

# BUZZing

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## CEO Jotting



Sedibuz's mission is to be a catalyst to organisations in their technology transformation.

We helped companies to revolutionize their data compilation and storage through the best innovative and improved information technology, modernising the usage of fast and effective working platforms.

Venturing into the healthcare sector with the latest digital devices which help to detect and prevent life threatening diseases, was an addition to our mission. Medical camps in Pan India have helped to bridge the gap between the doctor and the patient.

Both our above initiatives (IT & Healthcare) are our goals towards making the society self-reliant and healthy- a way of giving back to the society, to have a healthy and tech savvy society.

**15th August, 2023** we will celebrate our Independence, with the theme - **Nation First, Always First**. We at every step of our business, strive to keep the betterment of the nation, society and its citizens making proud.

**HAPPY 76th INDEPENDENCE DAY !**

**Nation  
First,  
Always  
First**

## ChatGPT has the potential to Transform Healthcare

Healthcare is an industry that is constantly evolving and technology has played a significant role in this evolution. With the rise of artificial intelligence (AI) and machine learning, there is a new tool that has the potential to revolutionize healthcare:

ChatGPT is a large language model developed by OpenAI that is trained on a vast amount of data to generate human-like responses to natural language inputs. This technology has the potential to transform healthcare in several ways.

Sedibuz Healthcare



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### Improving Patient Care

One of the main ways ChatGPT can transform healthcare is by improving patient care. By using natural language processing, ChatGPT can understand patients' questions and concerns and provide personalized responses. This can help patients feel more comfortable and confident in their care, leading to better outcomes.

ChatGPT can also assist patients with managing chronic conditions by providing reminders about medications, appointments, and lifestyle changes. This can help patients stay on track with their treatment plans and improve their overall health.

### Assisting Healthcare Providers

ChatGPT can also assist healthcare providers by performing tasks such as scheduling appointments, answering frequently asked questions, and providing basic medical advice. This can help healthcare providers save time and focus on more complex tasks, such as diagnosis and treatment.

Additionally, ChatGPT can provide healthcare providers with access to the latest research and medical knowledge. By analyzing vast amounts of data, ChatGPT can identify patterns and make predictions that can assist healthcare providers in making more accurate diagnoses and treatment decisions.

## Improving Healthcare Research

ChatGPT can also improve healthcare research by analyzing large amounts of data and identifying patterns. This can help researchers identify new treatments and interventions that can improve patient outcomes.

ChatGPT can also assist in clinical trials by identifying potential participants based on their medical history and other criteria. This can help researchers recruit participants more efficiently and effectively, leading to faster results and better outcomes.

## Benefits of Using ChatGPT in Healthcare

There are several benefits to using ChatGPT in healthcare. First, it can increase efficiency and productivity by automating tasks that would otherwise require human intervention. This can save time and reduce costs for healthcare organizations.

Second, ChatGPT can improve patient satisfaction by providing personalized responses and assisting patients with managing their care. This can lead to better patient outcomes and increased loyalty to healthcare organizations.

Finally, ChatGPT can improve accuracy in diagnosis and treatment by providing healthcare providers with access to the latest research and medical knowledge. This can lead to better outcomes and reduced healthcare costs over time.

## Challenges of Implementing ChatGPT in Healthcare

There are several challenges to implementing ChatGPT in healthcare. First, there are privacy concerns related to the use of AI and machine learning in healthcare. Healthcare organizations must ensure that patient data is protected and that ChatGPT is used ethically and responsibly.

Second, there are technical limitations to the use of ChatGPT in healthcare. ChatGPT is still a relatively new technology, and there may be limitations to its ability to understand complex medical language and provide accurate responses.

Finally, there may be resistance to change among healthcare providers and patients. Healthcare is an industry that is slow to change, and it may take time for healthcare providers and patients to trust and adopt new technologies like ChatGPT.

## Case Studies of ChatGPT in Healthcare

There are several examples of successful implementation of ChatGPT in healthcare. For example, the Mayo Clinic has implemented a chatbot powered by AI to provide patients with basic medical advice and assist with scheduling appointments. The chatbot has been successful in reducing wait times for appointments and improving patient satisfaction.

Another example is Babylon Health, a telemedicine company that uses AI-powered chatbots to assist patients with managing their health

## Data Science Applications in Government: From Policy Design to Performance Evaluation

In the realm of governance, data science has emerged as a catalyst for transformation. From shaping policies to evaluating performance, data-driven decision-making has become the cornerstone of effective governance in the public sector. By leveraging the power of data analytics, machine learning, and advanced algorithms, governments can unlock valuable insights, optimize resource allocation, and enhance policy outcomes.

