



Supercharge Health Access in Asia-Pacific with AI Agents

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HEADLINES

'Critical overcapacity': UP-PGH overwhelmed as patient load doubles in ER

Dominique Nicole Flores - Philstar.com

March 28, 2025 | 1:30pm

CAGAYAN DE ORO CITY

Cagayan de Oro-owned hospital understaffed, overwhelmed

JAN 12, 2024 11:05 AM PHT

URIEL QUILINGUING

PROBLEM

1

GROWING PATIENT VOLUMES & NCDs

Overwhelming hospital
capacity and health
systems

2

SHORTAGE OF HCPS

Not enough doctors and
nurses to cover patient
population

3

PATIENT ADHERENCE & REACH

Lack of follow-up and
compliance to medication
and treatment



AI Augments Healthcare Workers Rather Than Replacing Them



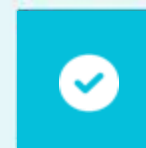
Automates Administrative Burden

AI handles scheduling, appointment reminders, patient intake, insurance verification, and data entry - tasks consuming 30-40% of clinical time



Scales With Volume

Process thousands of patient requests in parallel without additional staffing, enabling one nurse to effectively monitor hundreds of patients



Reduces Errors and Improves Quality

Automated systems eliminate manual transcription errors, ensure consistent follow-up, and flag patients needing intervention



Enables Focus on High-Value Care

Physicians and nurses spend time on complex cases, patient relationships, and clinical decision-making rather than paperwork



Our Mission: Empower Doctors

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Pre-trained AI Agents for every workflow

AI powered assistants that automate manual tasks to reduce care team workload and scale patient care 24/7 without losing the human touch



FAQ Agent

Instantly handles patient enquiries on any chat channel, 24/7



Recommendation Agent

AI-guided conversations to help patients choose the right service or package, boosting enquiry conversion



Scheduling Agent

Automatically book, reschedule and cancel appointments through chat without having to call



