A HEALTH CARE CHATBOT SYSTEM EMPLOYING DECISION TREE ALGORITHM

K. MAHALAKSHMI[1], DR. B. JAISON[2], Dr. M. Malathy[3]
Department of Computer Science and Engineering
[1,3]Vel Tech High Tech Dr.Rangarajan Dr. Sakunthala Engineering College, Avadi, Chennai-600 062,Tamil Nadu, India
[2]R.M.K Engineering College, Kavaraipettai, Tiruvallur
*Corresponding Author: -mahalakshmi.k@velhightech.com

Abstract

In our daily life artificial intelligence ai is a big effect on our cutting-edge technological trends in such improvement of ai is chatbot a Medi-representative platform that enables undeserved groups to get right of entry to qualitative healthcare really through their internet through those developments chatting among medical doctor and their personal suffers is done in this project we suggest and enforce an ai-primarily based totally fitness Medi-representative that is probably prepared to engage with the patient the decision tree set of rules is carried out so that you can comply with a top-down looking method to identify and diagnose the problem and advocate a probable solution the gadget makes use of a questionnaire- primarily based totally method to impeach the user patient approximately numerous symptoms assisting which a preference is created and offering the required information

Keywords: *Decision Tree Algorithm, Medi-ChatDoct, Natural language processing, Virtual Doctor.*

1.   Introduction

Artificial Intelligence systems are used appreciably in clinical fields. Common packages consist of diagnosing patients, enhancing verbalexchange among health practitioner and patient,transcribing clinical documents, consisting of prescriptions, and remotely treating patients. AI is an extensive variety technology worried with constructing clever machines able to act on duties that requires human intelligences. Few packages of AI system consist of automatic interfaces for Visible Perception, Speech Recognition, Decision-Making, and Translation among Languages etc. AI is an interdisciplinary area. In the Medical Sector, remedy is one of the major large cognizance regions today. Individuals have turn out to be an increasing number of at risk of unique way of life illnesses. The analysis and remedy of illnesses turn out to be a key attention on this regard. The healthcare area is going through an acute scarcity of clinical professionals. Physical session is time-eating and expensive.
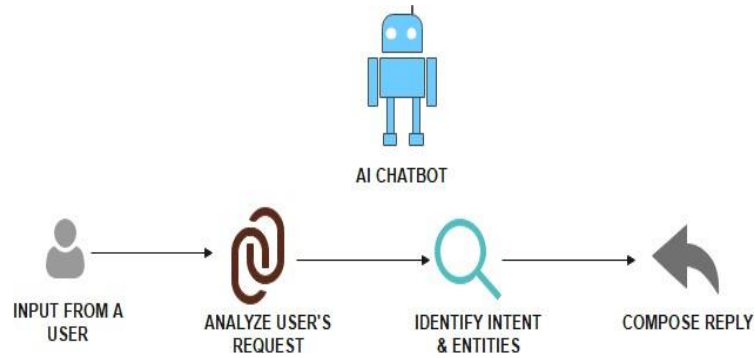
Fig: 1.1 AI Chatbot Working Mechanism

