



# DATA EXCHANGE PLATFORM

## Chatbot DEX for all data exchange related questions

### What is the problem?

Data is the new gold, also in healthcare. Increasingly more data is measurable, patients are leaving more information behind and the analysis of data is becoming increasingly more valuable for healthcare organizations, research institutes, medical device companies, etc.

Data in healthcare includes very sensitive and personal data. Laws and regulations aim to protect the sensitivity of these data and with that the privacy of the individual/patient. These laws and regulations are, however, most often very complex, different per region and sometimes conflicting.

The growing possibilities with data and thus the growing demand for data, the complexity of legislation and regulations and the stricter supervision thereof, make the correct and compliant exchange of data an ever greater challenge. Legal professionals are unable to process the large number of requests and more professionals does not seem to be the solution as they are expensive and scarce.

How should healthcare organizations cope with this trend? How will the primary care process become aware of the compliant way to exchange data? Healthcare organizations want to exchange data in a safe way to improve care, medicine, technology and the lives of patients. Legislation and regulations are intended to facilitate this, but due to a lack of knowledge and awareness this is not yet optimally utilized.

### What is our solution?

The problem of the growing demand for data, the growing complexity of laws and regulations and a knowledge and awareness gap requires a radical change.

Given that the process of data exchange involves many simple, recurring tasks, a **Data Exchange Platform** will offer the solution.

Chatbot DEX is based on cognitive technologies: a combination of robotic process automation, cognitive automation and artificial intelligence are the solution.



### DEX Modules



#### Module 1 'Chatbot for Data Request'

Chatbot DEX is able to answer simple questions about the processing and exchange of data. In order to be able to answer complex questions, chatbot DEX will ask the right questions back to provide an answer to the question based on the context.



#### Module 2 'Chatbot for Decision Support'

When the question concerns a very individual and specific case, Chatbot DEX will refer the user to the right specialist. The user is given the option to download a copy of the conversation with Chatbot DEX to send to the specialist. In this way a question will always end up with the right person within the organization. This person is now informed about the situation and the cause of the request thanks to the structured summary of the request.

Module 1 and 2 are included as standard in the Privacy Content of Chatbot DEX.