



KIMS Hospital – Multilingual Help Desk Robot

The customer

KIMS Hospital, a healthcare facility catering to a diverse patient demographic.

Their challenges

KIMS Hospital faced challenges in efficiently assisting patients & visitors, particularly those who spoke different languages. The hospital needed a solution to help with navigation, appointment details, and quick access to common information.

Our solution

Centelon implemented a multilingual help desk robot designed to:



Provide Multilingual Assistance

Supports Tamil and English to serve the hospital's multilingual patient base.



Enhance Patient Navigation

Guides patients to departments, wards, labs, and other key areas, with verbal instructions and assistance for appointments and registration.



Offer Information and FAQs

Delivers general hospital information, department and doctor details, and answers frequently asked questions to improve the visitor experience.



Capabilities that delivered results



Adaptive Language Processing

Enables the robot to communicate effectively in multiple languages.



Real-Time Navigation Assistance

Offers precise and accessible guidance across hospital facilities.



Automated Information Delivery

Provides instant answers to common queries, reducing wait times and enhancing service efficiency.

Discover how Centelon's intelligent solutions can elevate your facility's patient experience—bringing seamless assistance and enhanced engagement to every interaction.



Turbocharge your business with [Centelon Robotics](#)

Looking to achieve similar transformation? Get a demo.



Level 19, 15 William street,
Melbourne - 3000
Australia



+61 386 006 976



www.centelonsolutions.com



centelon
robotics