

# CASE STUDY

## Treatment, USA

### CHALLENGE

Treatment is a provider of medical diagnostic services.

Their advanced medical diagnostic system is based on medical AI they developed.

The challenge was to expose Treatment AI to the end users. This required a powerful interface capable of understanding patients in natural language, and at the same time capable of 'translating' patients' information to the medical AI and back.

**They reached out to nmodes for the solution.**



### SOLUTION

nmodes' unique expertise in conversational AI made us a natural choice to deliver a top quality scalable AI solution for this customer.

We created a conversational AI solution, powered by nmodes AI, that is fully integrated into the Treatment medical platform.

**The solution includes:**

- Natural language user interface for patients to interact with the medical system. nmodes AI allows the patients to express themselves freely in natural language.

- Scalable AI architecture to support numerous Treatment components and data processing.

- Unique NLP ontology to analyze medical symptoms and terminology. This allows us to provide seamless transaction between unstructured consumer input and built-in datastructures.

- Unified customer journey experience, combining AI with general purpose CRM and medical components (e.g. doctors' offices).

### RESULTS

Treatment's end user service has become operational as a result of the AI interface built by nmodes.

**The solution is fully scalable and can support tens of thousands of known medical conditions, and provide treatments to all of them.**

The solution was very well received by the medical professional community.

As a result, the company was able to raise its first major investment round.

The consumer engagement grew from 0 to 170%.



Treatment's diagnostic and treatment services assist consumers and healthcare professionals to make their clinical decisions quickly, accurately, and effectively.