

## A Self-Diagnosis Medical Chatbot Using Artificial Intelligence

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### *Abstract*

*To lead a good life healthcare is very much important. But it is very difficult to obtain the consultation with the doctor in case of any health issues. The proposed idea is to create a medical chatbot using Artificial Intelligence that can diagnose the disease and provide basic details about the disease before consulting a doctor. To reduce the healthcare costs and improve accessibility to medical knowledge the medical chatbot is built. Certain chatbots acts as a medical reference books, which helps the patient know more about their disease and helps to improve their health. The user can achieve the real benefit of a chatbot only when it can diagnose all kind of disease and provide necessary information. A text-to-text diagnosis bot engages patients in conversation about their medical issues and provides a personalized diagnosis based on their symptoms. Hence, people will have an idea about their health and have the right protection.*

**Keywords:** Artificial Intelligence, Prediction, Pattern matching, Disease, Query processing

### **INTRODUCTION**

Artificial Intelligence is based on how any device perceives its Environment and takes actions based on the perceived data to achieve the result successfully. It is the study of intelligent agents. The term "artificial intelligence" is applied when a machine mimics "cognitive" functions that humans associate with other human minds, such as "learning" and "problem solving. Artificial Intelligence gives the supreme power to mimic the human way of thinking and behaving to a computer.

A chatbot (also known as a talkbot, chatterbot, Bot, IMbot, interactive agent, or ArtificialConversationalEntity) is a computer program which conducts a conversation via auditory or textual methods. These programs are designed to provide a clone of how a human will chat and thereby it acts as a conversational partner rather than humans. For various practical purposes like customer service or information acquisition, chatbot is being

used in the dialog system. Mostly chatbots uses natural language processing for interpreting the user input and generating the corresponding response but certain simpler systems searches for the keyword within the text and then provides a reply based on the matching keywords or certain pattern. Today, chatbots are part of virtual assistants such as Google Assistant, and are accessed via many organizations' apps, websites, and on instant messaging platforms. Non-assistant applications include chatbots used for entertainment purposes, for research, and social bots which promote a particular product, candidate, or issue.

Chatbot's are such kind of computer programs that interact with users using natural languages. For all kind of chatbots the flow is same, though each chatbot is specific in its own area knowledge that is one input from human is matched against the knowledge base of chatbot. Chatbot's work basically on Artificial intelligence,

so using this capability we have decided to add some contribution to the Health Informatics.

The high cost of our healthcare system can often be attributed to the lack of patient engagement after they leave clinics or hospitals. Various surveys in this area have proved that that chatbot can provide healthcare in low costs and improved treatment if the doctors and the patient keep in touch after their consultation. To answer the questions of the user chatbot is used. There is very less number of chatbots in medical field.

The proposed system provides a text-to-text conversational agent that asks the user about their health issue .The user can chat as if chatting with a human. The bot then ask the user a series of questions about their symptoms to diagnose the disease. It gives suggestions about the different symptoms to clarify the disease. Based on the reply from the user the accurate disease is found and it suggests the doctor who needs to be consulted in case of major disease. The system remembers past responses and asks progressively more specific questions in order to obtain a good diagnosis. The three primary components of our system are (1) user validation and extraction of symptoms from the conversation with the user, (2) accurate mapping of extracted (and potentially ambiguous) symptoms to documented symptoms and their corresponding codes in our database, and (3) developing a personalized diagnosis as well as referring the patient to an appropriate specialist if necessary. There are certain chatbots in the medical field that already exists they are Your.MD, Babylon, and Florence, but current implementations focus on quickly diagnosing patients by identifying symptoms based on pure system initiative questions like natural conversation. Our system focuses solely on the analysis of

natural language to extract symptoms, which could make it easier for elderly, less technical users to communicate their symptoms as well as make it relatively straightforward to support spoken language by adding NLG components. In its current form, our bot's best application would be as a preliminary diagnosis tool that patients could use to assess their symptoms before going to the doctor, perhaps using the bot's specialist referral feature to choose the right care provider

