

## Voice Biometrics as the DNA in your healthcare business

Patient experience is a crucial service differentiation in all hospitals, healthcare providers. Use the immutable DNA [*voice of the patient*] to cut the clutter. Voice biometrics is the best among the biometrics technology, which is most suitable for remote channels like phone, service desk, kiosks and other touchpoints. COVID and other pandemics needs a response from healthcare providers, for touchless biometrics



## Kaizen product highlights

Voiceprint can be obtained from speaker speaking random text [30 secs] and matched with the voice sample of the speaker, speaking another random text [10-15 secs].

- Behavior capture for AI based engine  
Speaker identification done in natural language conversation
- Highest accuracy for text-dependent short utterances – *US patent awarded for this feature*
- Strong Anti-Spoofing, rejection of pre-recorded voice
- Cross-channel performance
  - Match can be done mixing microphones, landlines, mobile phones, VoIP etc.
  - Easy to integrate with all platforms through API
  - Multi browser, O/S supported through angular based web app

## Use cases in healthcare provider/hospitals

Focused on	Key benefit	Why this feature is needed?	Operational benefits
<b>For patients</b>	onboarding of patients	Existing and new patients may not remember their HIS /EMR ID, registered phone number if they have changed their SIM/city. Retrieval of patient records, previous surgery/diagnostic reports is crucial in retention of customers	Use voice as another factor, link to a meta data and connect this to HIS/EMR via restful API. Allow any patient to walk in to any branch/unit of this chain of hospital and retrieve records. Enrollment happens at front office desk with a sound input, on the web using phone/laptop input and on-field visits in select cases
<b>For high value patients</b>	VIP patients recognition system	Stage of registration: at the time of VIP/HNI patients initial registration, hospitals want to mark them as sensitive customers and allow restricted access to the records, till discharge	Employers can allow only those staff who have been approved by medical supdt/directors, who have the voice print as an additional layer of security; prevent leakage of info about high value patients
<b>For doctors</b>	Quicker preparation of summaries and exit formalities	preparation of discharge summary using authentication and speech to text capabilities	Allow doctors who are not available for that day, to complete discharge summary statements, remotely, securely
<b>For staff</b>	Time and attendance marking	Use voice based attendance marking system through EPABX/mobiles and capture exact working hours irrespective of different shifts, branches and departments.	Real time calculation of working hours, payroll integration and dashboards for staff movements

## References of users

Omni hospital Hyderabad

### KSV ecosystem of technology alliances

- **Amazon web services** for value added speech capabilities, server less compute in select geos like USA, EU
- Google Dialogflow, Google Cloud Platform
- Azure Cloud services
- **Reverie Language labs** for Indian language transcription
- **Inspira /Manorama** for EMR, HIS application
- **George Institute for global Health** – not for profit company for medical research

**Co-selling partners:** Wipro, Inspira, HCL tech, Redington

### **Why Kaizen Secure Voiz?**

KSV voice biometrics is an original research product with one US patent awarded in 2020 and few more in pipeline. KSV is part of 25-year old Kaizen Tech Inc. Kaizen Technologies US is a \$20-million group with interests in IT staffing, IT services and healthcare staffing. KSV is present in US, India and EU regions. KSV has sold IVRS products to large telecom service providers across the globe. KSV is committed to continuous improvement, research on the product and domain knowledge. KSV has won two awards for its efforts in India – TIE Bangalore 2020 and The Hague Business Agency Soft Landing challenge 2019

- Start your pilot project today at a very competitive price of **INR 599\* per user month** on hosted model / India based private cloud. Inclusive of all applications, web app, IVRS app, telecom infra and IT infra. \*Conditions apply

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