# Understanding What Patients Really Need: A Multi-Intention Recognition and Planning Framework for Complex Medical Queries

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## Abstract

LLM-based multi-agent systems have shown promise in healthcare, enhancing diagnostic accuracy and efficiency. However, most existing systems rely on simplistic and naive doctorpatient dialogues, which fail to capture the complexity of real-world clinical interactions. In 007 practice, patients' self-descriptions are often verbose and contain hidden intents. Accurately extracting these needs and providing appropriate feedback is crucial for improving medical decision-making. To address these challenges, we propose MIRPF, a Multi-Intention Recognition and Planning Framework designed to understand patients' complex intentions in healthcare settings. MIRPF first in-015 troduces an Intention Recognition module to 017 extract and interpret precise medical intents from verbose queries. Next, a Dynamic Intent Orchestration Agent plans the execution sequence, taking into account the urgency and interdependencies of identified intents. Finally, based on this plan, a Multi-Agent Collaboration System, comprising intention-specific agents and a novel Chain of Thought (CoT)-based Hierarchical Progressive Decision-Making Agent, works collaboratively to complete the diagnos-027 tic process. We evaluate MIRPF on two medical dialogue benchmark datasets. The results, measured using automated metrics and expert doctor evaluations, show that MIRPF outperforms existing methods, significantly improving medical proficiency and strategic reasoning.

# 1 Introduction

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Large Language Models (LLMs) (OpenAI, 2022; Achiam et al., 2023; OpenAI, 2024) have shown great potential in various human-machine interactions, such as negotiation (He et al., 2018) and persuasion (Wang et al., 2019). Recently, LLM-based medical assistants (Bao et al., 2023; Yang et al., 2024, 2023b; Shi, 2023; Chen et al., 2023b) have emerged as a promising solution to



Figure 1: Comparison between other methods and MIRPF on a real-world patient case. Other methods can only identify a limited number of medical intentions from the verbose patient description. In contrast, MIRPF accurately extracts multiple intents, enabling a more comprehensive and reliable diagnostic process.

improve diagnostic efficiency and automate healthcare services. Previous efforts focused on integrating healthcare-specific knowledge into LLMs, achieved through strategies like building specialized knowledge databases (Li et al., 2023b) and fine-tuning models on medical data (Xiong et al., 2023). While these methods improve LLMs' understanding of medical-related questions, they often fall short in dynamic, real-world scenarios. To address this challenge in dynamic medical environments, LLM-based multi-agent systems offer significant potential by enhancing LLMs' ability to follow instructions and make decisions in realistic scenarios.

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Multi-agent systems (Fan et al., 2024; Li et al., 2024), where different agents collaborate to handle diverse patient needs, can achieve more accurate medical outcomes. However, existing systems primarily focus on simple, question-answering tasks (Tang et al., 2024a), which struggle to manage the complexity of real-world medical dialogues; as shown in Figure 1. In practice, patients' selfdescriptions are often verbose and contain hidden intentions. Accurately extracting these needs 083

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is essential to improving medical decision-making.

To address above challenges, this paper proposes MIRPF, an LLM-based multi-agent framework designed to better understand patient intentions in healthcare settings. The core idea behind MIRPF is to first extract and decompose complex medical intents through an Intention Recognition module, which enhances the model's ability to process multifaceted medical queries. Next, we introduce a Dynamic Intent Orchestration Agent (DIOA) to intelligently coordinate the execution flow among multiple agents. Finally, we build a multi-agent collaboration system that activates intent-specific agents to complete the diagnostic process and then generate a final decision via a novel Chain-of-Thoughts (CoT)based Hierarchical Progressive Decision-Making Agent (HPDMA), which synthesizes results from various agents and ensures the coherence and accuracy of the final diagnosis. The main contributions of this work are:

• We propose MIRPF, a multi-intention recognition and planning framework designed for complex medical queries with composite healthcare intents. MIRPF offers three key modules:

The intention recognition module enables effective intent recognition, comprising three key components: intention extraction, context-aware decomposition, sub-query validation.

 The dynamic intent orchestration agent selectively activates intent-specific agents, optimizing the multi-agent workflow by assigning tasks based on recognized patient intents.

 A multi-agent system is designed, incorporating a novel CoT-based hierarchical progressive decision-making agent. This ensures that each agent's contribution is integrated in a contextualized manner, leading to a more coherent and effective decision-making process.

• Extensive experiments on two medical dialogue benchmark datasets demonstrate the effectiveness and necessity of MIRPF.

• We contribute a dataset consisting of verbose medical queries generated from real-world medical consultation records (Fan et al., 2024). This dataset provides valuable insights for the research community by offering data that more accurately reflects real-world medical conversations.

## 2 Related Work

LLM-driven Multi-agent Healthcare Systems 114 LLMs like ChatGPT and GPT-4 (OpenAI, 2022; 115 Achiam et al., 2023) excel in multidisciplinary 116 tasks. While current LLMs (Bai, 2023; Yang et al., 117 2023a; AI, 2024) possess medical knowledge, they 118 lack specialized expertise for domain-specific ap-119 plications. Recent medical LLMs like HuatuoGPT, 120 ZhongJing, PediatricsGPT, Meditron, and Medi-121 calGPT (Zhang et al., 2023; Chen et al., 2023a; 122 Yang et al., 2023b; Shi, 2023; Yang et al., 2024; 123 Chen et al., 2023b; Xu, 2023; Bao et al., 2023) ad-124 dress this gap through various approaches such as 125 doctor-patient conversations, expert feedback, and 126 specialized training frameworks. While LLMs have 127 demonstrated remarkable capabilities in medical 128 applications, they still face challenges with halluci-129 nation and inadequate contextual comprehension 130 in complex clinical scenarios. To address these 131 limitations, multi-agent systems have emerged as a 132 promising solution. Recent approaches like MDA-133 gent and MEDAgent (Tang et al., 2024a; Kim et al., 134 2024) leverage dynamic multi-expert discussion 135 mechanisms to tackle complex medical intricacies. 136 Multi-Intent Comprehension Despite advance-137 ments in multi-agent systems for healthcare, ef-138 fectively addressing multiple intents within patient 139 inquiries remains a significant challenge. Accu-140 rate multi-intent recognition and hierarchical medi-141 cal task planning continue to encounter substantial 142 obstacles. Traditional intent recognition systems 143 have evolved from rule-based approaches to so-144 phisticated neural architectures. Earlier method-145 ologies primarily relied on sequence labeling and 146 hierarchical classification frameworks. The emer-147 gence of LLMs has shifted the focus toward lever-148 aging their capabilities for intent comprehension. 149 Techniques such as prompt engineering and fine-150 tuning have yielded notable advancements, particu-151 larly in domain-specific intent classification. How-152 ever, current LLM-based approaches, exemplified 153 by systems like clinical agent, are constrained by 154 predefined workflows and rigid rule sets, limiting 155 their adaptability in dynamically managing com-156 plex multi-intent medical scenarios. 157 158

