# Interactive AI - Enabled KIOSK for PM-JAY KASP - State Health Agency

A pioneer of its kind , Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB PM-JAY) and Karunya Arogya Suraksha Padhathi (KASP) is an ambitious collaborative initiative that aims to reduce the catastrophic out -of-pocket health expenditure by improving access to quality health care for kerala's underprivileged population .

Since April 2019 ,the scheme is being implemented in the state with the support of a network of hospitals to provide cashless treatment for the bottom 45 percent of Kerala's population.Last four years the scheme has provided around 50 lakh treatments and has demonstrated various best practices . Now the scheme is being implemented in an assurance mode through  the State Health Agency (SHA) and organization functioning under the Department of Health and Family Welfare Government of Kerala .

In order to empower the last mile beneficiary of the PM- JAY KASP scheme, SHA is planning to set up an interactive KIOSK in one of the empaneled hospitals as a pilot to empower them with all the aspects in the thematic areas of the scheme.

## OBJECTIVES

- To develop a user-friendly AI based Kiosk for guiding the patients and bystanders in various PM JAY KASP schemes - related information and to get an idea about the speciality and the service offered at the institution .

- To ensure a hassle free service under the scheme and the new system would also enable timely feedback of the beneficiary after availing the services of the scheme .

- The new system would be a one stop solution to verify the eligibility of various health programmes that have been implemented by the state government .

## The Proposal should be in line with the following requirements

- The new system should have an advanced interactive system with QA enabled in malayalam and english language .

- If the beneficiary is stuck at any point of QA , he /she must be allowed to contact the SHA's existing call center .