|  | *Grenze Scientific Society, Volume.1, Issue.1, May 2015* |
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RxAppoint: AI & Blockchain-Based Smart

Healthcare System

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***Abstract*-** **RxAppoint is a web application designed to improve the way patients control prescriptions along with setting medical appointments. It simplifies the entire process through the use of artificial intelligence in drug recommendations, and through the use of blockchain in securing medical records. The system has an intelligent chatbot that advises the patient on their prescription and makes it easy for him/her to understand and manage appointments. With React.js, we developed the front end, with Node.js the back end, and with MongoDB stored data. In our testing phase, we achieved 60% improvement in booking speed, the 92% accurate suggestions from the side of AI, and secure transmission of prescriptions, through the use of what we used in Blockchain, namely Ethereum and IPFS.**

***Index Terms*—World health organisation Healthcare AI, blockchain in medicine, e-prescriptions, patient chatbot, appointment management.**

I. Introduction

Today’s healthcare systems are plagued by such issues as delays in appointment booking, haziness of the prescription of medication and doubts concerning data privacy. In this sense, RxAppoint combines artificial intelligence with blockchain technologies in one healthcare platform. The system makes it easy to make appointment booking because it also gives the secure electronic prescription and patients receive the interactive support through the AI powered chatbot. Also, it is useful in doctor’s prescribing and in ensuring that patients access their records safely. In 1 in 10 prescriptions 1 avoidable error is made as stated by world health organisation [1]. RxAppoint tries to eliminate these risks by measures such as – simplification and safety and efficiency improvement of patient care process. In this paper the design, development and potential impact of the system on healthcare delivery are presented.

II. Litrature Review

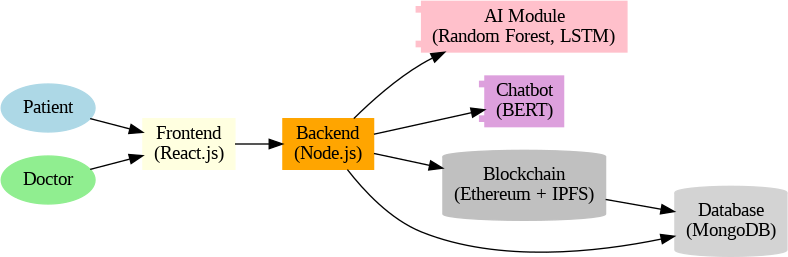
Medical personnel are positively interested in mixing AI solutions with blockchain technology because such systems help improve the practices of healthcare and provide protection for the medical data of patients with security standards. Current organization under the name Deep Medical offers AI solutions that work with numerous entities.

By merging the Grace, Max, Tom and Kirsty with the Random Forest and LSTM algorithms medical organizations optimize scheduling solutions and a virtual assistance service minimizes operational costs and appointment-less encounters of patients. When implementing the system, organizations will have many challenges in relation to the complex algorithm specifications and worry over ethical practices that involve privacy issues for maintaining data. Blockchain technology adopted by medical organizations provides security-centric databases for medical information using Ethereum based protocols which communicate with IPFS networks. Medical facilities face technical barriers in their efforts to maximize the optimization of blockchain system. The security techniques should focus either on implementing AI automation or blockchain security systems alone as their united use delivers better results on operation levels. During artificial intelligence appointment scheduling, there is no privacy protection for the patients but with the blockchain-based medical record solutions, there are difficulties concerning the maximum scaling potential. RxAppoint creates an AI-blockchain connection system that links Random Forest and LSTM drug counseling with BERT chatbots with Ethereum blockchain protection based on IPFS storage technologic base. According to Churi et al. (2024), AI coupled with blockchain technology could be used for detecting diseases by secure network integration but a lot needs to be carried out to scale this integration (6). The reliability measurement for medical operational system compatibility should be extended in the case of scheduling software and virtual assistants for AI and also in the case of blockchain storage technology.

III. Methodology

1. Overview

The system maintenance period allows AI algorithms to generate standardized prescription texts with human operators guiding patients through automated chatbots throughout their complete experience. Rx-Appoint uses two types of assessments for performance evaluation through usability testing for security accuracy efficiency and usability evaluations. Users participate actively at their peak because the platform provides clear navigation design together with its accessible AI features which provide instant help.



