IARJSET ISSN (O) 2393-8021, ISSN (P) 2394-1588

International Advanced Research Journal in Science, Engineering and Technology

Impact Factor 8.311 ⁜ Peer-reviewed & Refereed journal ⁜ Vol. 13, Issue 5, May 2026

DOI: 10.17148/IARJSET.2026.13505

A Voice-Based AI Healthcare Assistant with Multilingual Support and Retrieval-Augmented Medical Reasoning

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Abstract: Healthcare accessibility remains a major challenge, particularly for elderly individuals, rural populations, and users with limited technical proficiency. Most existing healthcare applications rely on text-based interfaces and complex navigation, which can delay timely medical assistance during critical situations. This paper proposes a Voice-Based Intelligent Healthcare Assistant that enables users to interact with healthcare services through natural voice commands. The system integrates speech recognition, multilingual translation, Retrieval-Augmented Generation (RAG), and Large Language Models (LLMs) to perform symptom analysis and provide contextual health guidance. In addition to symptom assistance, the platform supports voice-driven doctor appointment booking and emergency detection with nearby hospital identification using location-based services. The system is implemented using a React Native mobile interface, FastAPI backend, MongoDB database, and Qdrant vector database for semantic retrieval. Experimental evaluation demonstrates that the proposed system provides accurate symptom interpretation, multilingual accessibility, and real-time responses within a few seconds. The solution improves healthcare accessibility and provides an intuitive digital healthcare support system for diverse populations.

Keywords: Voice-Based Healthcare System, Artificial Intelligence in Healthcare, Retrieval-Augmented Generation, Multilingual Speech Processing, Medical Symptom Analysis, Digital Health Assistant

I. INTRODUCTION

Access to healthcare services remains a major challenge for elderly individuals, rural populations, and users with limited technical knowledge. Most digital healthcare systems rely on text-based interfaces that require manual form filling and complex navigation. These limitations often delay medical assistance, particularly during emergency situations. Recent advancements in Artificial Intelligence, Natural Language Processing, and speech recognition techno, logies provide new opportunities to design more intuitive healthcare systems.

Voice-driven interfaces allow users to communicate with digital systems using natural speech instead of manual typing. Such systems are particularly beneficial for elderly users and individuals who may find traditional mobile applications difficult to operate.

This paper presents a Voice-Based Intelligent Healthcare Assistant designed to simplify healthcare access through natural voice interaction. The system enables users to describe symptoms using voice commands, performs AI-based symptom analysis, and provides medical suggestions based on severity levels. Additionally, the platform supports voice-based doctor appointment booking and emergency assistance by identifying nearby hospitals using location-based services.

The proposed system integrates speech recognition, Retrieval-Augmented Generation (RAG), and Large Language Models (LLMs) to deliver accurate and context-aware medical guidance. By combining AI intelligence with voice interaction, the system aims to improve healthcare accessibility and provide a user-friendly medical support platform.

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II. LITERATURE REVIEW AND PROBLEM IDENTIFICATION

Digital healthcare systems have improved access to medical services through mobile and web applications. Many platforms allow users to book doctor appointments, access health records, and search for hospitals. However, most of these systems depend heavily on text-based interfaces that require manual form filling and complex navigation. For elderly individuals, rural populations, and users with limited technical knowledge, these interfaces can be difficult to use, especially during emergency situations.

Several modern healthcare platforms also provide online consultations and basic symptom checking features. While these systems help users obtain medical guidance, they often require users to manually search for doctors or healthcarefacilities. In addition, many existing healthcare applications do not support voice interaction, which limits accessibility for users who prefer natural speech-based communication.

Recent advancements in Artificial Intelligence have introduced AI-powered healthcare assistants that use Natural Language Processing and machine learning to analyze symptoms and provide preliminary medical suggestions. Some systems also integrate location-based services to help users find nearby hospitals or clinics.

Despite these improvements, many existing AI healthcare assistants remain text-based and lack integrated voice recognition, multilingual communication, and real-time emergency support. As a result, users may still experience delays when seeking medical assistance.

