

Text Messaging Chatbot Used to Assess Associate & Physician Well-being

MedStar Health is using a text messaging chat tool, known as chatbot, to help associates and physicians assess their well-being during the COVID-19 pandemic. The interactive health chat tool enables associates and physicians to assess their well-being, based on a series of screening questions commonly used by primary care and urgent care providers. When needed, associates and physicians also receive options for additional support and resources. It is important to note, associate/physician responses to the screening questions are confidential; no one within or outside of MedStar will receive the individual responses.

The chatbot will be sent to more than 30,000 associates and physicians, based on their contact information in PeopleSoft, however, it will be rolled out in a phased approach, starting with MedStar Georgetown University Hospital associates on Thursday, May 28, 2020. Subsequent rollouts to other entities will follow early next month.

The following examples showcase the chatbot:

