EDITION

November 2026

iTechnoSol Inc.

PROJECT OVERVIEW

AI messaging assistant for a skin and laser clinic

One WhatsApp chatbot linked to the website, online shop and patient records, with personal details removed before the AI reads a message.



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CLIENT

A skin and laser clinic in India

INDUSTRY

Healthcare

PLATFORMS

WhatsApp, Web

THE REQUIREMENT

Patients and customers reached the clinic through its website, its online shop and its patient records system, each in its own way. The clinic wanted one WhatsApp channel across all three, with AI answering questions, and without patients' personal details being handed to an AI model.

WHAT WE BUILT

The clinic bought the bot service itself. We helped it choose a suitable service, then integrated the WhatsApp AI chatbot with the website, the e-commerce site and the EMR as a single piece of work. Our integration never passes patient records or identifiers from the EMR or the shop to the bot.

THE OUTCOME

People can reach the clinic on WhatsApp from any of its three platforms, and AI answers their questions within the scope the clinic sets. Patient records stay in the EMR, and anything our integration sends the AI is de-identified.

CLIENT PROJECT

What it does

In short: one chatbot, three channels, no patient data to the AI.

Three touchpoints, one channel

The website, the e-commerce store and the EMR all lead to the same WhatsApp chatbot, so people never have to work out where to ask.

AI answers patient questions

The bot replies to patients and customers on WhatsApp using AI, within the topics the clinic sets.

Personal details removed

Our integration sends the bot no patient records or identifiers; anything it passes to the AI is de-identified first.

Matched back in the clinic's system

Replies are tied to the right conversation inside the clinic's own setup, not by the model.

Records stay in the EMR

The integration links people to the WhatsApp channel; it does not move patient records into the bot.

Clinic in control

The clinic owns the bot account, decides what it says, and its team handles anything outside the bot's scope.

Help choosing the service

We advised the clinic on choosing a suitable bot service before integration began.

BUILT WITH

Node.js · Express.js · MongoDB · WhatsApp Business API · OpenAI API · AWS · GitHub Actions · Git

PLATFORMS

WhatsApp · Web

SERVICES

- AI chatbot development
- Software and AI consulting

WORKING WITH US

How a project runs

The same four stages for every project, with working software early and the option to stop after any stage.

STAGE 1

Audit

We map the current process and agree on a first release.

STAGE 2

Trial

A working version on your data before the full build.

STAGE 3

Build

Weekly working demos, integrated with your systems.

STAGE 4

Go live

Rollout to one team, then company-wide.

INCLUDED IN EVERY QUOTATION

- Written scope with dated milestones
- Testing before delivery
- Documentation for your team
- Weekly working demo
- Code in your repository from day one
- Free bug fixes in the warranty period after launch

OUR PROMISES

- **NDA before anything**
- **You own all the code**
- **Your first call is with a founder**

Planning something similar?

Send us a few lines about your project. A founder replies within 4 business hours with an indicative cost and timeline, free and with no obligation.

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