



CLIENT PROJECT

Clinic WhatsApp chatbot integration with website and EMR

A skin and laser clinic in India

IN SHORT

One AI WhatsApp chatbot linked to a skin clinic's website, online shop and patient records system, with personal details removed before the AI sees a message.

THE CHALLENGE

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.

AT A GLANCE

INDUSTRY

Healthcare

SERVICES

AI chatbot development

Software and AI consulting

PLATFORMS

WhatsApp

Web

Read the full project: <https://itechnosol.com/our-work/whatsapp-chatbot-across-clinic-website-shop-emr/>

THE RESULT

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.

BUILT WITH

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

KEY FEATURES

■ 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.

■ Personal details removed

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

■ Records stay in the EMR

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

■ Help choosing the service

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

■ AI answers patient questions

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

■ Matched back in the clinic's system

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

■ Clinic in control

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

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.

info@itechnosol.com · [+91 97220 14000](tel:+919722014000) · itechnosol.com/request-a-quote/