In this article, we aim to provide a primer on how different government domains are adapting and leveraging data science to advance policy and performance.

### Enhancing Governance Through Data Science:

Applications in Government Data science and analytics are increasingly used by governments to facilitate evidence-based decisions. Here's how the various public sector domains are infusing data science in their respective fields.

### Ensuring Cybersecurity

CloudSEK's data revealed a 95% surge in attacks on the government sector during the latter half of 2022 compared to the same period in 2021. Approximately 40% of these attacks targeted government entities in India, USA, Indonesia, and China.

Indeed, cybersecurity is a major concern for governments in the digital era. Imagine the vast data held by governments. If it becomes accessible to the public or unauthorized individuals or disappears, the consequences can be severe.

To address this, big data analytics and machine learning tools help:

- Monitor and analyze operations to identify patterns in valuable data
- Track network users and devices for flagging suspicious activity

Data science, on the whole, enables predictive analytics, real-time threat detection, automation of security and risk management workflows, and better incident response. Such interventions can be used to detect and prevent cyberattacks, including malware, ransomware, phishing, and DDOS/IoT attacks.

### Detecting and Preventing Tax Evasion

Tax evasion refers to the deliberate efforts made by individuals or organizations to hide their true financial status from tax authorities. One approach commonly employed for tax avoidance involves reducing taxable income. Manual analysis of the vast data required to identify tax evaders is impossible.

## Data Science



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Fortunately, modern analytical techniques like forensic toolkits, graph analyses, and predictive modeling solutions offer a way to combat tax evasion effectively. For instance, the US Department of the Treasury revealed how they were able to successfully identify a substantial surge in tax fraud by leveraging data analytics. In 2018 alone, they uncovered a staggering sum of approximately \$10 billion in fraudulent activities.

The analytical algorithms used in tax evasion investigations rely on a combination of financial data and information from social media platforms. By meticulously scrutinizing the data, these algorithms compare the spending habits of individuals to their reported incomes. Individuals who exhibit extravagant expenditures far beyond their reported earnings can be swiftly identified as potential tax evaders.

### **Driving Evidence-Based Policymaking in Healthcare**

Healthcare data residing in government databases can be leveraged to improve health outcomes and reduce costs. For example, public healthcare repositories constitute a rich storehouse of healthcare data (about vaccinations, prescriptions, hospital visits, lab data, and more) that can be readily mined to extract various insights.

Given the complex healthcare system encompassing numerous players (doctors, patients, hospitals, insurance providers, and government agencies) with myriad transactions, it is difficult to observe what actually transpired. In this case, data science can help reveal patterns in the healthcare system (for instance, the correlation between the number of vaccines administered and hospitalization rates).

A fine example is that of the US Centers for Disease Control and Prevention, which uses real-time non-fatal suicidal data (such as data related to suicidal ideation) to proactively facilitate suicide prevention response across different states.

Governments can also predict the outbreak of infectious diseases by using predictive analytics tools. Using data gathered from health records and large-scale epidemiology and surveillance databases, public sector organizations can achieve a greater understanding of the patterns of disease transmission. All such insights can help inform future decisions on healthcare policy and resource allocation.

### **Enhancing Governance & Performance Evaluation in Education**

The education sector is a highly data-intensive area. Data science can help generate insights into the effectiveness of educational programs, including classroom practices, standards for teacher education, assessments, and curricula, in order to improve learning outcomes.

For example, municipalities can use big data analytics to identify areas of weakness in their educational systems, like inadequate teacher quality and deficits in reading proficiency.

Governments can also map demographic details, identify at-risk students, and plot a plan of action to help improve their learning outcomes. Educational data can also be leveraged to develop predictive models and assess the effectiveness of remedial measures in improving literacy rates.

Overall, through advanced data analytics, governments can evaluate educational systems, ensuring effective governance and policy making. They can make evidence-based decisions, enhance educational outcomes, and provide transparent access to information.

### **Identifying Criminal Hotspots**

Data science has the power to transform how law enforcement combats crime. By pinpointing areas prone to criminal activity and optimizing resource allocation, datascience can help governments safeguard communities, ensuring their safety and security.

Through data analysis and predictive modeling, law enforcement agencies can identify hot spots, enhance investigations, and proactively prevent crime. For example, the US Department of Homeland Security (DHS) leverages data science to predict potential threats by integrating and comparing data from multiple security agencies. Likewise, Palantir Technologies, funded by the CIA, fights terrorism by locating roadside bombs and combats cyber fraud by tracking fraudulent transactional patterns.