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**Reasoning in Medicine** Traditional Chain-of-Thought (CoT) and its extensions, such as CoT-SC, Tree of Thought (ToT), Graph of Thought (GoT), and MedCoT (Wei et al., 2023; Wang et al., 2022; Yao et al., 2023; Besta et al., 2024; Liu et al., 2024) have shown promise in clinical decision-making

by breaking down complex problems into inter-164 mediate, logical steps. These methods have been 165 successfully applied in clinical error correction, 166 diagnostic reasoning, and other medical domains. 167 However, they often rely on static, generalized rea-168 soning patterns that limit their adaptability in dy-169 namic medical environments, where patient con-170 ditions and new evidence continuously evolve. In 171 this work, we address these limitations of CoT by integrating CoT with medical knowledge graphs, 173 enabling multi-stage, iterative reasoning that adapts 174 to real-time changes in patient conditions and med-175 ical evidence, fostering more dynamic and context-176 sensitive decision-making in clinical settings. 177

# 3 Methodology

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In this section, we first present an overview workflow of our proposed MIRPF. We then introduce its three main modules: (1) the Intention Recognition module, (2) the Dynamic Intent Orchestration Agent, and (3) the Multi-Agent System.

## 3.1 Overall Workflow of MIRPF

As shown in Fig. 2, MIRPF follows a three-stage process to achieve intent recognition and effective decision-making.

First, in the *intention recognition stage*, we propose an Intention Recognition module. This module receives a complex and verbose medical query from the patient and is capable of extracting the underlying intentions behind the detailed text.

Second, in the *planning stage*, we introduce the Dynamic Intent Orchestration Agent (DIOA). This adaptive approach dynamically arranges and executes 14 fundamental medical intents in the subsequent multi-agent system. DIOA works as an orchestrator, coordinating the execution of tasks based on recognized intentions.

Finally, in the Execution Stage, we propose a novel multi-agent collaboration system. This system dynamically engages intent-specific agents for different steps of the clinical process, with a novel CoT-based Hierarchical Progressive Decision-Making Agent (HPDMA) to execute the intentions and systematically form final decisions.

### 3.2 Intention Recognition Module

In this module, we leverage the LLMs to systematically decompose complex medical queries into clinically relevant sub-queries, each addressing a distinct medical intent using following components. **Intention Extraction.** The Intention Extraction sub-module identifies the underlying medical intents in a complex query by analyzing its semantic structure and clinical context. Given an input query Q, the system generates a set of potential intents  $I = \{i_1, i_2, ..., i_n\}$  using a prompt-based approach:

$$I = \text{LLM}(Q, P_{\text{intent}}),$$
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where  $P_{\text{intent}}$  is a structured prompt designed to extract medical intents from the query. The output is a set of intents, each associated with a confidence score. Intents with confidence scores above a predefined threshold are retained for further processing. **Context-Aware Decomposition.** Once the intents are identified, this sub-module decomposes the verbose query into sub-queries that retain the original query's clinical context while focusing on specific intents. For each intent  $i_k \in I$ , a sub-query  $q_k$  is generated using a context-aware prompt  $P_{\text{decompose}}$ :

$$q_k = \text{LLM}(Q, P_{\text{decompose}}, i_k),$$
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where  $P_{\text{decompose}}$  ensures that the sub-query incorporates relevant clinical details, such as patient history, symptoms, and medications.

**Sub-Query Validation.** To ensure the quality and relevance of the generated sub-queries, we implement a validation mechanism that evaluates the following criteria: (a) **Intent Orthogonality**: The semantic overlap between sub-queries is measured using Jaccard similarity  $J(q_k, q_l)$  for all pairs  $(q_k, q_l)$ . Sub-queries with  $J(q_k, q_l) > 0.2$  are flagged for revision. (b) **Clinical Coverage**: The system verifies all critical clinical parameters (e.g., symptoms, vital signs, medications) mentioned in the original query are preserved in the sub-queries. (c) **Emergency Prioritization**: Sub-queries related to urgent medical conditions (e.g., chest pain, high blood pressure) are prioritized based on a predefined triage scoring system.

## 3.3 Dynamic Intent Orchestration Agent

We propose the Dynamic Intent Orchestration Agent (DIOA), which introduces an adaptive approach to dynamically arrange the 14 fundamental medical intents. Unlike traditional static medical workflows, our DIOA functions as a core agent that autonomously evaluates and adjusts the execution sequence based on both local and global dynamic factors. By incorporating real-time medical context and patient-specific conditions, the agent



Figure 2: Overview of the MIRPF framework. The framework comprises three core modules: (1) Intent-driven Query Decomposition (left): The system breaks down complex queries into sub-queries by performing Intent Recognition, Context-Aware Decomposition, and Sub-Query Validation. (2) Dynamic Intent Orchestration Agent (center): This agent builds a Dependency Graph and calculates priority scores to reorder sub-query execution based on urgency, dependency, and contextual priority. (3) Multi-Agent Collaborating System (right): This module dynamically activates one or more of the four specialized agents—*Diagnosis & Assessment, Treatment Care, Recovery Support*, and *Lifestyle Guide*—based on recognized intents. A central HPDMA agent with CoT-based Reasoning and KGFS integration consolidate their insights to generate context-aware medical advice.

ensures optimal orchestration of medical intents while maintaining clinical safety and efficiency. The agent collaboratively computes a composite priority score for each intent using the following function:

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$$S(i) = \alpha U(i) + \beta D(i) + \gamma C(i)$$
(1)

where U(i) represents medical urgency, quantified through analysis of critical keywords and vital signs. D(i) represents dependency impact, measured by both incoming and outgoing relationships in the medical intent graph. C(i) represents contextual priority, incorporating intent complexity and patient-specific conditions. The coefficients  $\alpha$ ,  $\beta$ and  $\gamma$  are dynamically adjusted based on the medical context, with constraints  $\alpha + \beta + \gamma = 1$  and  $\alpha, \beta, \gamma \ge 0$ .