### LITERATURE SURVEY

Simon Hoermann[1] discuss the current evidence for the feasibility and effectiveness of online one-on-one mental health interventions that use text-based synchronous chat. Synchronous written conversations (or "chats") are becoming increasingly popular as Web-based mental health interventions. This review is based on an evaluation of individual synchronous Web-based chat technologies. Through the current evidence of the application of this technology, the tentative support for mode of intervention is seen. Interventions utilizing text-based synchronous communication showed better outcomes compared with Waitlist conditions and overall equivalent outcomes compared with Treatment As usual, and were at least as good as the comparison interventions. However, the issue of whether these technologies are cost effective in clinical practice remains a consideration for future research studies.

Saurav Kumar Mishra[2] says that the chatbot will act as a virtual doctor and makes possible for the patient to interact with virtual doctor. Natural language processing and pattern matching algorithm for the development of this chatbot. It is developed using the python Language. Based on the survey given it is found that the no of correct answer given by the chatbot is 80% and incorrect/ambiguous answer given is 20%.From this survey of

chatbot and analysis of result suggested that this software can be used for teaching and as a virtual doctor for awareness and primary care.

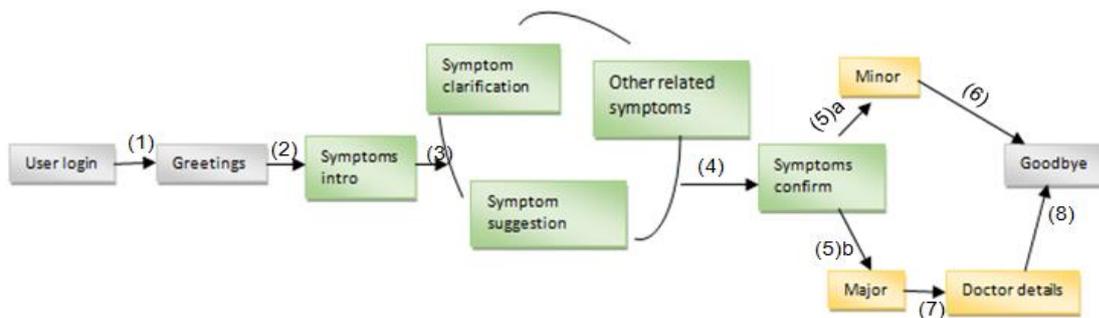
DivyaMadhu[3] proposed an idea in which the AI can predict the diseases based on the symptoms and give the list of available treatments. If a person's body is analyzed periodically, it is possible to predict any possible problem even before they start to cause any damage to the body. Some Challenges are research and implementation costs, and government regulations for the successful implementation of personalized medicine, they are not mentioned in the paper.

HameedullahKazi[4], describes the development of a chatbot for medical students, that is based on the open source AIML based Chatterbean. The AIML based chatbot is customized to convert natural language queries into relevant SQL queries. A total of 97 question samples

were collected and then those questions were divided into categories depending on the type of question. According to the number of questions in each category the resultant categories were ranked. Questions were based on queries, where 47% are of posed questions. Other categories has less than 7%. The system has not been specially designed for the task of supporting natural dialog in chatbots or, providing responses to student queries