### **The Way Forward**

The application of data science in government sectors, from policy design to sector-wise performance evaluation, is essential for driving effective governance.

Rubiscape, a truly unified data science platform, empowers governments to leverage diverse data, accelerate decision-making, and transform ideas into tangible business value. To learn more about how Rubiscape can help unlock the full potential of data science in the government sector, get in touch with our experts.

## Communication, Communication and Communication!!!

*“Communication works for those who work at it”- unknown.*

This quote is interesting and intriguing. We humans have evolved as social animals, and with that evolution of social behavior came the need to communicate. The development of a special set of cognitive abilities that lead to emergence of **communication** is truly one of the most precious gifts of human evolution.

But this gift can turn into a **boon** or a **curse** depending upon how we use it. Communication is fundamental for our survival and existence, it is a process of creating and sharing ideas, information, views, facts, emotions, and feelings; at the same time, helps us understand emotions and feelings of others.

## Thought Incubator



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Ever since our ancestors uttered their first grunt, miscommunication has become a part and parcel of our daily lives. One would have thought that miscommunication would drop with advancement of technology, but unfortunately that hasn't been the case. We're more **connected** than ever, yet we seem to stray only further from **mutual** understanding.

One needs to understand that communication is directly proportional to the **choice** of words or its content. The more **precise** and **crisp** the content is, the more effective the communication will be. It is essential for the sender to be clear what they wish to convey and then use the correct words, phrases, pitch, and tone so that the information reaches the recipient bang on without any misinterpretations or ambiguity.

Alas, many times we hardly take **care** of the above. To have an effective communication one must first understand where things may go wrong.

**# Not Truly listening:** Most of the times we listen to **answer** rather than understand. To avoid miscommunication mishap, it is best to give the speaker 100% of our attention. **Effective listening** includes making eye contact, asking clarifying questions and remaining engaged.

**# Interrupting the speaker:** We've probably all interrupted another person mid-sentence once or twice. It may happen accidentally, or we may get excited about what we want to say and may fear that we may forget our response. Whatever maybe the **intention**, avoid doing it, have **respect** for the other person, allow them to finish and then respond.

**#Assuming we know the message before the person finishes:** Most of the times we make this mistake of assuming what is going to be said before the speaker finishes their sentence. When we do so we miss what is being said and this may even lead to **misinterpreting** the message. To avoid this, remain **openly curious** and listen intently and if required paraphrase the message back to the speaker to ensure you have understood correctly.

**#Letting the emotions dictate the response:** When we react emotionally, we are likely to say things we don't mean. To avoid this, we must allow our emotions to **sit** for a while and then choose carefully to **respond** rather than react.

**#Being Indirect:** One of the biggest and grave mistakes that people do in communication is being **subtle** or indirect in communicating things. This is usually in-effective, we can't expect people to read our minds. If we truly want people to understand us, try being direct and try not to “**beat around the bush**” in conversation.

Taking into consideration the above points, one must understand that poor communication often occurs when there is a **discrepancy** between what is said and what is heard. We all are familiar with the phrase/game “**Chinese Whisper**”, this game practically demonstrates how the original message gets misinterpreted or acquires completely different meaning by the time it reaches the last player. A lack of communication can lead to mistrust, unnecessary conflicts, and low morale.

So, despite being aware about the downsides of poor communication, what is it that stops us

from becoming good communicators. Most of the times it is the **beliefs** about communication that get in our way:

# Most of us believe that we are **born** good at communicating and so don't practice and don't get better.

# Most of us have a belief that communication is all “**common sense**”

# Most important and **dreadful** reason is that many times we **assume** others know what we know.

How can one address the downsides of poor communication and get to the upside of effective communication, here we go:

# **Hone** your listening skills and be clear and concise while conveying a message.

# **Use empathy and be self-aware**, being empathetic can help one understand other person's point of view; at the same time, be self-aware about your contribution to the conversation and help the flow of dialogue.

# **Cultivate** confidence not only through words but also through body language, non-verbal clues and gestures play a major role during communication and can turn a conversation in a **good** one or an **awful one**.

# An **effective** communicator remains open and honest to address the issue as soon as it arises rather than **avoiding** or prolonging it.

So, **effective** communication can help build trust, prevent, or resolve problems, it can help boost a healthy environment at home as well as workplace and help create better relationships.

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