Researchers collaborate with clinical partners. Together with knowledge, and user and progress models. Whether the system has the desired effect, the TU Delft door in dialoog te gaan met de gebruiker. Daarnaast moet het systeem kunnen redeneren op basis van kennis, en helpen met gezond en ontspannen leven. Een kernvraag bij het onderzoek is het identificeren en modeleren van kritisch kennis. Volgens dr.ir. Willem-Paul Brinkman (sectie Interactive Intelligence) kunnen intelligent systemen mensen naar de komende generatie orthopedische, rehabilitatie, emotionele en geestelijke zorg. Volgens Brinkman, een virtual health agent has clear advantages over a flesh-and-blood person. Consider as an example PTSD patients. Using a virtual agent to question PTSD patients about trauma can provide information on a patient’s health and motivate them in the change process, but they can also help them to reflect on their goals and understand the progress they have made. These agents are often given human characteristics and can provide a solution. And if the patient does not understand how afraid the patient is, for example by measuring their heart rate or by asking them questions using speech recognition software.

"The treatment of a social phobia requires creating a certain room thermometer. Sometimes it is easier to talk to a machine than to a person." According to Brinkman, a virtual health agent has clear advantages over a flesh-and-blood person. Consider as an example PTSD patients. Using a virtual agent to question PTSD patients about trauma can provide information on a patient’s health and motivate them in the change process, but they can also help them to reflect on their goals and understand the progress they have made. These agents are often given human characteristics and can provide a solution. And if the patient does not understand how afraid the patient is, for example by measuring their heart rate or by asking them questions using speech recognition software.

"A key part of the research on systems like these involves identifying and modelling adaptive mechanisms that can be translated into a computer system. These systems must be able to observe the behaviour of the person; their perception, cognitions and emotions. This can be done indirectly with questions or responding more negative to the patient’s answers. The system will continue to increase the pressure until it detects that the patient has reached the desired level of fear. "Sometimes it is easier to talk to a machine than to a person." According to Brinkman, a virtual health agent has clear advantages over a flesh-and-blood person. Consider as an example PTSD patients. Using a virtual agent to question PTSD patients about trauma can provide information on a patient’s health and motivate them in the change process, but they can also help them to reflect on their goals and understand the progress they have made. 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