### PROPOSED SYSTEM

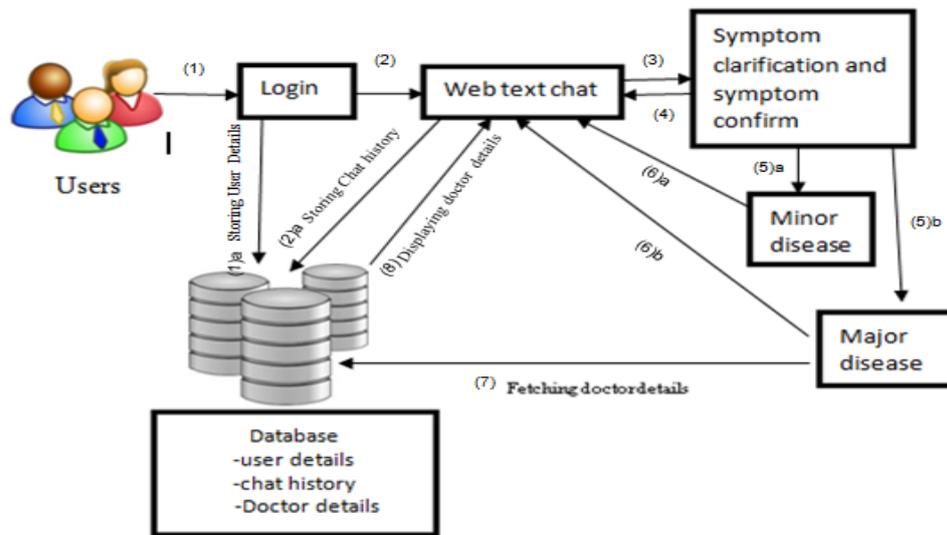
In the proposed system the user dialogue is a linear design that proceeds from symptom extraction, to symptom mapping, where it identifies the corresponding symptom, then diagnosis the patient whether it's a major or minor disease and if it's a major one an appropriate doctor will be referred to the patient, the doctor details will be extracted from the database, the user will be identified by the login details which is stored in the database.



**Fig1:** Finite state graph

In fig1, Chatbot's dialogue design is represented using finite state graph. In order to achieve an accurate diagnosis, the logic for state transitions are made, natural language generation templates were used, and system initiative to the user and get responses from the user. Besides its greetings and goodbye states, our agent has three main conversational phases: acquisition of basic information, symptom extraction, and diagnosis. Our bot starts

off by asking about the user's email and password for login and then enters a loop of symptom extraction states until it acquires sufficient information for a diagnosis. Users have the option of entering the loop again to talk to the doctor about another set of symptoms after receiving their first diagnosis and the another option is that the user can view their history of chats about what they have discussed.



**Fig2: Functional Architecture**

The above Figure proceeds with the users login where the users’ details will be stored in the database. Then the user can start their conversation with the chatbot and it will be stored in the database for future reference. The chatbot will clarify the users symptoms with serious of questions and the symptom conformation will be done. The disease will be categorized as minor and major disease. Chatbot will reply whether it’s a major or minor disease. If it’s a major one user will be suggested with the doctor details for further treatment.

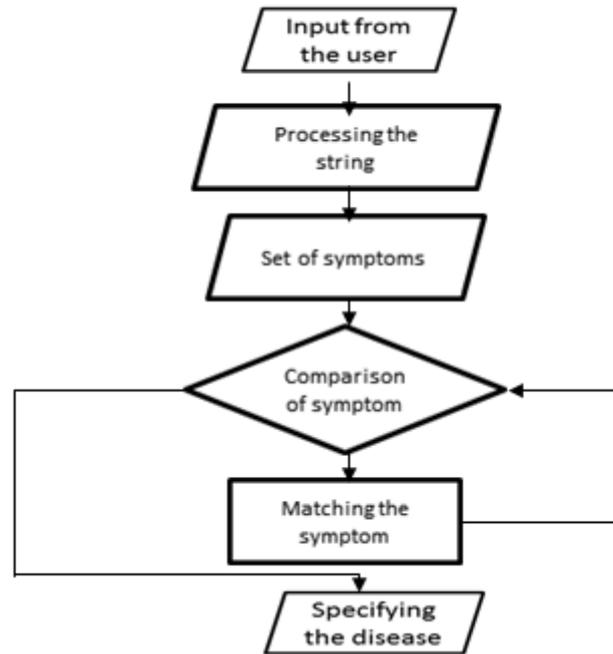
**USER VALIDATION AND EXTRACTION OF SYMPTOMS**

The validation of the user login details occurs here. Then Symptoms are extracted using String Searching Algorithm where substring representing the symptoms is identified in the natural language text input. When users give directly the symptom name such as(e.g. “I have a

cough, fever, and nausea”), the system will easily identify it. But however, the system should also be able to handle input like, “When I read, I’m okay at first, but over time, my eyes seem to get tired, and I start to see double.” In this case, the system should extract substrings like “eyes tired” and “see double” (and not substrings like “read” or “okay”).