Outbound Marketing Agent

Drive appointment growth through personalized and automated outreach campaigns



Patient Education Agent

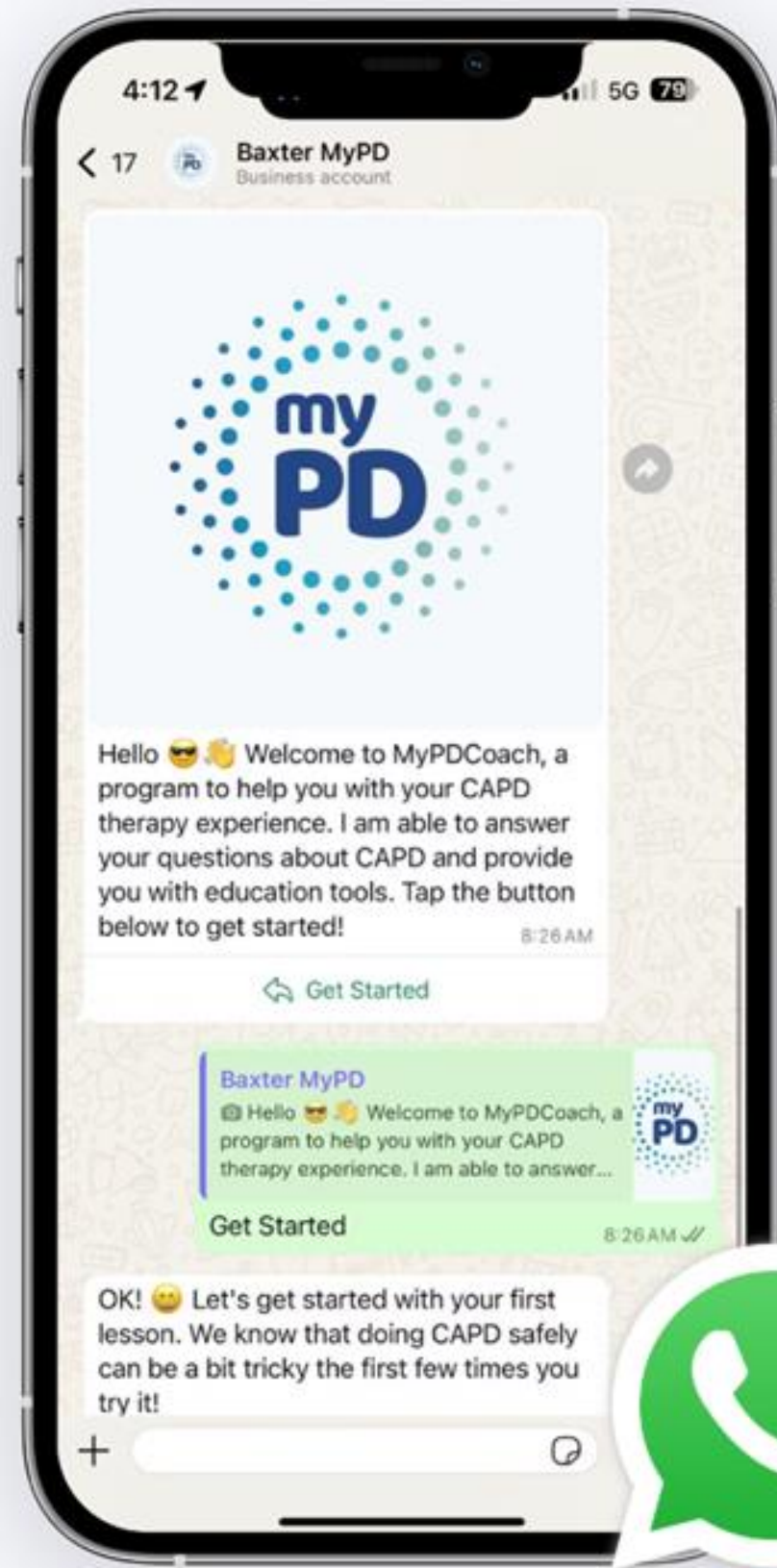