As a result, many human beings keep away from journeying healthcare specialists or even treatable diseases/illnesses emerge as existence-threatening, contributing to the excessive mortality rates. The answer is adopting Medi-ChatDoct. They make sure preliminary help over one-to-one conversations economically and on-demand. Medi-ChatDoct may be used by medical doctors for tracking their patients. Through this Medi- ChatDoct, Advanced technology to help people are being developed. An instance of those improvements is Medi-ChatDoct-supported Artificial Intelligence (AI). An AI-primarily based totally Medi-ChatDoct is a software program software this is in general used for imitating human conversations and imparting the solution for queries furnished via way of means of the user. The employment of Chatbot inside the manner of existence of customers is growing rapidly**.**
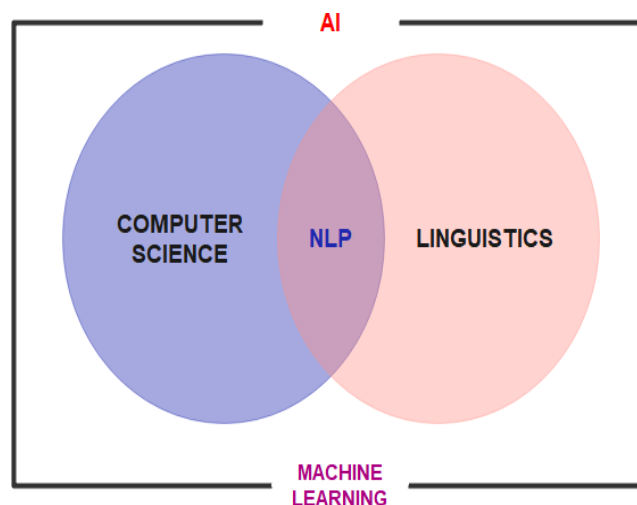

Fig:1.2 The interdisciplinary field of Computer Scienceand Linguistics. NLP is the ability of computers to understand human language.

Generally, Chatbot is used for numerous functions like consumer servicing, request routing, or facts fetching. One such utility of chatbots is the Medi-ChatDoct. The proposed answer makes a speciality of a multilingual Medi-

ChatDoct utility that analyses the person's signs and symptoms thru a communication with the person and maps those signs and symptoms to the to be had dataset. The machine can communicate with the person thru textual content. The person can select the languagehe/she needs to talk in. Natural Language Processing (NLP) is carried out to the person enter to decide the signs and symptoms. The signs and symptoms are then handed to a Machine Learning (ML) set of rules that has been educated to diagnose illnesses supported signsand symptoms. The proposed answer includes multilingual textual content that is vital for rural India. The literature survey shows that studies on Medi- ChatDoct is confined to a country wide language or a specific language. The proposed answer helps a couple of Indian languages moreover to English. A Medi- ChatDoct cannot be anticipated to supply a correct diagnosis. Medi-ChatDoct is used as healthcare assistants for docs nonetheless to patients.

2.   LITERATURE SURVEY

2.1   K. Shailaja, M.A. Jabbar and B. Seetharamulu."*Machine Learning in Healthcare: A Review*" *Proceedings of the 2nd International conference on Electronics, communication and aerospace Technology* **(ICECA 2018) IEEE Conference Record.**

Here the creators have examined about Machine Learning the cutting edge and profoundly complex mechanical applications turned into a gigantic pattern in the business. Simulated intelligence is universal and is generally used in a couple of utilizations. It is expecting a strong aspect in various fields like cash, clinical science and in security.   AI is utilized to find designs from clinical information sources and give incredible capacities to foresee infections. The creators have assessed a few AI calculations utilized for creating productive choice help for medical care applications. The creators center in diminishing the exploration hole for building productive choice emotionally supportive network for clinical applications.

2.1   Divya , Indumathi , Ishwarya , Priya sankari , Kalpana Devi." *A Self Diagnosis Medical Chatbot Using Artificial Intelligence* **"Journal of Web Development and Web Designing Volume 3 Issue 1**

The creators express a decent life medical service is particularly significant. We face the trouble to get the meeting with the specialist in the event of any medical problems. The creator's thought is to make a clinical chatbot utilizing Artificial Intelligence that can look at the infection and give essential insights concerning the illness prior to really taking a look at a specialist. To decrease the medical services charges and further develop ease of use to clinical information the clinical chatbot is fabricated. Certain chatbots turns as a clinical reference book, which assists the patient learn about their infection and helps with chipping away at their prosperity. The client can achieve the certified benefit of a chatbot when it can separate all kind of disorder and give fundamental information. A

message to-message finding bot remembers patients for conversation about their clinical issues and gives a tweaked assurance considering their secondary effects. Subsequently, people will have an idea with respect to their prosperity and have the right protection.