The DIOA employs a modified version of Kahn's topological sorting algorithm with priority-based processing. This modification ensures that medical intents are not only executed in a logically correct order but also prioritized according to clinical importance. The algorithm maintains a priority queue that performs individual reordering operations in  $O(\log n)$  time, resulting in an overall complexity of  $O((|V|+|E|) \log |V|)$  for the complete intent orchestration process (see Algorithm 1). The system features a dynamic dependency adjustment mechanism that transforms the intent execution graph in response to emerging medical scenarios. This is achieved through:

• Real-time monitoring of patient vital signs and clinical indicators

• Continuous evaluation of intent dependencies through a weighted DAG

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• Adaptive adjustment of priority coefficients based on medical context

When new medical evidence or changes in patient condition arise, the system recalculates intent priorities using the composite scoring function in Equation 1, considering:

- (a) Immediate urgency: derived from patient vital signs, clinical indicators, and medical keyword analysis with predefined weights
- (b) Interdependency strength: calculated through a weighted directed acyclic graph (DAG) where edge weights  $w_{ij}$  between intents *i* and *j* are dynamically updated based on:

$$w_{ij} = \lambda R_{ij} + (1 - \lambda)H_{ij} \tag{2}$$

where  $R_{ij}$  represents the real-time relationship strength and  $H_{ij}$  captures historical clinical significance

(c) Contextual priority: incorporating temporal medical constraints, patient-specific conditions, and intent complexity scores determined by medical domain expertise

This dynamic orchestration approach enables the315system to maintain optimal intent execution sequences while adapting to changing medical scenarios, ensuring both efficiency and clinical safety.316317318

#### 3.4 Multi-Agent Collaborating System 319

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In this subsection, we introduce four Intention-Specific Agents, each designed to address distinct aspects of the medical decision-making process, along with a novel CoT-based Hierarchical Progres-323 sive Decision-Making agent that integrates these contributions to enhance overall decision-making. Intention-Specific Agents. Following the Dynamic Intent Orchestrator Agent, the corresponding Intention-Specific Agents are dynamically activated when the framework recognizes relevant and valid intents. To ensure comprehensive and diverse coverage, agent collaboration spans four key stages of healthcare: Diagnosis & Assessment, Treatment-Care, Recovery-Support, and Lifestyle-Guide.

• Diagnosis & Assessment Agent: This agent focuses on the initial diagnostic process, including symptom analysis, investigation of potential causes, and the interpretation of test results. It also offers second opinions to ensure accurate diagnoses. It is activated with the following intents: Department Recommendation, Symptom Analysis, Cause Investigation, Test Result Interpretation, and Second Opinion Diagnosis.

• Treatment-Care Agent: Responsible for providing treatment recommendations, including guidance on medication, surgery, and other care strategies. This agent ensures that treatments are both effective and safe for the patient. This agent is activated with the following intents: Treatment Recommendations, Surgery-Related Consultation, Medication Consultation, and Medication Safety Review.

• Recovery-Support Agent: This agent supports patients during recovery, offering rehabilitation guidance and psychological support to help patients manage both physical recovery and emotional well-being. This agent is activated with the following intents: Rehabilitation Guidance and Medical Psychological Support.

• Lifestyle-Guide Agent: Focused on long-term health, this agent provides advice on diet, exercise, and emergency management, promoting overall wellness and preventing further medical issues. This agent is activated with the following intents: Dietary Advice, Exercise Guidance, and Emergency Guidance.

**CoT-based Hierarchical Progressive Decision-**Making Agent. To incorporate advice from all 367

four Intention-Specific Agents and integrate the information for the final decision, we propose a Hierarchical Progressive Decision-Making Agent (HPDMA) with CoT properties. This agent combines outputs from activated agents with the patient's medical history to dynamically adjust treatment protocols and formulate rehabilitation plans.

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HPDMA enhances clinical decision-making by addressing the limitations of traditional CoT reasoning models. Unlike conventional CoT approaches, which often rely on generalized reasoning patterns, this agent transforms clinical decision processes into more structured, interpretable pathways. It integrates CoT with medical knowledge graphs to enable multi-stage, iterative reasoning, progressing from symptom identification to the exploration of underlying pathological mechanisms.

Specifically, we use LLM within a novel prompt engineering framework tailored to incorporate medical semantics for improved relevance and accuracy. A core element of the framework is the Context-Aware Prompt Generator, which utilizes a Knowledge-Guided Few-shot Sampling (KGFS) strategy. This strategy extracts symptom-diseasetreatment triplets from established medical ontologies, such as SNOMED CT and UMLS, to generate dynamic, context-sensitive prompts. By combining these elements, the HPDMA ensures that the reasoning process is both contextually accurate and clinically valid.

#### 4 **Experiments**

In this section, we first introduce the dataset used in our experiments. We then describe the experimental setup and evaluation metrics. Then, we present the results from testing our framework on public benchmarks to evaluate its overall effectiveness. Finally, we conduct multiple ablation study to validate the accuracy of intent recognition and assess the necessity of each component in the framework.

## 4.1 Datasets

We evaluate our framework on two medical dialogue datasets. The first is our proposed MIRPF-Datase dataset, consisting of 2,200 samples carefully extracted from real-world medical diagnosis processes. Each sample captures rich, multi-intent medical scenarios where patients express multiple medical needs within a single consultation.

The second dataset is a subset of 2,200 samples from the HuaTuo-26M dataset(Li et al., 2023a), a



Figure 3: Radar chart comparing the distribution of medical intent categories between MIRPF-Dataset and Huatuo-Dataset. The values are normalized by dividing each data point by the maximum value across both datasets to ensure comparable scales from 0 to 1. The chart encompasses 14 different medical intent categories, with values plotted on a polar coordinate system.

large-scale Chinese medical dialogue corpus containing conversations between doctors and patients on various medical topics. We selected these samples to ensure a balanced representation of diverse medical consultation scenarios.