Therefore, there is a need for a voice-based intelligent healthcare assistant that allows users to interact using natural speech, receive AI-based symptom guidance, and quickly locate nearby hospitals during emergencies. Such a system can improve healthcare accessibility, reduce response time, and provide a more user-friendly healthcare support platform.

III. SYSTEM DESIGN AND METHODOLOGY

The proposed Voice-Based Intelligent Healthcare Assistant is designed as a modular and scalable system that integrates voice interaction, artificial intelligence, and location-based healthcare services. The system architecture connects modern AI technologies with healthcare data systems to provide intelligent medical guidance through natural voice communication.

The design focuses on accessibility, real-time response, multilingual communication, and AI-driven medical reasoning. The system follows a layered architecture where each layer performs a specific function while communicating with other components through REST-based APIs.

A. System Architecture

The overall architecture of the system consists of several interconnected layers that process user voice input and generate intelligent medical responses. The primary layers include the frontend layer, backend processing layer, AI intelligence layer, and storage layer.The frontend layer is implemented as a mobile application using React Native and Expo, enabling cross-platform compatibility for both Android and iOS devices. This layer captures user voice input, displays medical suggestions, and manages navigation and user interaction within the application.

The backend layer is implemented using FastAPI, which acts as the central processing hub. It manages request routing, session handling, and communication between AI services and databases. The backend also coordinates the processing workflow required for voice transcription, symptom analysis, and response generation.The AI intelligence layer performs the core reasoning tasks of the system. It integrates vector search using the Qdrant database, embedding generation using Sentence Transformers, and natural language reasoning through a Large Language Model (Llama-3). This hybrid AI architecture enables accurate symptom interpretation and contextual medical advice generation.

The storage layer uses a dual-database strategy. MongoDB is used to store structured data such as user profiles, doctor information, and appointment records, while Qdrant serves as the vector database for storing semantic embeddings of medical knowledge. This separation ensures efficient data management and high-speed semantic retrieval.

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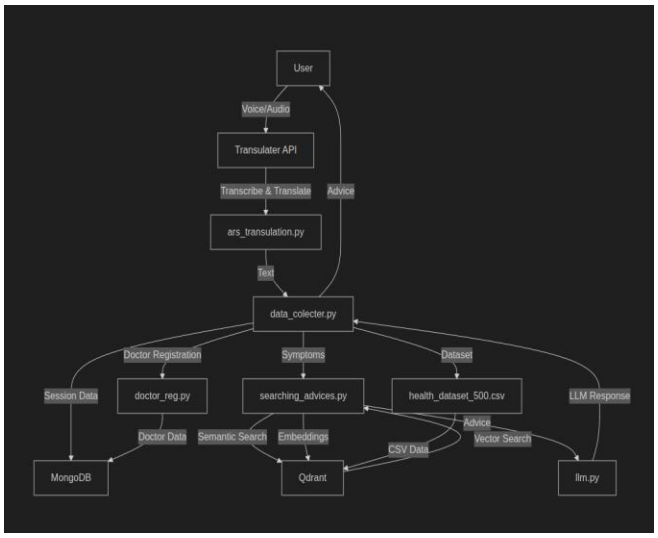

Figure.3.1: Overall System Architecture Diagram

B. Voice Processing Workflow

The system processes voice interaction through a structured pipeline that ensures accurate interpretation of multilingual user input. The workflow begins when the user provides voice input through the mobile application. First, the system captures raw audio input using the device microphone. The recorded audio is then transmitted to the backend for preprocessing and speech recognition. The speech signal is converted into text using the Bhashini Automatic Speech Recognition service.

Once transcription is completed, the text is translated into a standardized language (English) to ensure consistent AI processing. The system then extracts relevant information such as symptoms, age, gender, and contextual health details.

After extracting the required information, the AI analysis module processes the symptoms using semantic search and language model reasoning. Based on the analysis results, the system generates a natural language response and delivers it back to the user through text or synthesized speech.

This workflow enables seamless multilingual communication and improves the accessibility of healthcare services for diverse user groups.