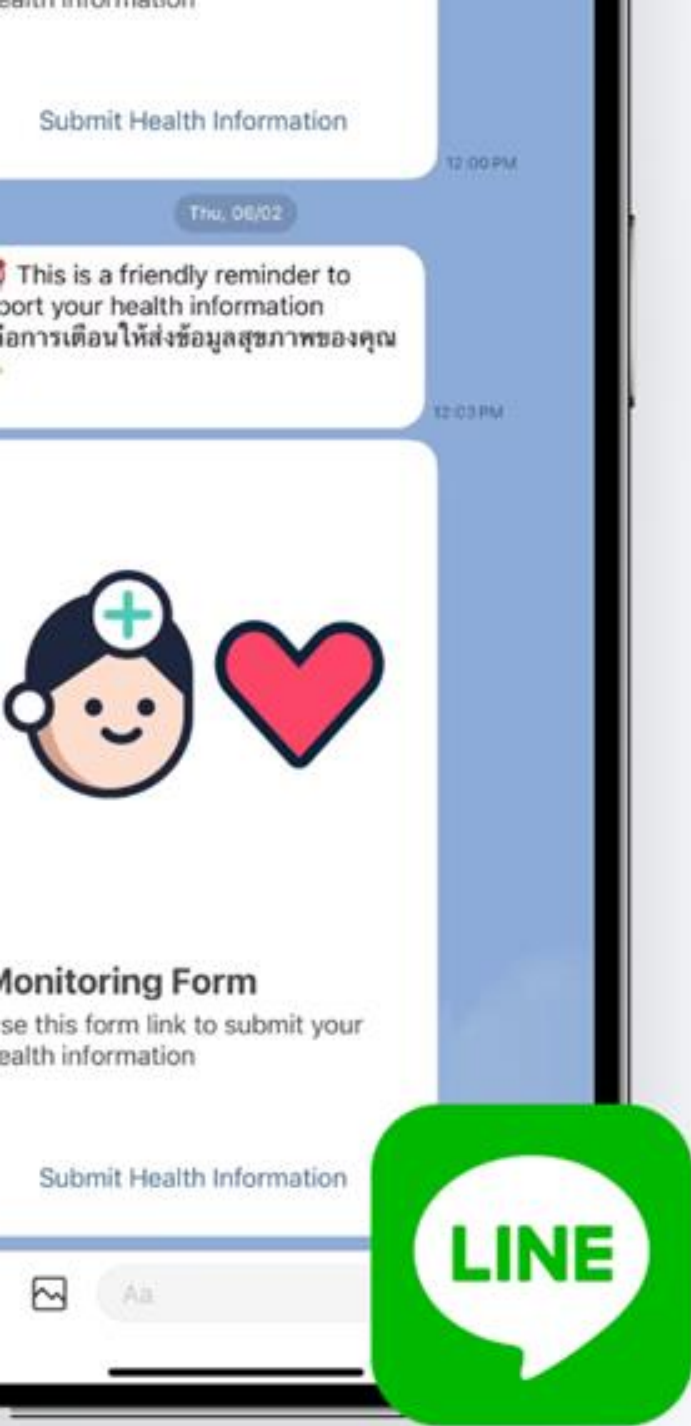
Delivers tailored patient education pre and post visit to improve understanding and health outcomes



