**Event Description**

The Barangay Santa Monica Clinic Online Appointment and Walk-in Check-Up Management System (BSM-COAWCMS), at deployment initial phase on Monday morning, November 13, 2024, had a glitch when several users encountered problems with online appointment booking. Pertinent to this issue is that patients could not confirm their slots because of this error message saying "Network Timeout" although internet connectivity was sufficient. This error first manifested when clinic staff who attended to patients on-site reported the problem, and further confirmation was conducted by the IT team.

The problem created a delay in responding to both online and walk-in requests since long queues would be made for people who wanted to be treated. Many of the patients complained about the long hours of waiting. Staff found it challenging to handle manual entries of walk-ins along with system troubleshooting.

This error affected the workshop flow of the clinics by causing delayed appointments and hindering the migration process. This incident called for prompt root cause analysis to be done so that the technical weakness could be addressed, thereby moving seamlessly over to the automated system and return on normal pattern.