

Institutional pilot framework

Clear information. Institution-specific communication. Human support.

PLANNED SOLUTION / FIRST PILOT WITH FICTIONAL CASES

A starting framework for assessing multilingual communication grounded in institution-approved FAQs and process information, without using real patient data. Scope and acceptance criteria are agreed together before the pilot begins.

01 Define the scope	02 Test fictional cases	03 Agree the next step
Agree languages, frequent questions, out-of-scope topics, the content approval owner and the human support contact.	Evaluate source consistency, language clarity and handoff using fictional conversations. No real health data or voice recordings are used.	Review findings and changes together. A live pilot is a separate decision after data processing and clinical approval processes are ready.

What the institution provides

- Content approval and support contacts
- Approved FAQs and operating hours
- Priority languages and example scenarios

At the end of the pilot

A scope and content matrix, example communication flows, evaluation findings and a proceed / revise decision note.

What will we evaluate?

Consistency with approved sources; whether users understand the next step; and correct human handoff for uncertain or out-of-scope questions. Numerical targets are agreed after reviewing the baseline and pilot scope.

Clear boundaries

Individual Fertivoya preparation is not transferred into an institutional patient pool. No patient data pool is shared across institutions. No diagnosis, treatment advice, personal success rate, firm price or patient-volume guarantee is provided.

To discuss a pilot feray@medqiva.com

This document is not an active hospital integration or commercial offer.