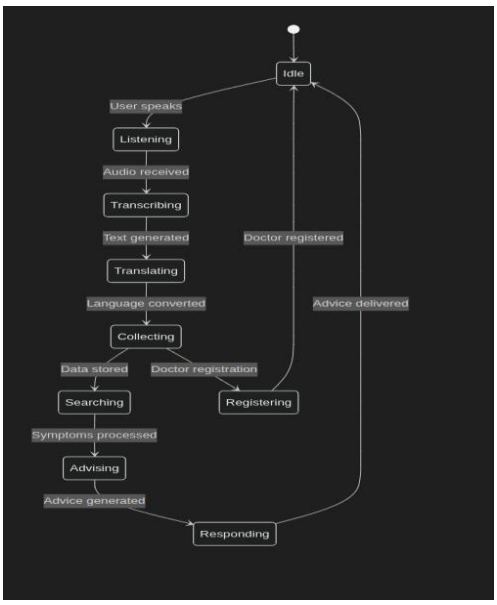

Figure.3.2: Voice Processing Workflow Diagram

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C. AI-Based Symptom Analysis

The system uses a hybrid reasoning architecture that combines semantic search and Large Language Model reasoning to provide reliable medical advice.

In the first stage, the user's symptom description is converted into vector embeddings using a transformer-based embedding model. These embeddings are compared against a medical dataset stored in the Qdrant vector database. The system retrieves the most relevant medical conditions using similarity search.

In the second stage, the retrieved medical information is combined with the user's profile details and passed to the LLM to generate contextual medical advice. This Retrieval-Augmented Generation (RAG) approach improves accuracy and reduces the risk of generating incorrect medical information.

By combining semantic retrieval with LLM-based reasoning, the system provides more reliable and personalized healthcare suggestions.

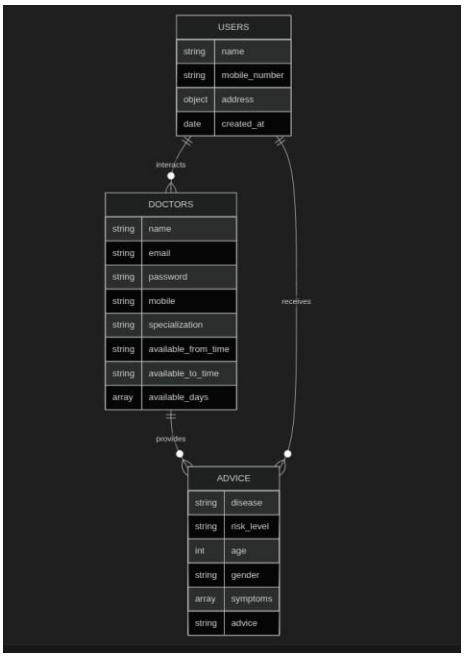

Figure.3.3: Database Entity Relationship Diagram

IV. PEER REVIEW AND VALIDATION

The proposed Voice-Based Intelligent Healthcare Assistant was evaluated through a combination of system testing, performance analysis, and user validation to ensure the reliability and effectiveness of the system. The evaluation focused on verifying the accuracy of voice transcription, correctness of symptom analysis, response time, and overall usability of the application.

Functional testing was conducted to validate the behavior of individual modules such as voice transcription, symptom extraction, emergency detection, hospital locator, and doctor registration. The results showed that the system successfully processed multilingual voice input, extracted relevant health information, and generated appropriate medical suggestions. The emergency detection module correctly identified high-risk symptoms and recommended immediate medical assistance.

Performance testing was performed to measure system responsiveness and efficiency. The system demonstrated an average response time of approximately three to five seconds for generating medical advice, including voice transcription, semantic search, and AI-based reasoning. The backend architecture was also tested under multiple concurrent requests and maintained stable performance without significant degradation.

User validation was carried out with a group of participants to evaluate usability and interaction quality. Users reported

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that the voice-based interaction was intuitive and easier to use compared to traditional text-based healthcare applications. Participants also indicated that the AI-generated medical suggestions were clear and understandable.