2.3   Rida Sara Khan, Asad Ali Zardar, Zeeshan Bhatti. "*Artificial Intelligence based Smart Doctor using Decision Tree Algorithm*" Journal of Information & Communication Technology - JICT Vol. 11 Issue. 2

The writers examined about the Artificial Intelligence (AI) massively affects our ongoing mechanical patterns. The AI advancements frameworks are presently given power and insight to act and work like human brain. In this creator's have proposed and carried out an AI based wellbeing doctor framework that would have the option to associate with the patient, do the determination and recommend fast cure or treatment of their concern. A Decision Tree Algorithm is applied to follow a hierarchical looking through way to deal with distinguish and analyze the issue and recommend a potential arrangement. The framework utilizes a questionary way to deal with inquiry the client (patient) about different Symptoms, in view of which a choice is made and a medication is suggested.

2.4   Krishnendu Rarhi" *Automated medical chatbot*" Article in SSRN Electronic Journal • January 2017.

Here the creators plan to introduce a plan for a clinical Chatbot that gives finding and cures in light of the side effects gave to the framework. The framework will actually want to gauge the earnestness of the determination and if necessary, it will interface the client to a specialist accessible on the web.

2.5   Allen Daniel Sunny, Sajal Kulshreshtha, Satyam Singh, Srinabh, Mr. Mohan Ba, Dr.Sarojadevi H "*Disease Diagnosis System by Exploring Machine Learning Algorithms*" International Journal of Innovations in Engineering and Technology (IJIET).

Here the creators examined the parts of the plan of a framework for finding of normal infection that can be seen by the Doctor and patient on entering the side effects into the framework. Here the creator centers in fostering the framework, an examination is finished by contrasting the Machine Learning Algorithms on Disease-Symptom Knowledge dataset arranged by New York Presbyterian Hospital of patients conceded. In light of the examination the most reliable calculation is utilized in the framework to accomplish the dependability. Additionally, in this report they have the footraces looked to accomplish the expected outcomes, as in the paper the AI calculations are carried out on the unadulterated text-based datasets. The creator recommend in this paper idea might conceivably help specialists and patients also, as early discovery is useful for right treatment and early recuperation.

3.   EXISTING SYSTEM

In the prevailing machine the Health Organizations make investments closely in Health programs to hook up with sufferers for his or her Behaviour coaching, medicine monitoring, watching their signs andsymptoms etc. The Research indicates that a few programs fared nicely at the same time as others fell flat. The current projects routinely require a group of clinicians to consent to up with victims to verify that they utilize the period reply on an ordinary premise. The adaptability part is been impacted of such advances. The general presentation of those Health applications misses the mark on really alluring individual experience. One way of alluring victims is through Telephone helpline structures which may be as of now to be had as a piece of client service. The client service is moreover a dreary undertaking in expressions of financial experience and buyer fulfillment. As to Based Customer Service, Patients are mentioned to fill an enquiry shape with non-public subtleties. The inconvenience is victims aren't leaned to show their non-public insights by means of the Web-essentially based absolutely client service choices, particularly in the event that the web website doesn't offer security highlights. The risk in Web-essentially based absolutely machine that doesn't rely upon stay talk is enraging clients with not on time reactions. The above-refered to content material does now no longer compositions for the patient/buyer, he/she may likewise ought to pay a go to the wellbeing office or the logical foundation to get the measurements he/she is requesting. Thus, there's a need to extend a machine which can help to vanquish the above-refered to deficiencies and an AI basically based absolutely chatbot can offer us a response.

A Medi-ChatDoct is magnanimous and focused on you, it's miles ordinarily there for yourself and it for the most part possesses energy for you. Also, that is significantly more prominent improbable around this period.

