

For More Information

TECHNOLOGY

- Providence [Grace Chat Bot](#)
- Curated flu season information
- Published in the [Microsoft Azure Health Bot service catalog gallery](#)

TEAM

- Providence Digital Innovation Group Product Team
- Microsoft Health Bot team

OVERVIEW

Since October 2020 Providence's flu season support feature has been helping patients get accurate and up-to-date information regarding the flu season, flu vaccination, treatment, and information on flu, as well as COVID-19. Providing relevant and trustworthy information to patients on flu vaccines is more important than ever, as getting flu vaccines will not only reduce patient's risk from flu, but also help conserve potentially scarce healthcare resources during the COVID-19 pandemic. This feature is available in our chatbot Grace on the [Get Care Now](#) page and the Health Connect mobile applications.

In December, the Providence Digital Innovation Group and the Microsoft Health Bot team worked together to make this flu season support technology available as a scenario template in the [Microsoft Azure Health Bot service catalog gallery](#). This will allow other Microsoft Azure Health Bot customers to quickly introduce flu season support in their own chatbot – which is so beautifully aligned with our mission.

RESULTS

Providence is the first health system to publish a scenario template in the Microsoft Azure Health Bot Service catalog gallery, and we offer this scenario for other health systems to use for free.

