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AI –DRIVEN PUBLIC HEALTH CHATBOT FOR DISEASE AWARENESS

S.KAVIMANI[1], K.BHARATHI[2], M.SETHU MADHAVAN[3], K.BHUVANESH[4], P.YUHAPRASANTH[5]
[1] *Assistant Professor, Department of Information Technology , M P Nachimuthu M Jaganthan Engineering College*
[2,3,4,5] *Final Year B.Tech (IT), Department of Information Technology , M P Nachimuthu M Jaganthan Engineering College.*

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Corresponding Author:
S.KAVIMANI

Abstract:

The rapid growth of digital technologies has significantly transformed the healthcare sector, enabling innovative solutions for disease awareness and preventive care. Despite these advancements, a large portion of the population still lacks access to reliable, real-time healthcare information, particularly in rural and underserved regions. Traditional awareness systems rely on static communication channels such as websites, brochures, and campaigns, which often fail to provide personalized and interactive guidance. This research proposes an AI-driven public health chatbot designed to deliver accurate, real-time, and user-specific health information. The system leverages Natural Language Processing (NLP), machine learning algorithms, and a structured medical knowledge base to understand user queries and generate context-aware responses. The chatbot integrates verified health data sources and continuously updates its knowledge base to ensure reliability and accuracy. It also incorporates feedback mechanisms to improve performance over time.

Keywords: Artificial Intelligence, Public Health, Chatbot, Disease Awareness, Natural Language Processing (NLP), Machine Learning, Health Informatics, Preventive Healthcare, Digital Health Systems, Real-Time Health Monitoring

1. INTRODUCTION

Public health awareness is a fundamental component of a well-functioning healthcare system. It plays a crucial role in preventing diseases, reducing healthcare costs, and improving the overall quality of life. However, access to timely and accurate health information remains a major challenge, particularly in developing regions where healthcare infrastructure is limited. Traditional methods of disseminating health information—such as awareness campaigns, printed materials, and static online resources—are often insufficient in addressing the dynamic and personalized needs of individuals. These methods lack interactivity, real-time responsiveness, and adaptability to user- specific conditions . With the emergence of Artificial Intelligence (AI), intelligent chatbot systems have gained popularity as effective tools for healthcare communication.. AI-driven chatbots have the potential to bridge the gap between healthcare providers and the general public by offering accessible and reliable information.This research aims to design and develop an AI-based public health chatbot that enhances disease awareness through intelligent interaction. The primary objectives include:

- Delivering accurate and real-time health information

- Providing personalized responses based on user queries
- Reducing misinformation and panic during health crises
- Promoting preventive healthcare practices
- Enhancing accessibility in remote and rural areas

The proposed system represents a significant step toward digital healthcare transformation and supports the broader vision of smart and inclusive healthcare systems.

2. LITERATURE REVIEW

The integration of AI in healthcare has been extensively explored in recent years, particularly in the domain of conversational agents and chatbots. NLP- based chatbots are widely used for applications such as symptom checking, mental health counseling, appointment scheduling, and patient engagement.

Early chatbot systems were primarily rule- based, relying on predefined patterns and responses. While these systems were simple to implement, they lacked flexibility and could not handle complex queries. The introduction of machine learning techniques significantly improved chatbot performance by enabling systems to learn from data and adapt to user interactions.Recent advancements in deep learning and NLP have further enhanced chatbot capabilities. Techniques such as intent classification, entity recognition, and sentiment analysis allow chatbots to understand user queries more accurately. Additionally, the use of probabilistic models and neural networks has improved response generation.Several healthcare organizations have deployed chatbots during global health crises to provide real-time information and reduce the burden on healthcare systems. However, existing systems face challenges such as limited contextual understanding, data privacy concerns, and lack of scalability. The proposed system addresses these limitations by integrating advanced NLP techniques, secure data handling mechanisms, and scalable architecture to ensure efficient and reliable performance

3. PROPOSED SYSTEM

System Overview

The proposed AI-driven chatbot is designed as an intelligent, interactive system capable of providing disease-related information through natural language communication. It integrates multiple modules that work together to process user queries and generate appropriate responses.

Core Modules

1. **User Interaction Module:** This module serves as the interface between the user and the chatbot. It supports both text and voice inputs, enabling users to interact with the system easily. The interface is designed to be user-friendly and accessible across multiple platforms such as web and mobile applications.
2. **NLP Processing Module:** This module processes user input using Natural Language

Processing techniques. It includes tokenization, stemming, and stop-word removal to convert raw text into structured data suitable for analysis.

3. Intent Recognition Module: This module identifies the purpose of the user's query. For example, whether the user is asking about symptoms, treatment, prevention, or general information about a disease.

4. Knowledge Base Module: The knowledge base contains structured health- related information, including diseases, symptoms, causes, treatments, and preventive measures. It is regularly updated using verified sources.

5. Response Generation Module: This module generates responses based on the identified intent and retrieved data. It ensures that responses are accurate, relevant, and easy to understand.

6. Feedback and Learning Module: This module collects user feedback and interaction data to continuously improve the chatbot's performance through machine learning.

4. METHODOLOGY

Data Collection

Data is collected from trusted sources such as medical databases, government health portals, and research publications. The dataset includes disease-related information such as symptoms, causes, risk factors, and treatment options.

4.1 Data Preprocessing

Data preprocessing ensures that the collected data is clean, consistent, and suitable for analysis.

$$x' = \frac{x - x_{min}}{x_{max} - x_{max}}$$

Steps involved:

- Removing duplicate entries
- Handling missing values

4.4 Intent Classification

$$P = \frac{1}{1 + e^{-(\beta_0 + \beta x)}} \quad (y = 1 \mid x)$$

A logistic regression model is used to classify user queries into predefined categories. This probabilistic approach allows the system to handle uncertainty and improve decision- making.