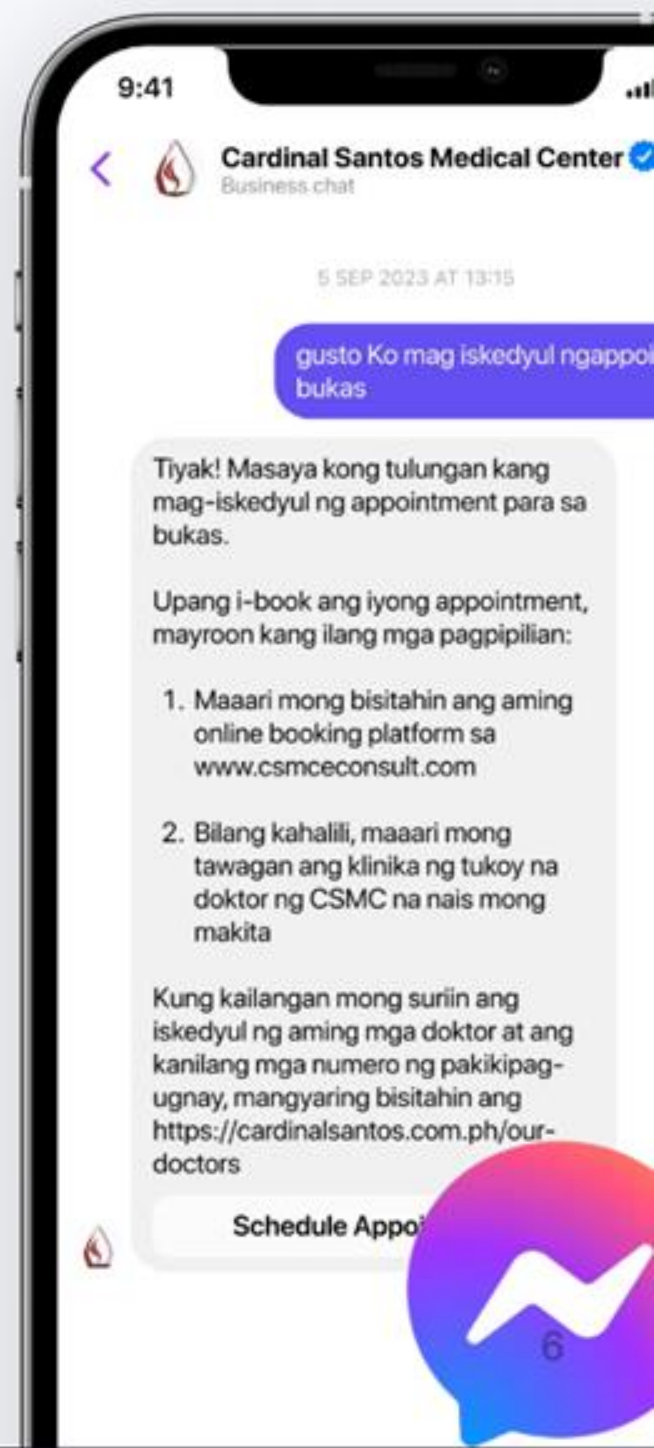
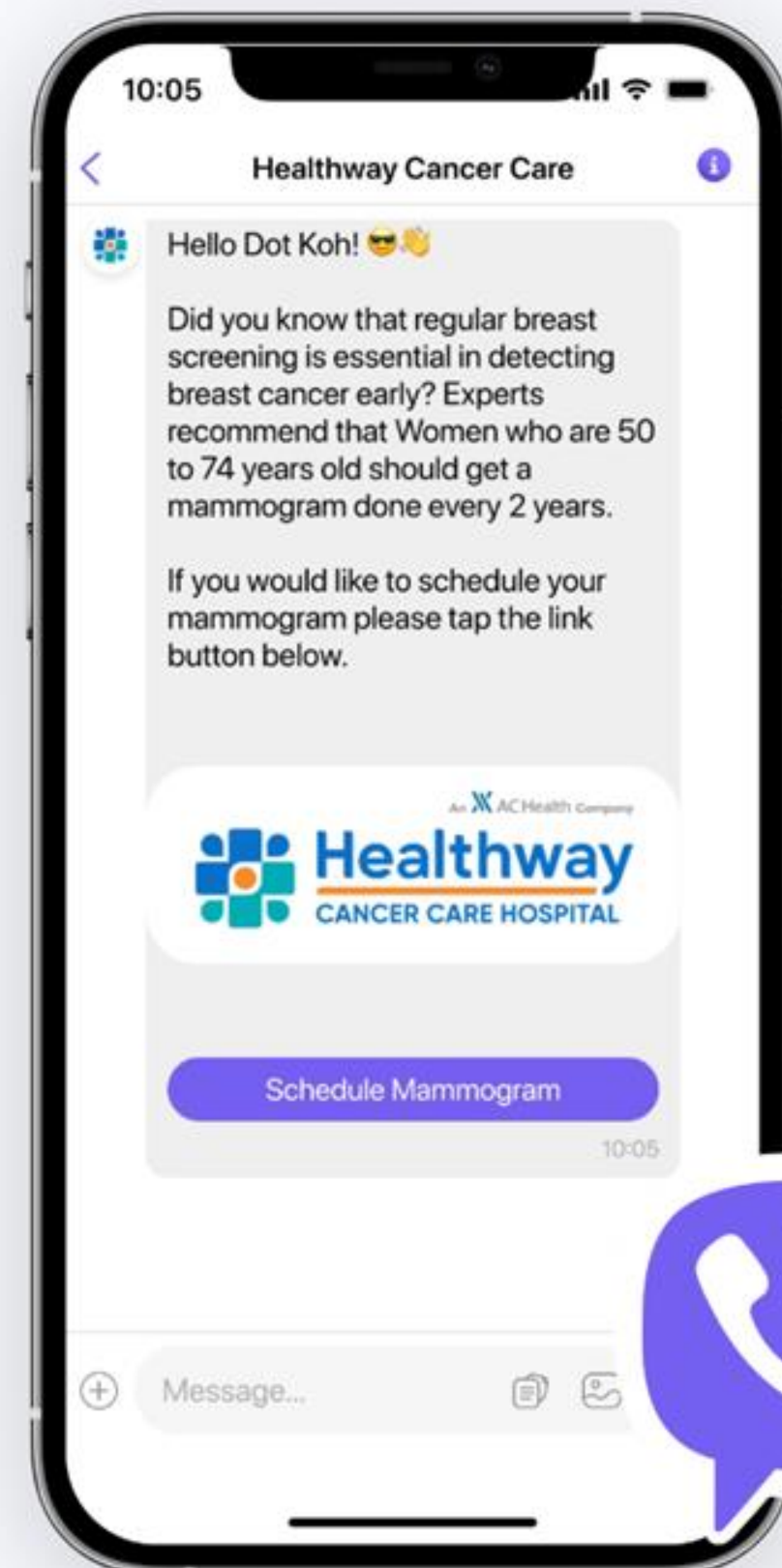
Patient Survey Agent

