MyBMC Assist Chatbot Upcoming Initiatives

Here are some of the Upcoming Initiatives IT department will be undertaking through MyBMC Assist WhatsApp Chatbot:

1. BMC Hospitals OPD details:

BMC is in the process of providing its citizens with a facility to get the details of OPD through MyBMC Assist WhatsApp Chatbot on fingertip.

The OPD details will contain following details:

- OPD Name
- OPD days
- OPD time
- Docor name
- Building no.
- Floor no.

2. Lab Reports

Patients will visit the concerned Hospital/ Maternity Homes/ Dispensaries for their Health problems and will be consulted by the Assistant Medical Officer/ Medical Officer on duty for the same and if required will advise for the Laboratory Tests through Aapali Chikitsa.

Before collection of the blood sample, the Laboratory Technician will fill the lab requisition form and will note down the mobile no. and email id of the patient which will be fed in the software of the concerned lab for easy process.

Patient's blood samples will be collected at respective Hospital/ Maternity Homes/ Dispensaries and will be processed by the vendor lab for the prescribed tests.

As and when the reports of the said patients are ready, a mail will be triggered to the concerned Hospital/ Maternity Homes/ Dispensaries registered email id while report pdf file will also be triggered to the registered mobile no. of the concerned patient.

3. Blood Bank

MCGM have developed a WhatsApp chatbot and are offering various services to citizen. MCGM envisages to provide services related to blood availability where Citizens will get information related to availability of blood. We understand your website provide details related to blood and we would like to re-direct your website on WhatsApp chatbot so citizen can avail this service easily.

In reference to above, we would like to hear from you if there are any concerns or any process to be followed to redirect the Citizens to your site. Also, we would request you to even check at your side multiple User accessibility at same time, as it might have increase in no. of hits to the site.