# 4.2 Experiment Setup and Evaluation Metrics

**Compared Methods.** We compare our method against several state-of-the-art approaches, all leveraging GPT-4 as the base model. These include both single-agent and multi-agent methods:

• Single-Agent Methods:

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- Zero-shot employs direct prompt-based inference without task-specific examples.
- Few-shot improves performance by incorporating a limited set of in-context demonstrations.
- CoT (Wei et al., 2023) extends Few-shot by integrating intermediate reasoning steps to derive the final answer.
- CoT-SC (Wang et al., 2022) further enhances robustness by generating multiple reasoning chains and selecting the most consistent answer through majority voting.
- Ensemble Refinement (ER) (Singhal et al., 2023) strengthens reasoning by aggregating outputs from diverse reasoning paths, ensuring more reliable and accurate results.
- Multi-Agent Methods::

 MedAgents (Tang et al., 2024b) address medical multiple-choice questions using distinct multi-expert collaboration approaches. It utilizes 5 expert agents engaging in interactive discussions to determine answers. 444

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MDAgents is then evaluated in three variants: (a) Base (single agent), (b) Collaboration (three agents with direct interaction), (c)
 Group (three agents with structured group discussions). Each variant employs different collaboration mechanisms to analyze and solve medical questions.

**Evaluation Metrics.** We evaluate model performance through three key clinical dimensions:

- Intent Comprehension: This measures the system's ability to accurately identify not only surface-level intents but also implicit and nuanced needs, uncovering the contextual subtleties that drive clinical decision-making.
- Clinical Planning: This assesses the model's ability to strategically orchestrate and prioritize intents, creating a coherent, step-by-step reasoning pathway that aligns with medical best practices while ensuring safety and relevance.
- Response Quality: This evaluates the precision, clarity, and clinical utility of the generated answers, ensuring they are actionable and grounded in evidence-based medicine.

# 4.3 Experimental Results

**Results on Public Benchmark.** The Huatuo dataset analysis reveals distinct optimization patterns. MIRPF maintains superiority but with narrower margins (+8.4% over MDAgents-Group), indicating MIRPF's adaptive efficiency across intent complexity spectra. Notably, single-agent strategies like Few-shot prompting(+CoT-SC) achieve competitive Response Quality, suggesting chainof-thought benefits in simpler scenarios. However, even in this lower-complexity environment, MIRPF's multi-scale intent modeling yields 11.7% improvement in Clinical Planning over vanilla multi-agent systems, validating its robust clinical decision-making framework. The results highlight our architecture's dual capability: excelling in both high-complexity edge cases and general clinical QA through hierarchical intent-resolution protocols.



(a) Verbose Medical Intent Q&A Evaluation

(b) Verbose Huatuo Q&A Evaluation

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Figure 4: Response comparisons of MIRPF with other baselines via doctor evaluation. In this evaluation, MDAgents employs its Group mode setting.

		Verbose Huatuo Dataset			
Category	Method	Intent Comprehension	Clinical Planning	Response Quality	Average
	Zero-shot	3.80	3.75	3.74	3.76
Single Acen	Few-shot +CoT	$\frac{4.19}{4.12}$	3.64 3.94	4.03 4.01	3.95 4.02
	+CoI-SC ER MDAgents-Base	4.02 4.11 3.77	<u>4.11</u> 3.73 3.94	4.02 3.63	4.02 3.95 3.89
Multigen	MedAgents MDAgents-Collaboration MDAgents-Group	3.83 3.88 4.04	3.99 4.02 <u>4.11</u>	3.85 3.81 <u>4.12</u>	3.78 3.89 <u>4.09</u>
	MIRPF (Ours)	4.76	4.32	4.62	4.57
	Verbose Medical-Intent Q&A Data				
Category	Method	Intent Comprehension	Clinical Planning	Response	Average
				Quanty	
~	Zero-shot	4.02	3.88	3.83	3.91
Single Agent	Zero-shot Few-shot +CoT +CoT-SC	4.02 4.31 4.39 4.37	3.88 3.91 4.15 4.32	3.83 4.05 4.12 4.10	3.91 4.09 4.22 4.26
Single-Acent	Zero-shot +CoT +CoT-SC ER MDAgents-Base	4.02 4.31 4.39 4.37 4.26 4.15	3.88 3.91 4.15 4.32 3.91 4.26	3.83 4.05 4.12 4.10 3.98 3.85	3.91 4.09 4.22 4.26 3.99 4.09
li <sub>den</sub> Sijet <sub>Aeen</sub>	Zero-shot Few-shot +CoT +CoT-SC ER MDAgents-Base MedAgents MDAgents-Collaboration MDAgents-Group	4.02 4.31 4.39 4.37 4.26 4.15 4.19 4.27 4.43	3.88 $3.91$ $4.15$ $4.32$ $3.91$ $4.26$ $4.31$ $4.33$ $4.49$	3.83           4.05           4.12           4.10           3.98           3.85           4.03           4.02           4.28	3.91 4.09 4.22 4.26 3.99 4.09 4.18 4.21 4.40

Table 1: This is caption

Multi-Intent Synergy in Clinical Reasoning. On our proprietary benchmark with rich multi-intent interactions, MIRPF achieves state-of-the-art performance across all metrics, demonstrating 12.1% absolute improvement over the strongest multiagent baseline (MDAgents-Group). Single-agent approaches exhibit inherent limitations while fewshot prompting (+CoT) reaches 4.02 average score, it struggles with intent entanglement. Multi-agent variants show incremental gains through collaboration mechanisms, yet their single-model architecture limits specialized intent resolution. Our framework's dynamic intent disentanglement and parallel reasoning pathways prove critical for handling complex clinical narratives.

Expert Doctor Evaluation. We conducted a comprehensive evaluation where three medical experts assessed our approach against five baseline methods through majority voting on 50 randomly selected samples from each dataset. As shown in Figure 4, MIRPF exhibits superior performance, particularly on both medical benchmark. On our medical intent Q&A dataset, MIRPF achieves the highest win rate of 72% against Few-shot baseline with only 8% losses. The performance advantage remains strong when compared to reasoningenhanced methods (52% wins vs CoT, 46% vs CoT-SC) and agent-based approaches (58% vs MDAgents with group-mode multi-agent collaboration, 60% vs MedAgents), with consistent tie rates around 24-34

The comparison patterns shift on Huatuo benchmark, where higher tie rates emerge across all baselines except Few-shot (64% win rate). Notably, tie rates increase to 56-62% for CoT variants and 54-64% for agent approaches, with win rates decreasing to 26-34%. This contrast between datasets (20-34% ties in MIRPF-Dataset vs 48-64% in Huatuo-dataset) demonstrates that better discriminates model capabilities through its more complex and diverse queries.

