



## AI Health Worker Used to Tackle Today's Public Health Issues



The World Health Organization, with support from the Qatar Ministry of Health, recently launched the AI powered digital health worker, known as Florence version 2.0, a platform aimed to share a variety of health topics in seven different languages.

Having made its debut at the World Innovation Summit for Health (WISH) in Qatar, Florence is able to share advice on mental health, provide destressing tips, as well as guidance on how to improve eating habits, be more active, quit tobacco and e-cigarettes.

Andy Pattinson, WHO's Team Lead for Digital Channels, said, "Digital technology plays a critical role in helping people worldwide lead healthier lives".

"The AI health worker Florence is a shining example of the potential to harness technology to promote and protect people's physical and mental health."

During the pandemic, people's mental health, as well as physical activity and the sustainability of health habits, like healthy eating, were severely affected. Florence helped to tackle misinformation around COVID-19 and provided the necessary support to people to make healthy lifestyle choices, around nutrition, wellbeing and tobacco cessation.

These are topics chosen by WHO, deemed to be some of the major health issues facing the world today.

At the WISH conference, Florence 2.0 interacted with scientists, public health organisations, and policy-makers. They exhibited how this cutting-edge technology can fill the gaps in health information, and become an important tool in supporting and communicating to the public over any major public health issues.

As summarised by Nick Bradshaw, director of partnerships and outreach at WISH, "This is a place for global actors to come together to find solutions for public health. WHO is demonstrating incredible innovation leadership by using groundbreaking empathetic AI".

Source: [WHO](#)

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