Streamline patient admission and data collection for pre and post visit surveys

Agent



Bot MD powers **omni-channel chat** in **multiple languages** for maximum user reach



JAN
2024

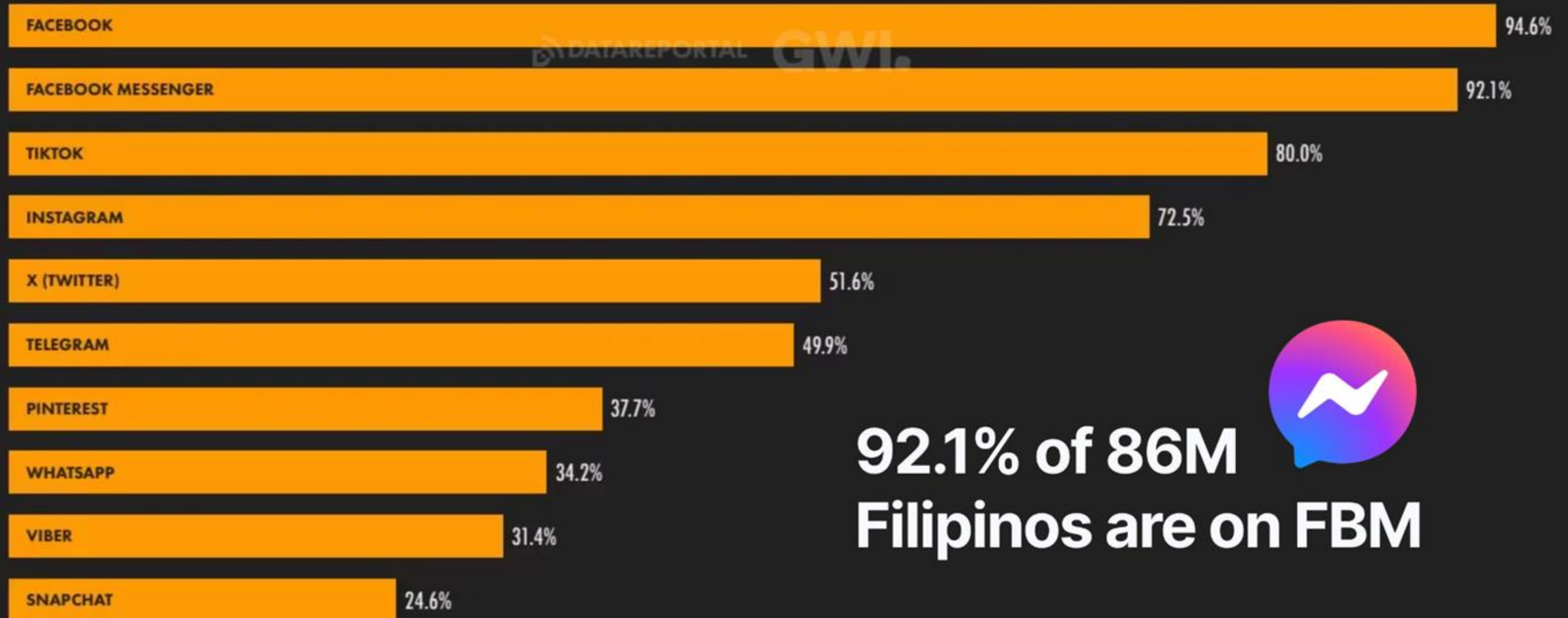
MOST USED SOCIAL MEDIA PLATFORMS

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO USE EACH PLATFORM EACH MONTH

NOTE: YOUTUBE IS NOT OFFERED AS AN ANSWER OPTION FOR THIS QUESTION IN GWI'S SURVEY, SO IT WILL NOT APPEAR IN THIS RANKING



PHILIPPINES



92.1% of 86M
Filipinos are on FBM



59

SOURCE: GWI (Q3 2023). FIGURES REPRESENT THE FINDINGS OF A BROAD SURVEY OF INTERNET USERS AGED 16 TO 64. SEE [GWI.COM](https://www.gwi.com). **NOTE:** YOUTUBE IS **NOT** OFFERED AS AN ANSWER OPTION FOR THIS QUESTION IN GWI'S SURVEY. **COMPARABILITY:** A VERSION OF THIS CHART THAT APPEARED IN OUR PREVIOUS REPORTS WAS BASED ON A PREVIOUS QUESTION IN GWI'S SURVEY THAT INCLUDED YOUTUBE AS AN ANSWER OPTION. GWI'S CURRENT SURVEY FEATURES A REVISED VERSION OF THIS QUESTION THAT DOES **NOT** INCLUDE YOUTUBE AS AN ANSWER OPTION, WHILE OTHER CHANGES TO THE QUESTION'S WORDING MAY MEAN THAT THE VALUES AND RANK ORDER SHOWN HERE ARE **NOT DIRECTLY COMPARABLE** WITH THOSE SHOWN ON A SIMILAR CHART IN PREVIOUS REPORTS.