# 4.4 Ablation Studies

**Intent Detection Analysis.** The experimental results demonstrate the superior performance of our MIRPF method across all metrics in intent detection. Among baseline methods, Few-shot achieves the highest accuracy and precision among traditional approaches, while CoT-SC leads in recall, suggesting that chain-of-thought reasoning particularly helps in capturing diverse intents. How-

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Method	Accuracy	Precision	Recall	F1 Score
ER	0.75	0.43	0.64	0.50
MedAgent	0.71	0.46	0.70	0.55
Zero-Shot	0.75	0.44	0.55	0.47
Few-Shot	0.79	0.61	0.72	0.64
+Cot	0.77	0.56	0.79	0.64
+Cot-SC	0.77	0.57	0.82	0.66
MDAgent	0.68	0.36	0.61	0.44
+Collaboration	0.77	0.56	0.81	0.65
+Group	0.76	0.53	0.82	0.64
MIRPF (Ours)	0.90	0.82	0.84	0.82

Table 2: Performance of Different Intent Recognition Methods. Underlined values indicate the highest values in each metric, excluding our results.

ever, the generally low precision scores across 541 baseline methods indicate a common challenge: 542 they tend to generate redundant and incorrect 543 intents. Multi-agent approaches like MDAgent-544 Collaboration show promise in improving recall 545 through agent cooperation, but still struggle with precision. Our MIRPF method addresses these limitations effectively, achieving significant improve-548 ments across all metrics, demonstrating its capa-549 bility to both reduce false positives and accurately 550 551 capture true intents.

Necessity of DOIA. To evaluate the effectiveness 552 of the Dynamic Intent Orchestration Agent (DIOA), 553 removing DIOA leads to performance degradation across all three dimensions. Notably, Clinical Plan-555 ning sees a significant drop of 10.5%, validating the importance of DIOA's dynamic priority scoring 557 mechanism in handling complex medical scenar-558 ios. Specifically, by comprehensively considering 559 urgency U(i), dependency impact D(i), and contextual priority C(i), DIOA better captures the intrinsic relationships between medical intents, enabling more rational planning decisions. The decreases in Intent Comprehension and Response Quality further demonstrate the necessity of dynamic intent 565 orchestration for enhancing overall system performance.

568Importance of KGFS. We further examined the569role of Knowledge-Guided Few-shot Sampling570(KGFS) in our Hierarchical Progressive Decision-571Making Agent. Removing KGFS only marginally572affects Intent Comprehension and Clinical Plan-573ning, but causes a notable 9.09% drop in Re-574sponse Quality. This suggests that while the sys-575tem can still detect and schedule medical intents,576lacking structured medical references (e.g., symp-577tom-disease-treatment triplets) undermines its abil-



Figure 5: Ablations of DIOA and KGFS on three clinical dimensions.

ity to ground recommendations in precise, domainspecific reasoning, ultimately diminishing the overall quality of the generated responses. 578

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# 5 Conclusion and Future Work

In this paper, we propose MIRPF, a novel multiagent framework designed to address the critical challenge of understanding verbose medical intents in real-world healthcare scenarios. By integrating three core components-the Intention Recognition Module, Dynamic Intent Orchestration Agent (DIOA), and CoT-based Hierarchical Progressive Decision-Making Agent (HPDMA)-our framework significantly advances the capability of LLMbased systems to parse verbose patient queries, prioritize clinical actions, and synthesize evidencebased medical decisions. Our comprehensive evaluations on both proprietary datasets and established benchmarks demonstrate that MIRPF outperforms previous single-agent and multi-agent approaches in key clinical metrics, including intent comprehension, clinical planning, and response quality. By synergizing hierarchical intent understanding with adaptive multi-agent collaboration, our framework pioneers new pathways for context-aware clinical intelligence, fundamentally transforming how LLM systems process complex healthcare narratives and advance evidence-based medical reasoning.

**Future Work.** We plan to incorporate complementary modalities (*e.g.*, medical imaging) in the future to improve the potential of MEDAIDE in multimodal diagnostics and applications.

#### Limitations 610

Despite the successes of our framework in 611 demonstrating promising performance in medical 612 decision-making tasks, we recognize several lim-613 itations that open pathways for future research. First, while the current system achieves robust intent recognition for common conditions, our 616 dataset lacks comprehensive coverage of rare diseases and specialized medications, which may limit generalizability to niche clinical scenarios. 619 Second, the clinical validity of our CoT-based Hierarchical Progressive Decision-Making Agent (HPDMA) depends on symptom-disease-treatment triplets derived from static medical ontologies 623 (SNOMED CT/UMLS). This foundational design choice, while ensuring structured reasoning through Knowledge-Guided Few-shot Sampling (KGFS), creates inherent constraints in adapting to 1) emerging medical discoveries not yet codified in these ontologies, and 2) region-specific clinical protocols that diverge from standardized guidelines.

# **Ethics Consideration**

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Ethical considerations are paramount in the application of medical agents to real-world clinical settings. We are fully aware of the potential impacts of our research and have taken deliberate actions to address these issues. To enhance transparency, we are committed to publicly making the drug data and medical records used in our study accessible. This will enable other researchers to validate our findings and build upon our work, fostering collaboration and advancement in this field.

We are acutely aware of the necessity for privacy and data protection. All data utilized has undergone thorough de-identification, with all sensitive information removed, and verified by a partnering medical institution. We invite doctors to perform only evaluations of model responses without involving any form of human subject research. All participants are compensated \$300 for their work, which strictly adheres to the minimum hourly rate for the region in which the work is performed. For the utilization of healthcare-related data, we strictly follow the license agreements of publicly available databases. For the constructed data, we have undergone an internal ethical review by the ethics review board of our partnering medical institutions and are licensed and approved.

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# (Fan et al., 2024)

# A Implementation Details of MIRPF-dataset Construction

Our Verbose Medical Intent Q&A dataset consists of data constructed from over 600 real-world medical consultation records (Fan et al., 2024). These records encompass complete medical consultation processes, including chief complaints, present illness history, past medical history, physical examination, auxiliary examination, preliminary diagnosis, diagnostic basis, differential diagnosis, treatment process, diagnostic results, and analytical summaries.