**MAPPING EXTRACTED SYMPTOMS WITH TRAINED DATASETS**

Given some extracted substring from the user’s input, we generate a list of suggested closest symptoms .We then ask the user to confirm if they have any of the suggested symptoms. Based on their reply few diseases are being shortlisted. Then further symptom clarification and symptom suggestions are being done by asking the users a series of questions and the mapping of the symptoms to the exact disease is done.



*Fig 3: Specifying the disease*

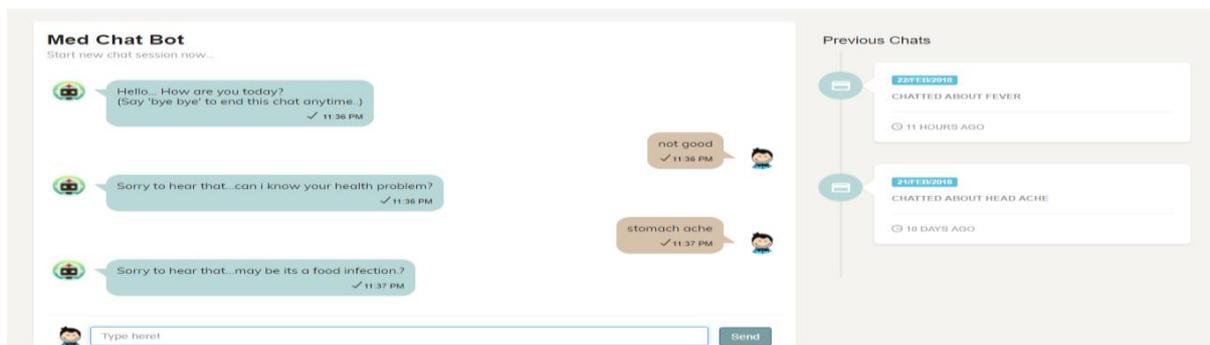
**SPECIFYING THE DISEASE AND REFERRING A DOCTOR**

This process carries the list of diseases in the database and each symptom being entered is compared to the symptoms of the common diseases. Next symptom is checked until a matching one is found. The diseases are shortlisted based on the end users input on the question evaluation. The accurate disease is identified and specified to the end user by the chatbot. The chatbot checks whether the identified disease is a major issue or minor issue based on the conditions built in the chatbot. If it is a major issue the chatbot refers a specialist

to the end user by sending the doctor details .And if it is a minor issue the chatbot specifies the disease and alerts the end user with a first aid or remedy and asks to visit a doctor shortly.

**RESULT AND DISCUSSIONS:**

The project result is as follows  
The user will have text to text communication with the chatbot and get the specific disease and the user can also get their previous chat history through their details which are stored in the database.



*Fig4: Result Prediction*

The above figure shows how the user text with the chatbot and the accurate result will be shown to the user at the end of symptom clarification. Then the user can view their previous chat to know what they have discussed earlier.

### CONCLUSION AND FUTURE SCOPE

From the review of various journals, it is concluded that, the usage of Chatbot is user friendly and can be used by any person who knows how to type in their own language in mobile app or desktop version. A medical chatbot provides personalized diagnoses based on symptoms. In the future, the bot's symptom recognition and diagnosis performance could be greatly improved by adding support for more medical features, such as location, duration, and intensity of symptoms, and more detailed symptom description. The implementation of Personalized Medical assistant heavily relies on AI algorithms as well as the training data. At last, the implementation of personalized medicine would successfully save many lives and create a medical awareness among the people. As said before, the future era is the era of messaging app because people going to spend more time in messaging app than any other apps. Thus medical chatbot has wide and vast future scope. No matter how far people are, they can have this medical conversation. The only requirement they need is a simple desktop or smartphone with internet connection. The efficient of the chatbot can be improved by adding more combination of words and increasing the use of database so that of the medical chatbot could handle all type of diseases. Even voice conversation can be added in the system to make it more easy to use.

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