**Chapter 7: CONCLUSION**

In conclusion, a doctor appointment system is an efficient and effective way of managing appointments between doctors and patients. It provides a convenient platform for patients to schedule appointments, receive reminders, while also allowing doctors to better organize their schedules and ensure that they provide timely and appropriate care to their patients. With the rise of technology and the increasing demand for healthcare services, a doctor appointment system is becoming increasingly necessary to improve the overall quality of healthcare delivery.

With the development of web based NHIS medical appointment booking system, patients are able to book and manage their own appointment with ease. They will be reminded of their appointments via SMS/email that will be promptly sent to them before their appointment date. The system itself also provides a quick view of their appointment at the Home page. These functions could indirectly help to reduce the number of missed medical appointments and patients no-show up for their appointment. Patients would be notified via SMS/email if their appointment were affected.

The system is mainly designed to facilitate appointment booking between the patient and the health personnel. Time will not be wasted on converting paper-based appointment record into electronic-based. The system further helps to reduces healthcare personnel workload by allowing them to generate medical reports easily. They could now maximize their competence and allocate more time to maximize service quality.