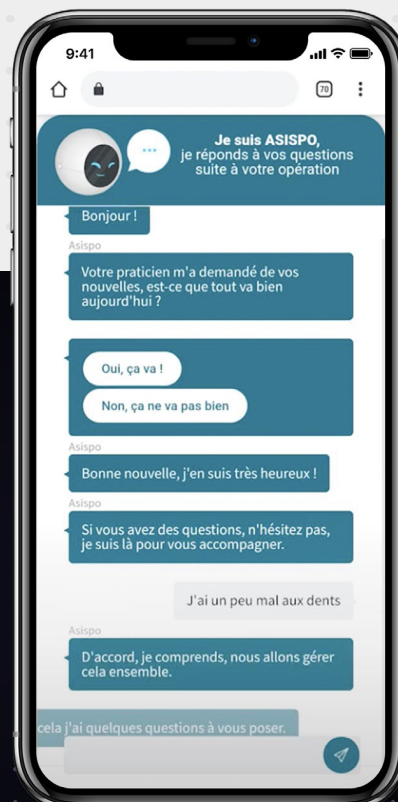
**ASISPO acts as equal parts CRM and chatbot. When a patient is scheduled for care in the ASISPO application, a provider can create a record for that patient, ensuring that pre and post operative messages will be sent to the patient at the right time.**

This simple act of scheduling asynchronous communication over messaging saves doctors a tremendous amount of time and allows them to focus more on the care they give to their patients.

Prior to ASISPO, one doctor reported spending six to eight hours per week connecting with their patients. Out of 600 patients over eight months, only 10 required an over-the-phone follow up with that doctor.

Using ASISPO, powered by Botpress' chatbot platform, those doctors are able to be more literally and figuratively prescriptive with their time, intelligently managing pre-surgery and followup at scale. Upon receiving the first message, patients authenticate themselves using their birthdate. From there, they follow a pre-surgery medical background check.

After the surgery, the chatbot uses natural language understanding (NLU) to understand any pain the patient might be experiencing or any questions they might have about their treatment. The patient is also sent a satisfaction survey at the end of their session.



**Botpress is not only able to power the chat capabilities of ASISPO, it also can extract intention from the messages to give doctors a better contextual representation of the conversation or escalate a conversation from a chatbot to a medical provider.**

Additionally, Botpress can extract and pass along entities such as a type of pain the patient is experiencing, and going back to work or the

gym type of inquiries. These types of powerful capabilities gave ASISPO the confidence to build on the Botpress platform and continually raise the bar for patient experience.

ASISPO has designed its chatbot to personalize the conversation to the type of client it serves. Based on age, date, medications, and type of surgery, the bot communicates accordingly. Botpress makes it easy for ASISPO to create custom made training data from real patients' SMS, emails, and phone calls and use custom APIs with Botpress to personalize the conversations.

## Why Botpress?

Among other criteria, these are the top reasons ASISPO selected Botpress:



A complete platform to reduce the development time



A powerful NLU engine to extract intent from patients' messages



Ability to contextualize the experience for every patient



Ability to integrate with other data sources



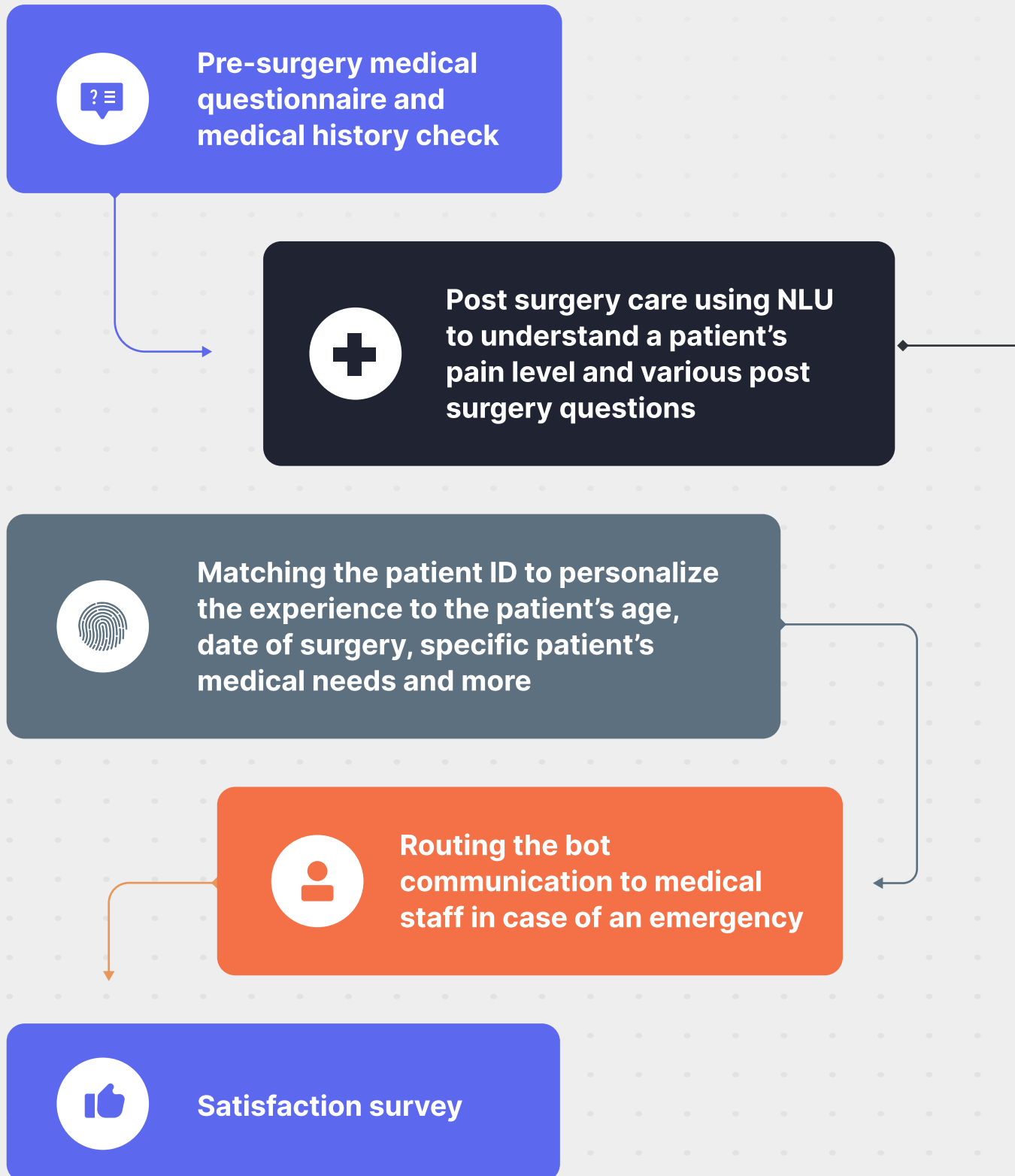
Community behind the product

**“To launch our health assistant, we focused on how it could understand patients’ speech. We created a natural language understanding database using prior emails and phone calls. But, that’s just the start. We have built our tech on Botpress to offer a fully-secure and easy-to-use chatbot experience that improves the patient’s journey and adoption.”**



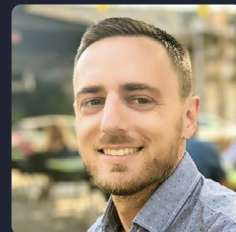
**Doctor Jean-David Wolfeler**  
Co-Founder and Medical Director, ASISPO

# ASISPO's chatbot patient experience includes:



**“I highly recommend Botpress. It gives us everything we need in one API-powered tool. From intent creation, to personalization, contextualization, and APIs to customize the experience, Botpress is a complete platform.”**

**Thomas Gouritin**  
Co-Founder, ASISPO



## Results

Now, ASISPO is doubling down on their success in the wake of a **70% adoption rate** and **92% patient satisfaction rate**, which is over **20% above the national average**. With Botpress as the bedrock of their service, they're ready to show even more patients and doctors the impact that quality chatbots can have.

Among end user satisfaction survey, quotes such as **"Great support, ASISPO answered all our questions,"** **"Very handy, easy to use,"** and **"It's very reassuring to be followed after the surgery"** have further proved the adoption and the end user engagement and the patient community that ASISPO serves.

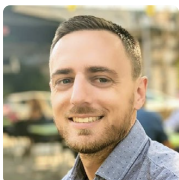
Additionally, the Botpress-powered chatbot is able to handle **95%** of pre and post surgery care all on its own, freeing up the precious time of doctors and surgeons while providing quality of care for patients.



## Future Plans

ASISPO is scaling rapidly, with their sights set on expanding across the surgical markets as well as expanding into the pharmaceuticals and clinical trials industry. With Botpress, Thomas and the team at ASISPO feel confident they can do just that.

**"Botpress is the centerpiece of ASISPO, helping us to understand the patients' questions and to give them the right contextualized, personalized answer. We can also bring data from our applications into Botpress to enrich the user experience, as well as send text to surgeons directly from Botpress."**



**Thomas Gouritin**  
Co-Founder, ASISPO





## • About Botpress

**Botpress is the leading conversational AI platform that empowers individuals and teams of all sizes to design, build, and deploy AI-powered chatbots for various applications.**

As a pioneer in the chatbot industry, Botpress has embraced the power of large language models (LLM) and generative AI to allow builders to create personalized, engaging chatbot experiences for any purpose. Available in 100+ languages and with an LLM-native suite of tools to help you unlock your creativity, Botpress supports you in achieving your conversation automation goals.

Botpress is based in Québec, Canada with additional offices in Montreal and Newark. For more information, visit [botpress.com](https://botpress.com) or find us on Twitter & LinkedIn.



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