For dataset construction, we follow a systematic approach:

1. Manual Intent Annotation: We manually annotate each case with intent labels to ensure interpretability. Our annotation process focuses on identifying the rich, multi-intent nature of medical consultations where patients often express multiple medical needs within a single dialogue.

2. Representative Scenario Selection: Based on the annotated cases, we identify typical clinical scenarios that contain multiple medical intents. These scenarios serve as representative examples of complex medical consultations where patients express various medical needs simultaneously.

3. Data Enhancement and Expansion: We employ GPT-40 along with In-Context Learning (ICL) techniques to construct additional samples based on the identified intent labels. This approach allows us to maintain clinical relevance while expanding our dataset to cover a broader range of medical consultation scenarios. The constructed samples inherit the multi-intent characteristics of the original cases while introducing natural variations in expression and context. Through this process, we construct 2,200 samples, with each sample containing an average of 3.7 intents.

For comparison, we also evaluate our framework on the Verbose Huatuo Q&A dataset. Given that the intents in this dataset are primarily concentrated in symptom analysis and treatment recommendation categories and are more straightforward in nature, we utilize GPT-4 with prompt-guided intent recognition. The analysis reveals that each sample in this dataset contains an average of 2.1 intents.

# **B** Prompt Templates

# **B.1** Intention Recognition



"validation\_results": [{"sub\_query\_id": "[ID]", "content": {"completeness": [SCORE], "accuracy": [SCORE]},"similarity": {"overlap": [SCORE], "flags": []},"priority": {"level": [1-5], "rationale": ""}}],"recommendations": {"revisions": []}

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### Urgency Assessment Prompt

Role: You are a medical priority assessment system.

Task: Evaluate the urgency of the following medical intent on a scale of 0 to 1

- Context:
- Patient current vitals: {vitals\_data}Medical intent: {intent\_description}
- Clinical indicators: {clinical\_data}
- Recent medical history: {history\_data}

#### Guidelines for scoring:

- 0.0-0.2: Non-urgent, can be safely delayed
- 0.2-0.4: Low urgency, routine care
- 0.4-0.6: Moderate urgency, should be addressed soon - 0.6-0.8: High urgency, requires prompt attention
- 0.8-1.0: Critical, immediate action required
  - **Dependency Impact Prompt**

Role: You are a medical workflow dependency analyzer.

Task: Calculate the dependency impact score of this medical intent on a scale of 0 to 1.

### Context:

- Medical intent: {intent\_description}
- Current medical workflow state: {workflow\_state}
- Resource availability: {resource\_data}
- Concurrent procedures: {concurrent\_procedures}

Guidelines for scoring:

- 0.0-0.2: Almost independent, minimal dependencies
- 0.2-0.4: Low dependency, few prerequisites
- 0.4-0.6: Moderate dependencies, some coordination needed
- 0.6-0.8: High dependency, significant coordination required
- 0.8-1.0: Critical dependency, blocks multiple procedures

### **Contextual Priority Prompt**

Role: You are a medical context priority evaluator.

Task: Assess the contextual priority of this medical intent on a scale of 0 to 1.

### Context:

- Medical intent: {intent\_description}
- Time of day: {current\_time}Department status: {department\_status}
- Staff availability: {staff\_data}
- Hospital protocols: {protocol\_data}
- Patient preferences: {patient\_preferences}

Guidelines for scoring:

- 0.0-0.2: Low contextual importance - 0.2-0.4: Basic contextual consideration
- 0.4-0.6: Moderate contextual priority
- 0.6-0.8: High contextual significance
- 0.8-1.0: Critical contextual priority

## **B.3** Intention-Specific Agents

### Diagnosis & Assessment Agent Prompt

Role: You are a medical diagnosis and assessment specialist.

#### Context:

- Patient Information: {patient\_info}
- Reasoning Steps Required:
- 1. Analyze presented symptoms and clinical data
- 2. Compare with known medical patterns
- 3. Consider differential diagnoses
- 4. Evaluate confidence level of assessment

# **Treatment-Care Agent Prompt**

Role: You are a medical treatment specialist.

### Context:

- Patient Information: {patient\_info}
- Current Medications: {medications}
- Allergies: {allergies}
- Treatment History: {treatment\_history}

### **Reasoning Steps Required:**

- 1. Review current diagnosis and treatment plan
- 2. Evaluate treatment options
- 3. Consider contraindications
- 4. Assess risk-benefit ratio

### **Recovery-Support Agent Prompt**

Role: You are a recovery and rehabilitation specialist.

- Context:
- Patient Information: {patient\_info}
- Reasoning Steps Required:
- 1. Assess recovery progress
- 2. Identify support needs
- 3. Plan rehabilitation steps
- 4. Consider psychological factors

### Lifestyle-Guide Agent Prompt

Role: You are a lifestyle and preventive care specialist.

Context:

- Patient Information: {patient\_info}
- Reasoning Steps Required:
- 1. Evaluate current lifestyle patterns
- 2. Identify risk areas
- 3. Develop practical recommendations
- 4. Set achievable goals

## **B.4 GPT-4o Automatic evaluation**

### Intent Comprehension Evaluation

### Role: Medical Intent Evaluation System

#### Input:

Reference Intent: {ref\_intent}Response for Evaluation {Response}

Evaluation Scale (0.0-5.0, precision: 0.1):

#### [4.0-5.0]

- All explicit intents captured with comprehensive responses
- Effective analysis of implicit medical needs
- Deep medical understanding with proper prioritization

#### [3.0-3.9]

- Most core intents identified (max one missing)
- At least one implicit intent recognized
- Adequate medical context understanding

#### [2.0-2.9]

- Multiple core intents missing
- Limited implicit recognition
- Surface-level medical analysis

### [1.0-1.9]

- Core intents misunderstood
- Irrelevant content included
- Poor medical alignment

### [0.0-0.9]

- Major intent misunderstandings
- Unrelated needs addressed
- No valid medical analysis

# **Clinical Planning Evaluation**

Role: Medical Care Coordination Evaluator

### Input:

Identified Intents: {intent\_analysis}Response for Evaluation: {output}

Evaluation Scale (0.0-5.0, precision: 0.1):

### [4.0-5.0] Clinical Excellence

- Comprehensive medical-psycho-social integration
- Clear priority tiers (urgent/immediate/long-term)
- Cross-domain risk assessment

