

MSP COVID-19 Chatbot — Uruguay's IBM Watson-Powered Public Health Assistant

AI in the Public Sector · Good practice · Uruguay

Quality score: 67/100

Evidence strength: Descriptive / self-reported

Summary

From March 2020, Uruguay's health ministry ran an IBM Watson chatbot on WhatsApp, Messenger and 60+ health-provider sites, processing over a million COVID-19 queries in its first three weeks without collecting any personal data.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-13

[Ministerio de Salud Pública \(MSP\), with Agesic and IBM \(developed by Isabel\)](#) — accessed 2026-07-13

[El Observador](#) — accessed 2026-07-13

[NetUruguay](#) — accessed 2026-07-13

[Salud Digital](#) — accessed 2026-07-13

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