we
are
social

Meltwater



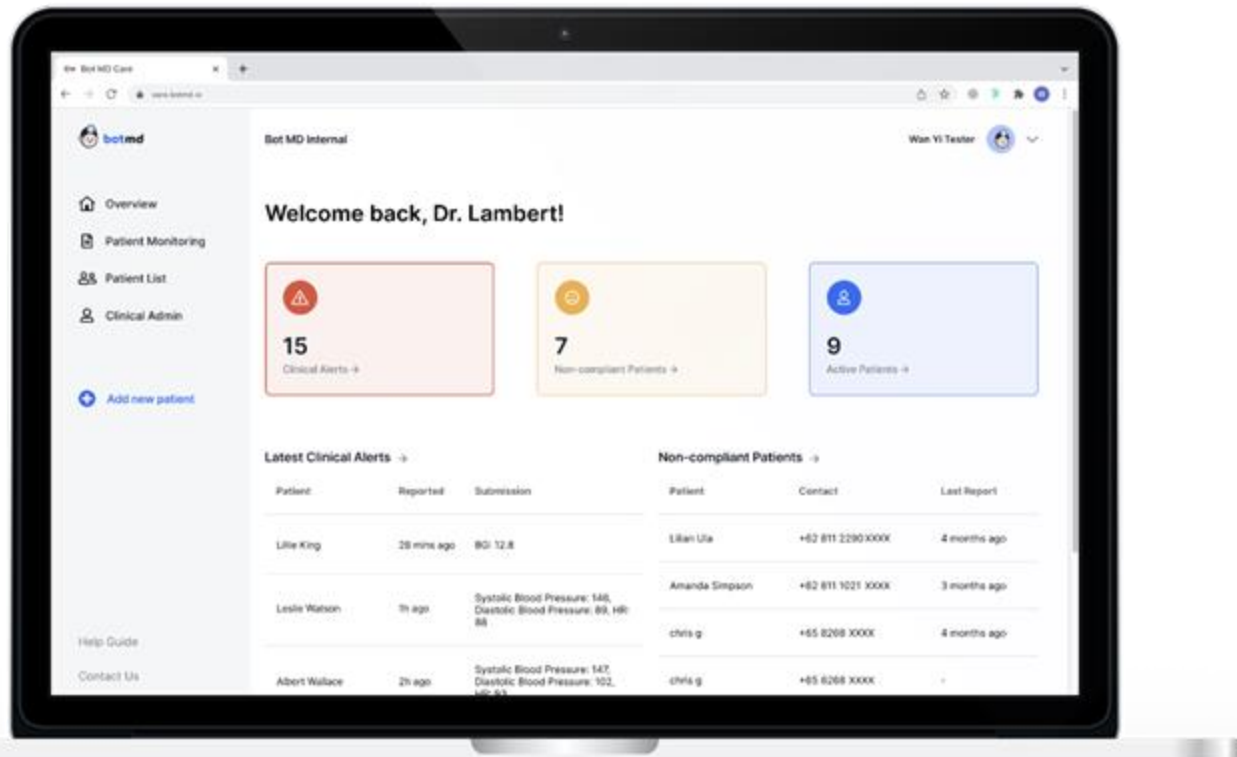
AI for NCD: NKTI Case Study

BOT MD CARE DASHBOARD

HOSPITAL VIBER/FB MESSENGER

1

Patient enrollment via QR code or bulk upload



2

Bot MD AI notifies patient chat app



3

Patient **submits data via secure form** sent in chat



4

Patient receives **reminders & education** via AI chat

5

Submissions can be triaged by AI to **alert doctor or nurse** if required

6

Patient data flows into Bot MD Care Dashboard

7

Integrate data into hospital EMR if required





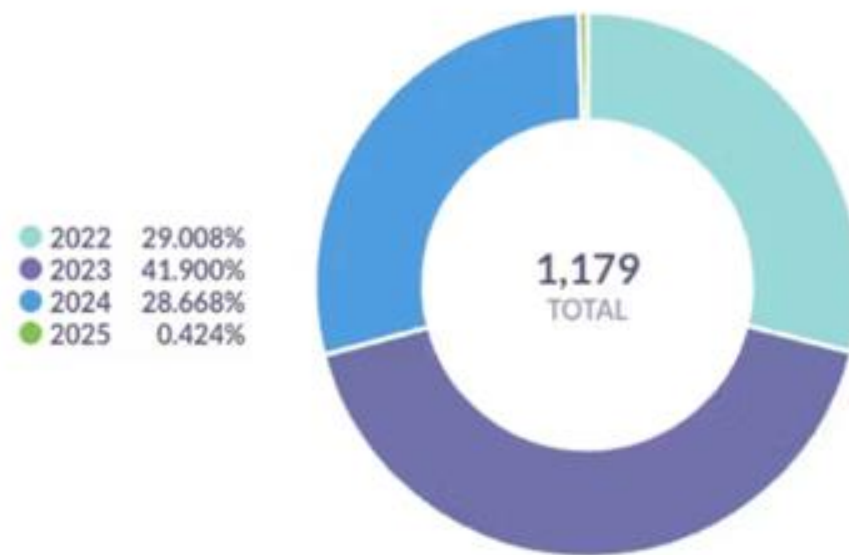
NKTI CAPD Program Results

- **1,200+ CAPD patients enrolled** since 2022
- **98% of patients are New CAPD patients;** 2% are PD patients with infections
- Patient Compliance to submissions ~ **81.2% across patient groups**
- 94.7% of patients **have no symptoms;** 5% with symptoms are intervened by a **nurse within 3 days**
- **Clinical Data collected** includes:
 - Breakdown of symptom types
 - Exit site symptoms
 - Distribution of symptoms reported per patient

