

Conversational Agents for Health Care: Perspectives of Health Professionals

Why is this project important?

- In recent years, there has been an increase in the use of conversational agents (chatbots, virtual assistants, etc.) for health promotion and service delivery.
- The views of health professionals on this topic have received limited attention to date.

What are we doing?

- The goal of this study was to learn how health professionals view the use of conversational agents for health care.
- 24 physicians, nurses, and mental health professionals from across Canada were recruited and interviewed online.
- Participants said that using conversational agents for health care could have certain benefits, such as greater access to care for patients and workload support for health professionals.
- They also discussed potential drawbacks, with a particular focus on the limited capabilities of these programs.
- Participants said that conversational agents could be used for routine tasks, such as providing education and assisting with screening and assessment.
- They also said that there should be some oversight of these programs from health professionals and government.

How will this help?

- These results provide a useful indicator of how conversational agents will be received in health settings as their use becomes more widespread in the coming years.
- These results also give some guidance on how these programs should be implemented to provide the most benefit to people who are either accessing or providing care.

Who can I contact?

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