### [3.0-3.9] Standard Clinical Care

- Basic time-phased medical planning
- Key risk identification
- Simple follow-up structure

### [2.0-2.9] Basic Care

- Isolated symptom management
- Inconsistent recommendations
- Unclear implementation sequence

### [1.0-1.9] Substandard Care

- Missing safety protocols
- Poor emergency prioritization
- Questionable clinical advice

### [0.0-0.9] Critical Failure

- Dangerous oversights
- No coherent planning
- Potentially harmful advice

## **Response Quality Evaluation**

Role: Medical Response Quality Evaluator

#### Input:

- Response for Evaluation: {output}

Evaluation Scale (0.0-5.0, precision: 0.1):

[4.0-5.0] Clinical Excellence

- Deep analysis with case-based evidence
- Detailed medication protocols with safety measures
- Actionable plans with clear monitoring metrics

### [3.0-3.9] Standard Clinical Care

- Adequate analysis lacking specific cases
- Basic medication guidance with partial details
- Implementable plans needing clarification

### [2.0-2.9] Basic Care

- Superficial analysis without depth
- Oversimplified medication recommendations
- Vague implementation guidance

### [1.0-1.9] Substandard Care

- Off-topic or irrelevant response
- Contains medical inaccuracies
- Impractical or unsafe recommendations

### [0.0-0.9] Critical Failure

- Fabricated content

- Multiple medical errors
- Potentially harmful guidance

863	С	Modified Kahn's Algorithm (Page 15)
864	D	Hierarchical Progressive
865		Decision-Making Agent (Page 16)
866	Ε	Case Study with MIRPF (Page 17)

Algorithm 1 Medical Intent Dynamic Orchestration Algorithm

# **Require:**

```
1: Medical intent queries Q = \{q_1, q_2, ..., q_n\}
 2: Intent types T = \{\text{examination, diagnosis, treatment, inquiry}\}
 3: Priority function S(v) = \alpha U(v) + \beta D(v) + \gamma C(v)
Ensure: Sorted sequence of medical intents
 4: function PROCESSMEDICALINTENTS(Q)
 5:
        Initialize empty priority queue PQ and result list L
        Initialize indegree [v] for all v \in Q
 6:
 7:
        for each query q \in Q do
            Classify intent type t \in T for q
 8:
            Calculate U(q) based on medical urgency
 9:
            Calculate C(q) based on intent complexity
10:
        end for
11:
12:
        for each pair of queries (q_i, q_j) \in Q do
            if HasMedicalDependency(q_i, q_j) then
13:
                Add edge q_i \rightarrow q_j
14:
15:
                indegree [q_i] \leftarrow indegree [q_i] + 1
            end if
16:
        end for
17:
18:
        for each query q \in Q do
19:
            if indegree [q] = 0 then
                Calculate S(q)
20:
                PQ.enqueue(q, S(q))
21:
            end if
22:
23:
        end for
        while PQ \neq \emptyset do
24:
            q \leftarrow PQ.dequeue()
25:
26:
            L.append(q)
            for each dependent query d of q do
27:
                indegree[d] \leftarrow indegree[d] - 1
28:
                if indegree [d] = 0 then
29:
                    Calculate S(d) based on current context
30:
31:
                    PQ.enqueue(d, S(d))
                end if
32:
            end for
33:
            if medical context changes then
34:
                Recalculate S(v) for all v \in PQ
35:
36:
                PQ.reheapify()
            end if
37:
        end while
38:
        return L
39:
40: end function
41: function HASMEDICALDEPENDENCY(q_i, q_j)
42:
        if q_i.type = treatment \land q_i.type = diagnosis then
43:
            return true
44:
        end if
        if q_i.type = diagnosis \land q_i.type = examination then
45:
            return true
46:
47:
        end if
48:
        return CheckContextDependency(q_i, q_j)
49: end function
```

Algorithm 2 Hierarchical Progressive Decision-Making Agent (HPDMA)

## **Require:**

1: Patient context  $C_p$ 2: Knowledge graph K with medical ontologies 3: Pre-activated intents  $I = \{i_1, i_2, \dots, i_n\}$ ▷ Pre-activated intent set 4: Intent-agent mapping  $M_A: I \to A$ ▷ Mapping from intents to agents 5: LLM model L **Ensure:** Final medical decision  $D_{final}$ 6: function GET ACTIVATED AGENTS $(I, M_A)$ 7: Initialize agent set  $A_{active} = \{\}$ for intent  $i \in I$  do 8:  $a \leftarrow M_A(i)$ 9: ▷ Get agent corresponding to intent  $A_{active} \leftarrow A_{active} \cup \{a\}$ 10: 11: end for return A<sub>active</sub> 12: 13: end function 14: function GENERATE KGFS  $PROMPT(C_p, K, I)$ Initialize prompt set P15: 16: for intent  $i \in I$  do  $T \leftarrow \text{Extract Triplets}(K, C_p, i)$ ▷ Extract triplets based on intent 17:  $P \leftarrow P \cup \text{Form Prompt}(T, C_p, i)$ 18: 19: end for return P<sub>KGFS</sub> 20: 21: end function function EXECUTE AGENTS( $C_p, K, P_{KGFS}, A_{active}$ ) 22: Initialize decisions  $D = \{\}$ 23: for agent  $a \in A_{active}$  do 24:  $d \leftarrow a(C_p, K, P_{KGFS})$ ▷ Execute agent decision 25:  $w \leftarrow \text{Get Agent Weight}(a)$ ▷ Get agent weight 26:  $D \leftarrow D \cup \{(d, w)\}$ 27: end for 28: 29: return D 30: end function 31: function HPDMA( $C_p, K, I, M_A, L$ )  $A_{active} \leftarrow \text{Get Activated Agents}(I, M_A)$ 32:  $P_{KGFS} \leftarrow \text{Generate KGFS Prompt}(C_p, K, I)$ 33:  $D \leftarrow \text{Execute Agents}(C_p, K, P_{KGFS}, A_{active})$ 34:  $D_{integrated} \leftarrow \text{Integrate Decisions}(D)$ 35:  $D_{final} \leftarrow L(D_{integrated}, P_{KGFS}, C_p)$ ▷ LLM final integration 36: return D<sub>final</sub> 37: 38: end function 39: **function** INTEGRATE Decisions(D)40: Initialize  $D_{integrated} = 0$ for  $(d, w) \in D$  do 41: 42:  $D_{integrated} \leftarrow D_{integrated} + w \cdot d$ 43: end for return D<sub>integrated</sub> 44: 45: end function