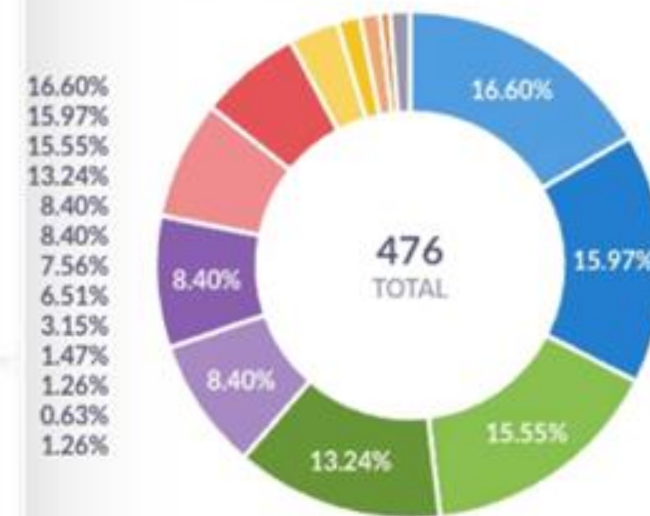
Clinical Symptoms: Breakdown of Patients With and Without Symptoms



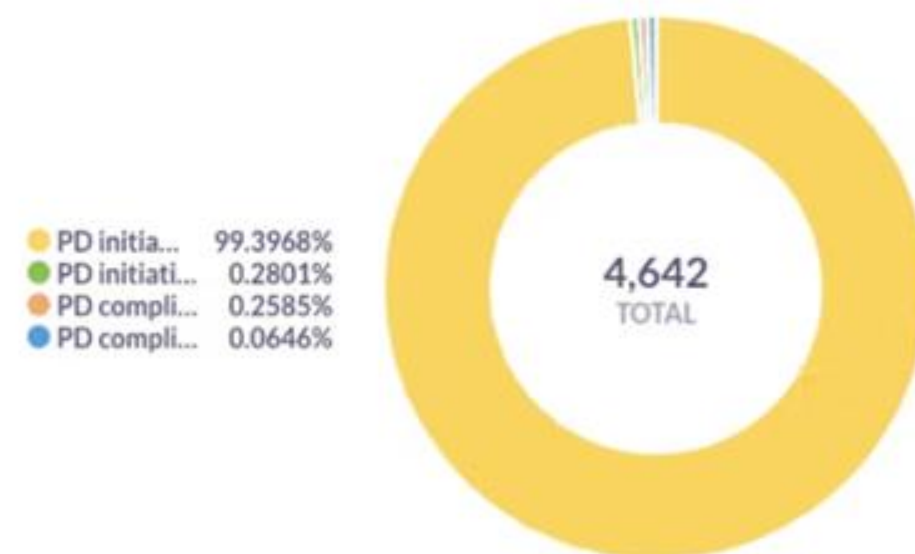
Patient Enrolled Breakdown by Year



Breakdown of Symptom Type



Patient Submissions: Breakdown by Type



Bot MD AI is designed for healthcare organizations looking to scale patient support safely



Proprietary RAG/LLM Model

- Ensures that AI only trains on content you provide
- AI can return templates only (no hallucination risk)
- Retrieves the right response, LLM only helps to format
- **Same response for exact same queries**



Across Clinical Workflows

- Deep understanding of patient care journey and workflows
- **Trusted and used by doctors** and healthcare professionals across public & private sector
- Integrates into existing hospital information systems



Healthcare Data Privacy

- ISO 27001, ISO 27017, ISO 27018 certified
- SOC 2 and SOC 3
- **All data is encrypted at rest and in transit**
- Annual penetration testing