Overall, the evaluation results confirm that the proposed system provides reliable performance, accurate symptom interpretation, and improved accessibility for users seeking quick healthcare guidance.

V. RESULTS AND DISCUSSION

The implementation of the Voice-Based Intelligent Healthcare Assistant demonstrates the successful integration of speech recognition, artificial intelligence, and location-based services to provide an accessible digital healthcare support system. The system was evaluated based on accuracy, accessibility, response efficiency, and usability.

The application begins with a mobile interface that allows users to interact with the healthcare assistant using voice commands. The initial loading and landing screens provide a simple interface for users to start interacting with the system.

Figure 5.1: Main App Loading Page

Figure 5.2: Main App Landing Page

The system supports doctor authentication and registration features, allowing medical professionals to create accounts and manage appointments through a dedicated dashboard.

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Figure 5.3: Doctor Login Page

Figure 5.4: Doctor Register Page

After login, doctors can access a dashboard that displays appointment requests, patient details, and consultation records. This dashboard allows doctors to manage medical interactions efficiently.

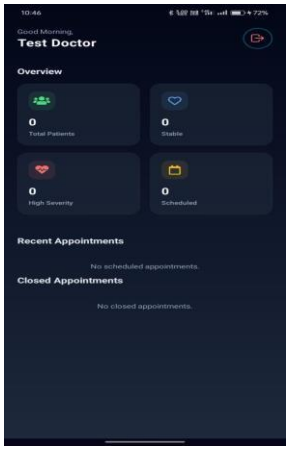

Figure 5.5: Doctor Dashboard

Users interact with the assistant through a conversational interface where they can describe symptoms using voice input. The system transcribes the speech, analyzes the symptoms using AI-based models, and generates appropriate medical suggestions.

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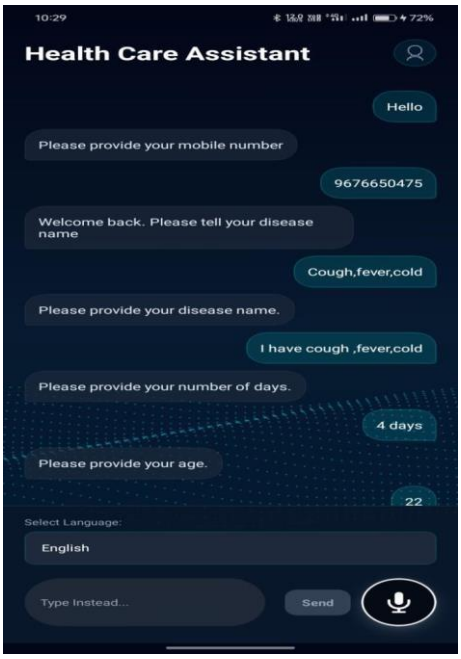

Figure 6: User Conversation Interface

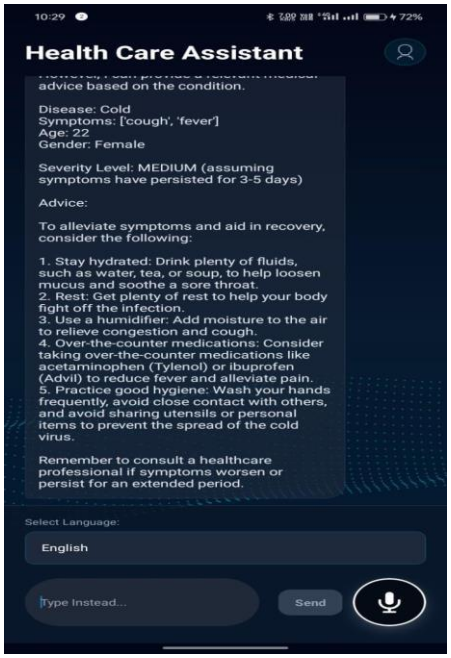

Figure 7: AI Generated Medical Advice

The system also supports automated appointment booking based on the detected medical condition and recommended specialization. When an appointment is confirmed, both the user and doctor receive confirmation messages through the system.