4.   PROPOSED SYSTEM

A Medi-ChatDoct is an AI primarily a software program in a device (for example: Siri, Alexa, Google Assistant etc), The Application, Internet site or different Networks that assist and help clients to carry out a specified task. Here the Natural Language Processing application is used to investigate the records and generates the results.

4.1   Natural Language Processing

The Natural Language Processing (NLP) is a field of synthetic intelligence that allows in designing an application to system and examine Herbal Language Translation records. It lets in to create an interplay among computer systems and human beings in an Herbal Language Translation. The proposed device is likewise referred as Chatterbot, Dialog device or Machine communication device.

1. New enhancements in AI that made the present chatbot a parcels extra outstanding than previously.
2. A enormous store of public visit contents to permit chatbots to research and copy human discussions.
3. The AI basically based absolutely transporter makes it clean to gain muddled photo notoriety undertakings, permitting talk clients to send in photographs, manually written notes and so forth.

4.2   Types of NLP

There are extensively variations of the Chatbots:

Rule-Based [Supervised Learning] and Self learning [Unsupervised learning.]

a) Rule-Based Approach: In a rule-primarily based totally approach, the use of a few regulations a bot solutions questions about which it's far educated on.

b) Self research-capin a position Bots: Here the bots use a few Machines Learning-primarily based totally tactics that lead them to extra green than rule-primarily based totally bots. The styles of bots are:

c) Retrieval Based Models: Here the bots are educated with a hard and fast of questions and their viable outcomes. The bot is designed in one of these manners that for each question, the maximum applicable solutions from the units of all viable solutions are been analyzed after which the output/respond is given to the user. As the solutions are pre-decided there may be no trouble with the language and grammar because it cannot cross incorrect in syntax manner.

d) Generative Models: Generative fashions do now no longer depend upon educated set of viable solutions as they are able to research from the preceding conversations it has with the customers and create solutions on their own. Thus, making them extra sensible as they system the question and generate solutions.

5.   MODULES

Query of the User: The client starts a discussion with the bot by posing questions to it; these questions, in turn, generate

a) Intents: The classes which it helps to design or creation of relevant client questions, fundamentally helping inthe creation of categories for various client questions.

b) Entities: They are regarded client query parametersthat support the bot in extracting reactions based on the keywords.

c) Responses: They are respected client query parameters that support the bot in extracting responsesbased on the keywords.

6.   WORKFLOW

1. To create a bot and prepare it with one or greaterintents which you need to support. Configure the bot so it is aware the consumer's goal (intent), engage in communique with the consumer to initiateinformation, and it fulfill the consumer's intents.

2. The bot is tested through the console.

3. A version is Published.

4. The bot is Deployed. You can installation the bot on numerous structures which includes Facebook Messenger, cellular packages or messaging packages.

7.   ALGORITHM

7.1   DECISION TREE ALGORITHM

The importance of Decision Tree Algorithm is to utilize the thought through all Machine Learning developers. The Supervised Machine Learning is a set of rules that makes a specialty of possibly consequences and opportunities from choice nodes. The Decision Tree Algorithm is the very best andmaximum famous set of rules for type. It is one of the quality Machine Learning algorithms, to clear up each type and regression troubles.

A decision Tree looks like as a flowchart-like Tree shape wherein an internal hub addresses an element (or property), the office addresses a decision rule, and each leaf hub addresses the result. The Root Node is thought about on the grounds that the highest decision hub.

The Decision Tree Algorithm comes beneath the Supervised Gaining Knowledge of algorithms category. Both Regression and Classification are utilized in Decision Tree Algorithm in gadget gaining knowledge of models. It gives transparency through contributing an unmarried view of all lines and alternatives. Decision tree additionally allocate precise values to troubles and decisions, allowing higher choice-making.

7.2   TYPES OF DECISION TREE ALGORITHMS

The sorts of selection tree set of rules for device gaining knowledge are.