Trusted by Hospitals globally



Empowering 20,000+ Doctors



National University
Hospital



National University
Cancer Institute
Singapore



Alexandra
Hospital



Tan Tock Seng
HOSPITAL



Singapore National
Eye Centre
SingHealth



Singapore
General Hospital
SingHealth



National Cancer
Centre Singapore
SingHealth



KK Women's and
Children's Hospital
SingHealth

ICON
CANCER CENTRE



ParkwayHealth™
Radiology

Siloam Hospitals



MANDAYA HOSPITAL
GROUP



St. Luke's
Medical Center
Quezon City · Global City



A
MOUNT GRACE
HOSPITAL



HMI
GROUP
新康集团

GSK

embecta

Vantive



Since 2020, Bot MD has been used to impact over 110k+ patients across SEA



Hypertensio

Blood Pressure & Medication compliance



Diabetes

Blood Glucose, Insulin, Meal intake



CKD/Dialysis

Lab values, Symptoms & Access site



Surgery

Post surgical recovery & wound healing



Urology

Kidney stones, post stenting infection risk



IVF/Fertility

Injection reminders, symptoms monitoring



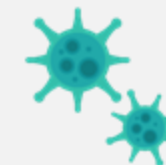
Clinical Trials

Patient logistics, prohibited drugs, symptoms monitoring



Home Care

Home Caregiver visit reports, payments



Pediatric vaccinations

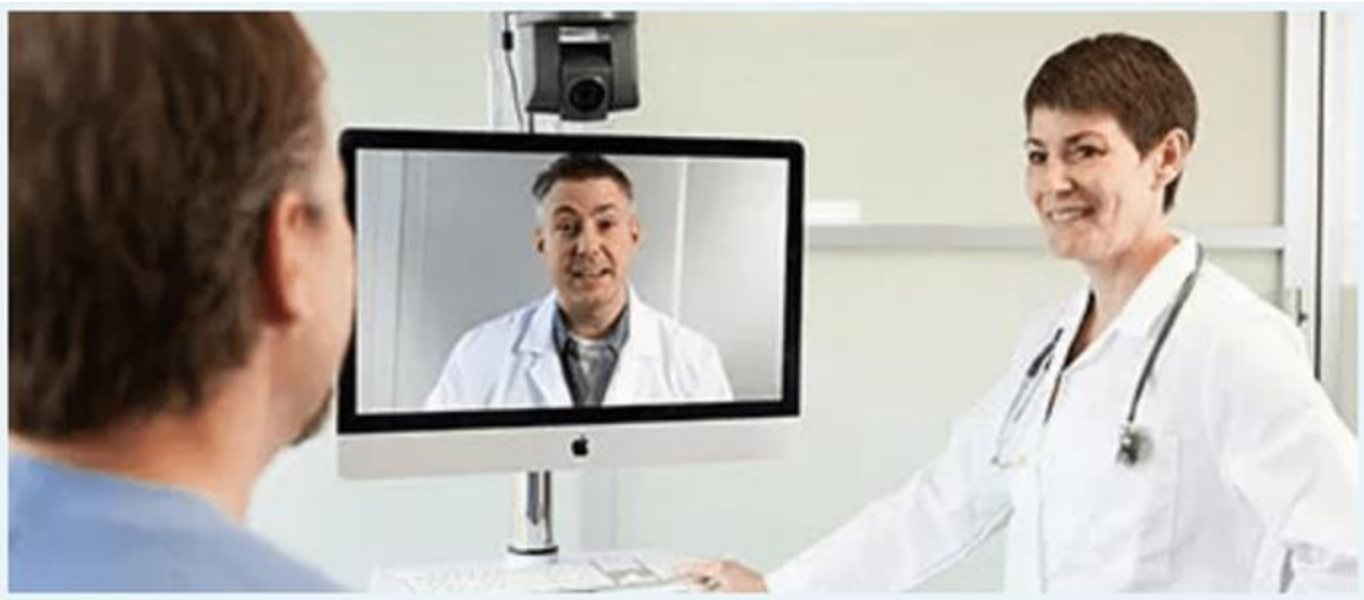
Scheduling reminders, symptoms monitoring



Medication Reminders

Automated reminders for Rx & scheduling

Successful AI Implementation Requires Coordinated Action Across All Stakeholders



Governments & Policy Makers

- Develop national digital health strategies with clear governance structures
- Establish data protection laws and independent regulatory authorities
- Invest in digital public infrastructure and interoperability standards
- Address workforce training and transition support for AI adoption



Healthcare Organizations

- Demand AI technologies that meet ethical principles and regulatory standards
- Ensure appropriate training for healthcare workers using AI systems
- Implement quality control and continuous monitoring mechanisms
- Maintain human oversight and clinical responsibility in AI-assisted care

**Humans for Care.
AI for Everything Else.**