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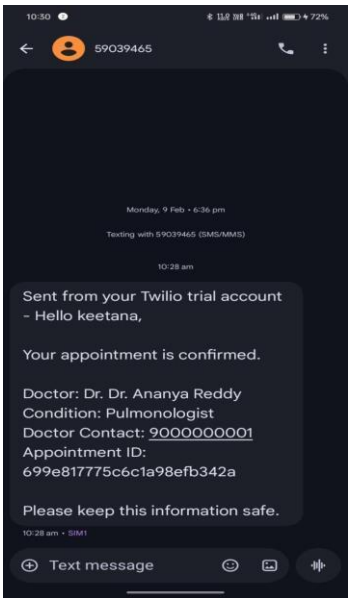

Figure 8: Appointment Booking Confirmation

The experimental evaluation showed that the system can successfully process multilingual voice input and generate relevant medical advice. The hybrid AI architecture combining vector search and Large Language Model reasoning improves the accuracy of symptom analysis.

The system achieved an average response time of approximately three to five seconds, including voice transcription, semantic search, and AI reasoning. Emergency symptom detection also performed effectively, identifying critical conditions and recommending immediate hospital assistance when necessary.

Overall, the results demonstrate that the proposed healthcare assistant improves accessibility, reduces response time, and provides an intuitive healthcare support platform for users with varying levels of technical expertise.

VI. CONCLUSION

This work presents a Voice-Based Intelligent Healthcare Assistant designed to improve accessibility and efficiency in digital healthcare services. The system integrates voice recognition, artificial intelligence, multilingual translation, and location-based services to provide users with an intuitive healthcare support platform. By allowing users to describe symptoms through natural speech, the system reduces the complexity associated with traditional text-based healthcare applications.

The proposed solution combines Retrieval-Augmented Generation (RAG), vector database search, and Large Language Models to analyze symptoms and generate contextual medical guidance. In addition, the platform supports voice-driven doctor appointment booking and emergency detection with nearby hospital identification, enabling faster response during critical situations.

Experimental evaluation demonstrates that the system provides accurate symptom interpretation, multilingual accessibility, and real-time response performance. The voice-driven interface improves usability for elderly users, rural populations, and individuals with limited technical knowledge.

Overall, the Voice-Based Intelligent Healthcare Assistant offers a scalable and user-friendly solution for improving healthcare accessibility and early medical guidance through advanced AI technologies.

Future Enhancements

Although the proposed Voice-Based Intelligent Healthcare Assistant demonstrates effective performance, several enhancements can further improve its capabilities and expand its real-world applicability.One potential improvement is the integration of wearable health monitoring devices such as smartwatches and fitness trackers. By collecting real-time vital parameters such as heart rate, oxygen saturation (SpO_2), and body temperature, the system could provide more accurate and personalized health analysis.

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Another enhancement is the integration of video consultation features that allow users to communicate directly with healthcare professionals through the application. This would enable real-time remote medical consultation after symptom analysis or appointment booking.The system can also be extended to support image-based diagnosis. Users could upload images of visible symptoms such as skin infections or injuries, allowing the AI system to perform multimodal analysis by combining voice input with visual data.

Additionally, improving multilingual capabilities and expanding language support would further enhance accessibility for diverse populations across different regions. These enhancements would transform the proposed system into a more comprehensive AI-powered healthcare platform capable of providing advanced medical assistance and improved patient engagement.

ACKNOWLEDGEMENT

The authors would like to express their sincere gratitude to the faculty members and mentors of the Department of Computer Science and Engineering (AIML), Bapatla Women's Engineering College, for their continuous guidance and support during the development of this project.

We would like to extend our special thanks to our project guide for providing valuable suggestions, technical insights, and encouragement throughout the research process.

We also acknowledge the support provided by our institution in terms of infrastructure, resources, and a positive learning environment that enabled the successful completion of this work.

Finally, we would like to thank our peers and participants who contributed their time and feedback during the testing and validation phases, helping us improve the functionality and usability of the proposed healthcare assistant system.

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