### Step 1. Intent-driven Query Decomposition

### Original Medical Query

Lifestyle-Guide Agent

CRITICAL ALERT - EMERGENCY MEDICAL SITUATION ATTICAL ALEXT - EMENDENCE MEDICAL STIDATION Timary Assessmenticly 5 - Severely elevated Symptoms: Chest tightness, shortness of breath Symptoms: Chest tightness, stern placement within past month Compounding Factors: Missea metformin, blood sugar 16

IMMEDIATE ACTIONS: 1. Call Emergency Services (911/Local Emergency Number): - Stay on the line with dispatcher

Have someone meet ambulance at entrance if possible Keep doors unlocked for emergency access

My father is heart attack stent surgery, the past two days suddenly chest tightness and shortness of breath, just measured the blood pressure 160/95, but he said he did not want to go to the hospital, just want to ask if you want to play nitroglycerin. He is diabetic and his blood sugar was measured at 16 in the morning, and the metformin he usually takes was not taken yesterday.



Medication Safety Review

Are there any risks or contraindications for my father taking nitroglycerin given his diabetic condition and his current blood sugar level of 16, especially since he missed his dose of metformin yesterday?

What might be the cause of my father's sudden chest tightness and shortness of breath, given his recent heart attack and stent surgery?

Medication Consultation

Is it advisable for my father to take nitroglycerin given his current symptoms of chest tightness and shortness of breath, considering his medical history of heart attack and stent surgery?

Treatment Recommendations

Considering my father's recent heart attack and stent surgery, along with his symptoms of chest tightness and shortness of breath, should he use nitroglycerin at home?

#### Emergency Guidance

Although my father, who had a recent heart attack and stent surgery, refuses to go to the hospital, his blood pressure is at 160/95. What immediate steps should be taken if his symptoms worsen?

Step 2. Dynamic Intent Orchestration & Multi-Agent Activation

# Diagnosis & Asse

SYMPTOM SEVERITY ANALYSIS: Current Symptoms: 1. Chest Tightness - Location: [Request patient to specify] - Location: [Request patient to specify] Duration: [Request onset timing] - Character: [Request description - pressure/sharp/burning] - Radiation: [Check if pain spreads to arms/jaw/back] - Associated symptoms: Already noted shortness of breath

nent Agent

2. Shortness of Breath . Shortness of Breath - Severity: [Request rating 1-10] - Position impact: [Check if worse lying down] - Activity level when occurred: [Request details]

Risk Factor Analysis: a) Recent Cardiac History J recent Cardiac History: - Post-stent placement (< 1 month) - High risk for: \* Acute stent thrombosis \* Early restenosis \* Incomplete endothelialization

b) Current Vital Signs: - BP 160/95 \* 33% above normal systolic \* 36% above normal diastolic - Indicates severe hypertensive

### Treatment-Care Agent

MEDICATION AND TREATMENT ANALYSIS 1. Current Medication Status

Missed dose noted
Impact on glucose control
Do NOT attempt to "catch up" doses

b) Post-Stent Medications: - [Request verification of]: \* Antiplatelet therapy adherence \* Beta-blocker status \* ACE inhibitor/ARB compliance \* Statin usage

2. Emergency Care Instructions 2. Emergency Catter insurances DO NOT: - Take additional medications without medical guidance - Attempt to self-correct blood sugar - Drive yourself to hospital - Wait to see if symptoms improve

DO: - Keep nitroglycerin accessible but await EMS guidance - Maintain current position unless directed otherwise - Have someone stay with you until EMS arrives - Keep phone charged and nearby

Post-Emergency Follow-up Plan:

 Immediate cardiology notification
 Diabetes management review
 Medication timing adjustment
 Consider cardiac rehab evaluation

### Step 3. Decision Making

2. While Waiting: - Sit or lie in semi-reclined position - Loosen any tight clothing - Stay still, minimize physical activity - Take slow, deep breaths if possible - Do not eat or drink anything

 Prepare for EMT Arrival:
 Gather current medications - Have medical history documents ready - Recent hospital discharge papers

### Comprehensive Medical Advisory

Energency Situation & Immediate Action Your current situation constitutes a serious medical emergency requiring immediate attention. The combination of chest tightness and elevated blood pressure (1610/95) following your recent heart attack and stent placement indicates a potent critical cardiac situation. Call emergency services (911) immediately - this is not a situation that can be safely managed at While waiting for help, maintain a semi-reclined position and have someone stay with you. ntially

Current Medical Risks Your presentation combines two serious medical concerns: cardiac distress and severe metabolic imbalance. The chest tightness The series of the second seco tou presentation dominance sito serio as los de la construcción de la

Interim Care Instructions Until emergency services arrive, focus on staying still and calm. Do not take any medications, including nitroglycrine, without emergency medical guidance. Cacher your current medications and recent medical documents for the emergency responders. Keep your phone charged and nearby, and ensure emergency services can access your location. Do not attempt to eat, drink, or correct your blood sugar independently.

Post-Emergency Care Needs After immediate stabilization, you'll need comprehensive follow-up care. This event calls for an urgent review of both your cardiac and diabets management plans. Your medication regimen will likely need adjustment to prevent future episodes, particularly focusing on the timing and coordination between your cardiac and diabetes medications. Both your cardiologist and endocrinologist toold be involved in revising your care plan.

Long-term Management Strategy Woving forward, you'll need a more integrated approach to managing your cardiac and metabolic conditions. This includes developing a more manageable medication schedule, establishing clear emergency protocols, and potentially adjusting your monitoring requirements for both holod pressure and blood sugar. Regular check-ins with your healthcare team will be crucial to prevent similar episodes in the future.

Critical Safety Note With your medical history, any chest discomfort or breathing difficulties, especially when combined with abnormal vital sig should be treated as an emergency. Don't wait to see if symptoms improve or try to manage them at home. Early interventi crucial for preventing serious complications from either your cardiac or metabolic conditions.

The severity of your current symptoms, combined with your recent cardiac history and dangerous blood sugar level, makes this an absolute emergency requiring immediate professional medical care. Please ensure emergency services have been contacted if you haven't already done so.

