



AI WHATSAPP ASSISTANT FOR HOSPITALS

Your reception, always answering.

The one who answers every patient, every time.

Appointments, lab results, insurance pre-approvals, pre-op paperwork, billing and complaints, all handled in Arabic and English, 24 hours a day, on the WhatsApp number your patients already use.

BUILT FOR MEDICAL FACILITIES

24/7 on WhatsApp Business

Arabic (incl. Lebanese) + English

Understands patients' voice notes

Unlimited parallel conversations

Live in 2 to 4 weeks

Private by design, on your systems

MSPE

AI assistants for hospitals
Baabda, Lebanon · mspe.pro

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12 things it handles inside your facility

Every one of these runs on your existing WhatsApp Business number. No app for patients to download. No new system for your staff to log into.

01

Appointment booking & changes

"Can I move my cardiology appointment to Thursday?" captured, matched against the doctor's live schedule, confirmed to the patient, and the reception diary updated. No phone queue.

03

Lab & radiology results

Notifies the patient when results are released, delivers the document privately, and answers the usual follow-up questions ("is this normal?") with the standard reply the doctor approved.

05

Billing & invoice enquiries

Outstanding balance, invoice copy, payment link, instalment plan. Accounts stops being the bottleneck for simple questions.

07

Admission & pre-op paperwork

Sends the admission list, consent forms and fasting instructions, confirms the patient has read them, and flags any missing document before the day of surgery.

09

Prescription refill requests

Patient asks for a refill, the request is logged with the medication name and routed to the prescribing doctor's queue. No handwritten notes lost at reception.

11

Complaint intake & routing

Tone-aware, never argues. Captures the complaint with its full context and opens a private ticket for the patient-relations manager, before it ever reaches Facebook or the Order of Physicians.

02

Reminders & no-show reduction

Automatic reminder the day before and the morning of, with a one-tap confirm or reschedule. No-shows drop without reception making a single call.

04

Insurance eligibility & pre-approvals

Checks coverage against the insurer, opens the pre-approval, keeps the patient updated on where it stands, and alerts the medical officer when the insurer responds.

06

Doctor availability & routing

Which specialists are in today, next availability for a named doctor, routing a message to the right clinic. The front desk stops being a switchboard.

08

Discharge & follow-up

Medication schedule, wound-care instructions and the follow-up appointment, delivered on WhatsApp the day of discharge. A gentle check-in two days later catches complications early.

10

Directions, visiting hours, parking

Where to park, which entrance for the imaging department, visiting hours for the ward. Reception stops answering the same three questions a hundred times a day.

12

Emergency & mass notifications

Power outage, strike, lab system down, a surgery schedule change: one command from your team notifies every affected patient in seconds. No app, no phone chain.



A day inside your facility, with it on duty

This is what the office actually looks like once it is live.

05:30

DIASPORA

A son in Dubai asks about his mother in the ward

Visiting-hours and condition-update question at dawn Beirut time. The assistant answers in Arabic, confirms visiting policy and routes the medical question to the nursing station for the morning round. No night nurse pulled off the floor.

07:30

SHIFT START

22 appointment-change messages in one burst

Rain and school closures: parents moving paediatric appointments. The assistant checks live availability, re-books each one, confirms to the parent and refreshes the clinic schedule. Reception opens the morning without a backlog.

10:00

INSURANCE

Pre-approval chase for a cardiac admission

Patient asks where the approval stands. The assistant checks the insurer's response, relays the status, and confirms the approval number when it comes in. No four-way phone chain between family, desk, medical officer and insurer.

13:00

RESULTS

Lab results ready, patient notified privately

MRI report released. The assistant notifies the patient on WhatsApp, delivers the file over an encrypted link, and answers the common "is this normal?" with the standard reply the radiologist approved. The clinic phone does not ring.

15:30

COMPLAINT

A patient disputes a bill

The message comes in angry. The assistant recognises the tone, does not argue, captures the complaint with the full chat history, and opens a private ticket for the patient-relations manager. Documented before it becomes a public post.

19:00

DISCHARGE

Post-discharge check-in

Yesterday's discharges are messaged with their medication schedule and the follow-up appointment. One patient reports a fever: the assistant flags it to the on-call team instead of waiting for Monday.

23:00

EMERGENCY

Imaging system goes offline

Radiology down until the morning. One command from the chief of imaging: every patient with an appointment tomorrow before 11 AM gets a reschedule offer. Reception walks into a reset schedule, not a riot.



What your facility gets

The assistant

- ✓ **Your own assistant**, trained on your departments, clinic rules, tone and name. Not a generic bot.
- ✓ **WhatsApp Business number** (new or your existing one), plus an optional chat bubble on your website.
- ✓ **Arabic & English by default**, including Lebanese dialect and patients' voice notes. French on request.
- ✓ **Connected to your systems**: HIS or EMR for schedules and results, insurer portals, billing. We integrate where they live.
- ✓ **Human hand-off built in**. Medical and sensitive questions go to your verified staff numbers, never to a public line.

The service around it

- ✓ **Weekly report**: appointments booked, no-shows avoided, pre-approvals captured, complaints routed, satisfaction pulse.
- ✓ **Continuous tuning**: every unanswered question becomes an answer the following week.
- ✓ **Full transcript archive** for medical-records compliance, patient-relations review and auditor requests.
- ✓ **Encrypted, role-based access**, redaction filter on outgoing messages, on infrastructure we back up and patch.
- ✓ **Named Lebanese support**: you call people you have met, in your time zone.

Built to work with your IT team, not around them

Your IT staff stay in charge of the hospital's systems. We bring one service and plug it in where they tell us to.

Nothing to install

No new hardware, no server in your building, no software on staff machines.

Your IT approves the access

Read access to the fields they choose, revocable by them at any time.

We carry the running of it

Hosting, updates, monitoring and backups of the assistant are ours, not another job on their list.

Engineer to engineer

Your IT gets the integration documentation and a direct line to the engineer who built it.

Investment

One-time build fee plus a flat monthly service fee, priced against what one reception FTE costs you every month, not per message and not per patient. Nothing is metered, so a flu season does not produce a surprise bill. Exact quote after the 15-minute discovery call. We measure deflection on *your* numbers after 30 days and show you the report.

NEXT STEP · 15 MINUTES

See it answer a real patient question.

Book a short demo. Your assistant will book a real appointment, deliver a mock lab result and open an insurance pre-approval, end to end, in front of you. No slides, no commitment, and you will know within fifteen minutes whether this fits your facility.

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