1. Classification trees: - A choice tree is a stream graph like construction in which each interior hub addresses a "test" on a characteristic or properties (e.g., whether a coin flip comes up heads or tails), each branch connotes the result of the test, and each leaf hub signifies a class mark (choice taken subsequent to figuring all credits).

2. Regression trees: - In this kind of selection tree for the device gaining knowledge of algorithms, the final results are non-stop and changes entirely at the price of variables in the datasets. It holds non-stop goal variables and is called a non-stop variable selection tree.

The Top denote right here the foundation of the selection tree set of rules, and it flows upside down. TheMachine Learning set of rules for classification, the branches break up downwards and the inner nodes are there to thrill a selected condition.

The inner nodes are represented in Black, which permits the tree to break up into branches primarily based on particular conditions. Here selection or   leaf is denoted because the cease of the department, from which no extra department can pan out. The method is propagated as gaining knowledge of selection tree from data.

7.3   WORKING OF DECISION TREE ALGORITHM

- Interpretation and visualization are made clean while Decision bushes are used.
- Capturing Nonlinear styles is easier.
- Normalization of columns isn't wanted as negligible facts pre-processing is needed from the user.
- Variable choice may be extra capably done.
- Feature engineering can expect lacking values andmay be correctly used with this algorithm.
- Decision Tree have a non-parametric nature as there aren't assumptions approximately distribution.
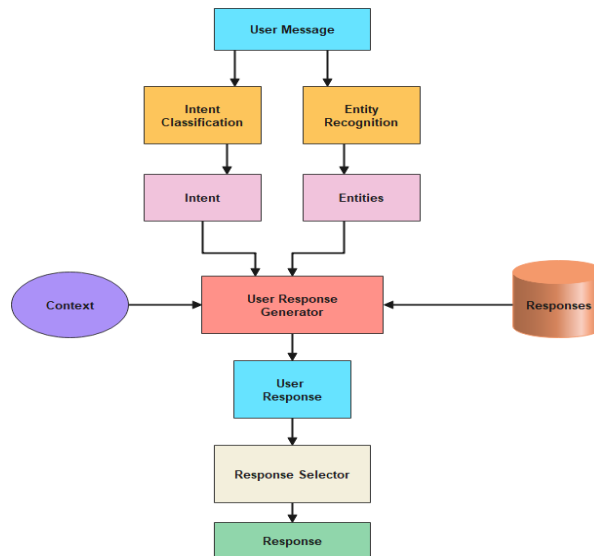
8.   OVERALL ARCHITECTURE
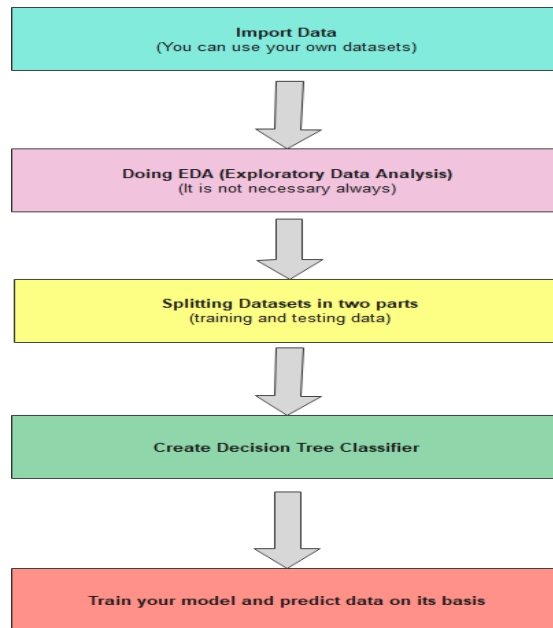