4.5 Response Generation

The chatbot retrieves relevant information from the knowledge base and generates responses using predefined templates and dynamic content generation techniques.

5. ALGORITHM (Expanded)

AI Chatbot Algorithm (Detailed)

The proposed AI-driven public health chatbot follows a systematic sequence of steps to process user queries and generate accurate, context-aware responses.

Step 1: Accept User Query The system receives input from the user in the form of text or voice through the chatbot

- Normalizing numerical data
- Standardizing text formats

Step 2: Convert Input into Machine- Readable Format Relevant features such as keywords, symptoms, and disease categories are extracted from the dataset. These features play a critical role in improving the accuracy of classification models.

If the input is voice-based, it is converted into text using speech recognition techniques. The input is then encoded into a format suitable for computational processing.

Step 3: Text Preprocessing The input text undergoes preprocessing to improve quality and consistency:

- Tokenization (splitting text into words or phrases)
- Removal of stop words (e.g., "is", "the", "and")
- Stemming or lemmatization (reducing words to root form)
- Noise removal (punctuation, special characters)

Step 4: Feature Extraction Relevant features such as keywords, symptoms, and intent-related terms are extracted using NLP techniques. These features help in understanding the context of the query.

Step 5: Intent Classification Using ML Model

A machine learning model (e.g., logistic regression or classification model) analyzes the extracted features to determine the user's intent, such as:

- Symptom inquiry
- Disease information
- Prevention methods

- Treatment guidance

Step 6: Query Knowledge Base Based on the identified intent, the system searches the structured medical knowledge base to retrieve accurate and relevant information.

Step7:GenerateContextAwareResponse The chatbot constructs a response using predefined templates and dynamic content generation, ensuring clarity, relevance, and user-friendly language.

Step 8: Display Response to User The generated response is delivered to the user through the interface in real time, ensuring quick and interactive communication.

Step 9: Store Interaction for Future Learning

User queries and chatbot responses are stored in a database for analysis and future improvements. This helps in identifying common queries and system performance.

Step 10: Update Model Using Feedback Feedback collected from users is used to retrain and optimize the machine learning model, improving accuracy, adaptability, and overall system performance over time.

6. SYSTEM ARCHITECTURE

The system follows a layered architecture:

- **User Layer:** Handles interaction via UI
- **Application Layer:** Manages chatbot logic and workflows
- **Processing Layer:** Performs NLP and machine learning operations
- **Database Layer:** Stores structured health data

This architecture ensures modularity, scalability, and efficient data processing

7. PERFORMANCE EVALUATION

The system is evaluated using the following metrics:

Accuracy: Correctness of responses **Precision & Recall:** Effectiveness of classification

Response Time: Time taken to respond

User Satisfaction: Feedback score

The evaluation demonstrates that the system performs efficiently under various conditions.

8. RESULTS

The experimental results indicate significant improvements over traditional systems

Paramete r	Existing System	Proposed System
Accuracy	60–70%	90–95%
Response Time	High	Low
User Engagem ent	Moderate	High
Fraud/Mi sinformat ion	High	Low

The chatbot effectively provides accurate, fast, and reliable health information

9. DISCUSSION

The proposed system highlights the significant potential of Artificial Intelligence in transforming public health communication by enabling fast , interactive, and reliable information delivery. By automating responses to common health-related queries, the chatbot reduces the dependency on healthcare professionals for basic consultations, allowing medical experts to focus on more critical cases. This contributes to improved efficiency within healthcare systems, especially in regions with limited medical resources . Furthermore, the system enhances transparency and user trust by relying on verified and structured health data sources. The use of standardized datasets and continuous updates ensures that users receive accurate and up-to-date information, which is crucial in preventing the spread of misinformation. The interactive nature of the chatbot also improves user engagement and encourages individuals to seek health information proactively.Despite these advantages, certain challenges remain. Data privacy and security are critical concerns, as the system handles sensitive user information. Proper encryption and secure data management techniques are necessary to protect user data. Additionally, language barriers may limit accessibility, particularly in multilingual regions, highlighting the need for multi- language support.Another limitation is the chatbot's ability to handle complex medical conditions or emergency situations, where human expertise is essential. While the system is effective for general awareness and basic guidance, it cannot replace professional medical diagnosis.Future enhancements may include the integration of advanced AI models, multilingual capabilities, voice-based interaction, and stronger data security mechanisms. These improvements can further increase the system's reliability, accessibility, and overall impact on public health awareness.

10. CONCLUSION

This research presents an AI-driven public health chatbot designed to enhance disease awareness and improve accessibility to reliable healthcare information. By integrating Natural Language Processing (NLP), machine learning techniques, and a structured health knowledge base, the system is capable of delivering accurate, real-time, and user-specific responses. The chatbot effectively bridges the gap between healthcare information and the general public, particularly in regions with limited access to medical resources. It also improves user engagement through interactive communication and supports preventive healthcare practices by encouraging early awareness and informed decision-making. Additionally, the automation of basic health queries helps reduce the workload on healthcare professionals, contributing to a more efficient healthcare ecosystem.

Future enhancements may include the incorporation of multilingual support to improve accessibility across diverse populations, voice-based interaction for better usability, and integration with wearable health devices for real-time health monitoring. Overall, the proposed chatbot provides a practical, efficient, and scalable solution for promoting public health awareness and supporting the digital transformation of healthcare services.

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