HOW WE ENHANCE THE PATIENT EXPERIENCE

A STEP-BY-STEP GUIDE

This guide details the step-by-step process to seamlessly integrate animated avatars for a more inclusive and efficient healthcare environment by providing sign language, wayfinding and real-time information while reducing the need for extra staffing.

1 CHOOSE THE CHARACTER

The iHealthAssist team guides your team through the process of creating your avatar that best represents your overall patient demographic. This selection involves the overall looking including hairstyle, clothing options and voice.
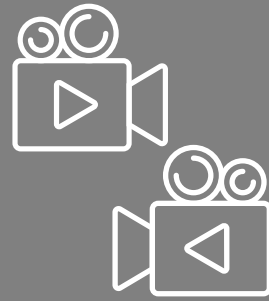
2 CREATE THE KNOWLEDGE BASE

The teams work together to determine the custom knowledge base for the avatar. Once it is established, the content is translated into all needed languages including American Sign Language (ASL) and British Sign Language (BSL)!

3 PREPARE TO ANIMATE

Our team translates the knowledge base into all chosen spoken languages. When sign language is used, we capture video of the expert signer's fingers, hands, wrists, arms, and shoulder movements and the facial expressions from two different angles.

4 CREATE ANIMATIONS

When animating all languages, we animate facial movements and body language mimicking natural human gestures and expressions. For sign languages, we also focus on capturing the depth of the gestures, how far away from the signer's body the hands are and accurate finger positioning.
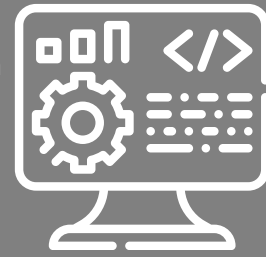
5 REVIEW FOR ACCURACY

Once all the animations are complete and paired with the audio, we review them with all the appropriate team members, any necessary changes are made until the animation delivers the proper, readable messages.

6 BUILD THE EXPERIENCE!

The animations are integrated into the solution through our proprietary content-building tool that bundles the project-specific content and delivers it through cloud-based services. The knowledge base can be expanded over time and updated to the experience.

DELIVER

You choose the type of certified hardware from one of our trusted partners, we integrate your experience and you begin to reap the benefits of having an AI Avatar Concierge that provides seamless navigation and real-time information to your patients and visitors.

iHealthAssist®

WE HUMANIZE THE PATIENT EXPERIENCE WITH PERSONALIZED AND INCLUSIVE CONVERSATIONAL TECHNOLOGY