Fig: 8.1.1 Chatbot Architecture
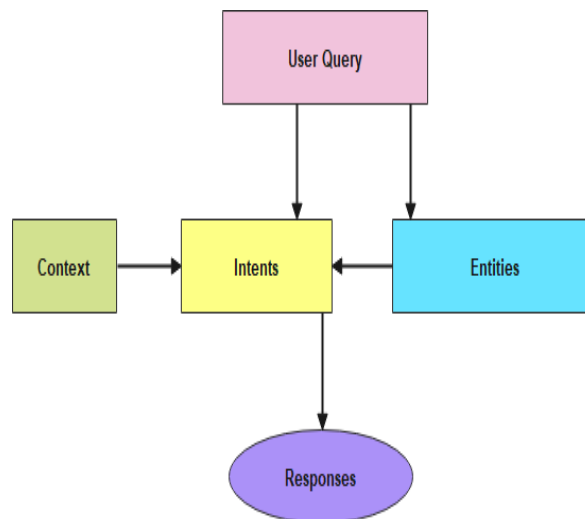
Fig: 8.1.2 Steps covered in Decision Tree Algorithm

Fig:8.1.3 Dialog Flow Architecture

9.   OUTPUT

Fig:9.1.1 Medi-ChatDoct

10.   CONCLUSION

Our Medical Chatbot will have an awesome effect on the life of its users. It would give them the advantage of carrying a virtual Doctor in their domestic. It would moreover allow them the opportunity to consult torefer to a doctor 24/7 conjointly can get a real doctor's counsel in case required. This will be exceptionally supportive for people with busy schedule as they won'thave to hamper their plan to refer to a doctor for minorwellbeing queries. This will be exceptionally supportive for elderly and physically disabled individuals as this may offer assistance them get solutions to all their health-related issue at their fingertip. Having lots of medical data would make our Chatbot work more viably and precisely. Inside the proposed structure, stowed away information will be removed from the verifiable information by getting ready datasets by applying Choice Tree calculation. Foreseeing brilliant prosperity should be possible just if system answers that way. These datasets will be contrasted and the approaching inquiries and the last report will be created. Since this proposed procedure will deal with truly undeniable information, it will give exact and proficient outcomes, which is capable proposition help patients get analysis right away. By and by and again the situation happens once you need the expert's support quickly, anyway they are not open due to some explanation. In our endeavor, we have organized another prosperity estimate framework, which is a web framework, and various patients from any zones can see it. Our structure includes key parts, for instance, calm login, enter side effects by answering yes/no, and finally get to be familiar with the contamination, the title of the specialist one ought to counsel also the connection of that specialist to require arrangement.Too, Vital signs

derive its significance from the truth that they can be considered as an indication of the person's wellbeing. Any alter within the measurements of these signs indicates a variation from the norm within the physical condition of the patient. A considerable number of medical conditions can be identified from variations in one or more of the vital signs. There are two vital signs which are standard in medical are Pulse rate and body temperature. Hence, our system help user to measure both pulse rate in bpm and body temperature. At conclusion of this proposal, we need to keep in mind that usually completely uniquesystem and we are beyond any doubt that it'll be supportive to us all as well as many hospitals business can include this with their existing highlight. Trust this system will be very demandable in coming future.

11. FUTURE SCOPE

A clinical ChatDoct offers individualized finding in view of side effects. The ChatDoct's side effect identification and analysis execution may be extensively improved in the future by adding support for additional clinical restrictions like area, span, and strength of side effects, as well as more complete side effect reports. Customized Medical Assistant execution for the most part depends on ML strategies as well as preparing information. At long last, the utilization of custom-made medication will successfully save many lives and raise public mindfulness about clinical issues. Individuals invest more energy on informing demands than on some other applications, subsequently this is the time representing things to come. Subsequently, clinical ChatDoct offers a wide and huge future potential. This clinical discourse can happen in any event, when people are isolated by significant stretches. With either desktops or smartphones with internet connections is all that they need to perform their tasks. Increasing the use of databases can improve the efficiency of ChatDoct so the medical data is more easily accessible ChatDoct could handle all type of diseases.

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