**SmartQueue**

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A **Patient Queuing Management System (QPMS)** is a technological solution designed to streamline the management of patient flow in healthcare facilities, ensuring efficient service delivery and enhancing the overall patient experience. The system addresses common challenges such as long waiting times, lack of transparency, and inefficient prioritization of patients based on medical urgency. By integrating automated registration, real-time queue tracking, and priority handling, QPMS optimizes resource utilization and reduces bottlenecks in patient care.

The core features of the system include patient registration through multiple channels such as online platforms, mobile applications, and on-site kiosks. This ensures flexibility and convenience for both scheduled and walk-in patients. The system employs a smart prioritization algorithm that categorizes patients into different levels—such as emergency, urgent, and routine—based on their medical needs. This allows critical cases to be addressed promptly without disrupting the overall queue flow. Patients are kept informed about their status in the queue through digital displays in waiting areas, mobile app notifications, and SMS alerts, providing transparency and reducing anxiety about wait times.

Healthcare providers benefit from a centralized dashboard that provides real-time updates on patient flow, queue status, and resource allocation. The system also facilitates dynamic scheduling of staff and examination rooms, ensuring optimal use of resources even during peak hours. Advanced reporting and analytics features offer valuable insights into key performance metrics like average wait times, patient satisfaction, and staff efficiency, enabling continuous process improvement.

Additionally, the QPMS enhances patient comfort by improving the waiting area experience with amenities like digital displays, entertainment options, and accessible communication. The system ensures compliance with data privacy regulations, safeguarding sensitive patient information. Its scalable design allows for integration with existing hospital management systems, making it adaptable for healthcare facilities of various sizes.

In conclusion, the Patient Queuing Management System is a comprehensive solution that improves the efficiency of healthcare delivery, ensures fair prioritization of patient care, and elevates the patient experience. By leveraging technology, it creates a well-organized and patient-centric environment, benefiting both patients and healthcare providers.