HOSPITAL AI

AI triage that never makes a clinical call

Let the model sort enquiries by intent and route them. Keep it far away from symptoms and severity.

Swipe →

Gaurav Phogat
gauravphogat.com



Two meanings, and the blur is where risk lives

CLINICIAN	A trained person deciding how urgently a patient needs care
CONTACT CENTRE	Sorting a queue by what the person wants
THIS PROJECT	Appointment, report, bill, cashless, complaint. Never symptoms.

Gaurav Phogat
gauravphogat.com



WHAT GOES WRONG

Sorting is done by whoever picks up first

- Insurance approval query sits in the appointment queue
- Report query gets a booking agent who cannot open the lab system
- Complaint treated as routine, escalates on social media
- Arabic message waits for someone who can read it

Keyword filters and IVR menus fail because people do not describe needs in menu words.

Gaurav Phogat
gauravphogat.com



THE NARROW JOB

What the model is allowed to do

- Read the enquiry, identify intent and language
- Pull fields: department, unit, doctor, insurer, call-back time
- Place it in the right queue with a short summary
- Store no more than the desk needs, for DPDP

Gaurav Phogat
gauravphogat.com



INTENT TAXONOMY

Built from your data, not a vendor template

- New appointment, reschedule or cancel
- Reports and records, billing and estimates
- Insurance and cashless, international patients
- Complaints and feedback, routed to patient relations
- Possibly urgent, and Other for low confidence

No category for a disease, symptom or procedure. Inferring a department from symptoms is a clinical act.

Gaurav Phogat
gauravphogat.com



THE URGENT ROUTE

"

I would rather the urgent queue be noisy than ever be quiet by mistake.

Trigger phrases written with clinicians, in every language, deliberately over-inclusive. Uncertainty routes to a human.

Gaurav Phogat
gauravphogat.com



HARM OR ANNOYANCE

Which conversations a machine should never hold

AUTOMATE	Confirmations, reschedule nudges, routine reminders for opted-in patients
HUMAN ONLY	Complaints, serious clinical events, prior distress, negative reviews
MIDDLE BAND	Automation starts contact. A human owns any reply beyond yes or no

Gaurav Phogat
gauravphogat.com



HUMANS IN THE LOOP

Every classification is a suggestion at first

1. Agents correct the intent with one click. Corrections are your best data.
2. The original message is always one click away and always wins
3. Supervisors review Other and Possibly urgent queues daily
4. Test escalation triggers against real call transcripts, not demo examples

Gaurav Phogat
gauravphogat.com



HANDOFF TOOLING

Most handoff failures were tooling problems dressed up as people problems.

If a platform cannot hand off into the tool your team works from all day, that matters more than any demo feature.

Gaurav Phogat
gauravphogat.com



READ THE FULL GUIDE

AI enquiry triage, in full

- Language detection and multi-intent messages
- Landing triage output inside the CRM
- Bringing clinicians and agents in before launch
- gauravphogat.com/ai-enquiry-triage-without-clinical-calls

Gaurav Phogat
gauravphogat.com