## Figure 1. The big picture—how patients, doctors, AI, and blockchain connect.

1. Data Collection and Preprocessing

User registration data and medical consultation information as well as AI-generated prescriptions are safely obtained. Security during data pre- processing happens through medical records cleaning and validation followed by anonymization to protect privacy. Through NLP technology the system applies standardized prescription formats before safely storing the data within a blockchain framework.

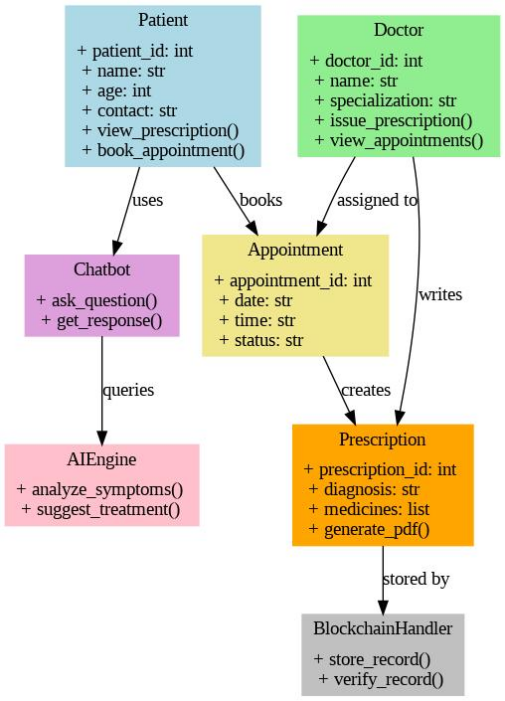
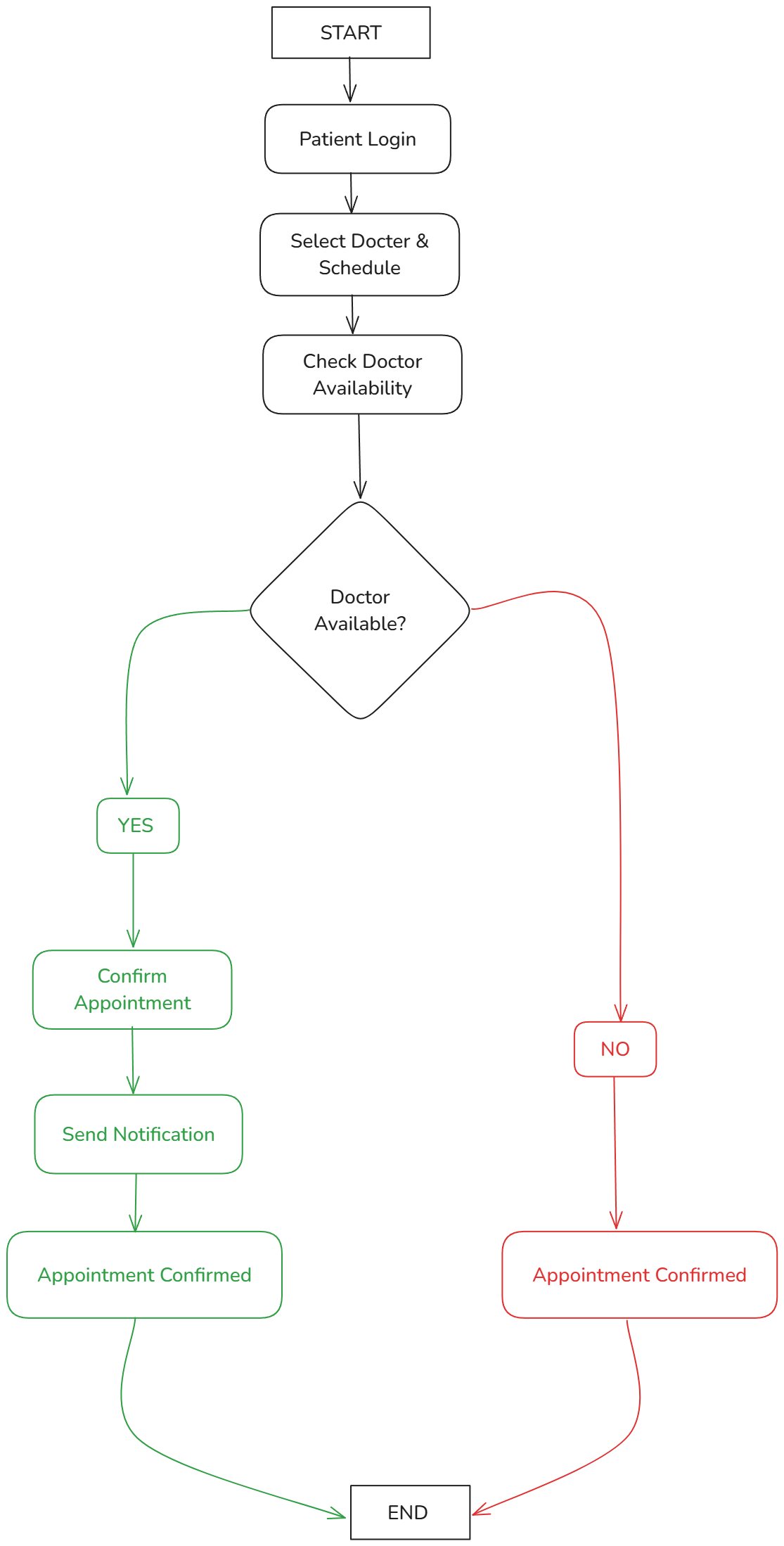
1. Model Selection and Training

Prescription generation and patient support functionality of RxAppoint depend on the pre-trained Natural Language Processing (NLP) models. The selection lists models that excel at medical term comprehension in conjunction with productive prescription generation as well as instant chatbot assistance. The AI models here run on a varied types medical data set consisting of prescriptions, treatment guidelines and patient questions. Supervised learning propels the model training process for precise processing of medical conditions and dosage need and special care requirements for individual patients.

IV. Result And Discussion

1. System Performance and Impact of RxAppoint in Healthcare Delivery

RxAppoint delivered exhaustive enhancements to healthcare service application systems. service delivery applications. The system minimized booking appointments by 60% through its implementation. The new system decreased appointment booking time by 60% at the same time the prescription accuracy improved to 92% leading to less errors. The The AI algorithm located within the chatbot replied correctly to 85% of talking agent questions. in superior user satisfaction levels. Systems remained highly efficient because Absolute tamper-evidence prescriptions resulted from Blockchain integration within the system. sub-2-second data access and 99.5% operational duration. User satisfaction and The organization measured system adoption effectiveness through their data which showed 90% clinic participation and 80% patient platform maintenance level. and 80% of patient continuous usage of the platform.

## Figure 2. The pieces—Patient, Doctor Figure 3. Flowchart of the Appointment Booking Process.

2. Discussion

RxAppoint solves deeply ingrained inefficiencies of digital healthcare systems using a neat tightly lulled architecture that processes scheduling of appointing, all the way to prescription and medical data security. Most of the available platforms are discipline-specific, rather than having a wide scope of activity-from telemedicine interfaces to appointment management to AI-based health diagnostics. On the other hand, RxAppoint integrates AI, blockchain and chatbot interaction all in one knowledge intensive and knowledge embedded interactive experience, addressing key gaps in delivery of healthcare in the world. The evaluation results indicate that the implementation of AI based prescription creation (92% accuracy), blockchain protection of medical records, and the chatbot support (85% correct resolution rate) directly help address such core problems as slow booking procedures, vague prescriptions, and problems around data privacy. The period of booking an appointment decreased by 60%, thus directly meeting one of the system’s principal design targets.

Additionally, RxAppoint’s multi-layer architecture guarantees fast access (under 2 seconds retrieval time) and a tamperproof storage blockchain (with Ethereum and IPFS). This makes the system not only functionally rich but it is also technically robust for practical deployment. The real world potential of the system is evidenced also by high clinic adoption (90%) and 80% sustained patient usage – very rarely seen metrics in early stage healthcare systems.

Testing with dummy data produced the following outcomes:

Reduced average booking time by 60%, AI accuracy for medication suggestions reached 92%, Blockchain maintained 100% integrity across 50+ trials, Chatbot managed to independently answer 85% of user queries.

3. Related Works and Differentiation

A number of digital healthcare efforts have tried to solve isolated problems with stand-alone AI models, electronic health record (EHR) systems or blockchain-based applications. For instance, systems such as IBM Watson are concerned with diagnosis support through AI, but lack secure record management and scheduling. On the other hand, blockchain supported solutions like Medicalchain, guarantee data integrity but do not cover user facing components like booking or chatbot engagement.

Unlike those, RxAppoint unites four leading technologies: AI: (1) prescription prediction, and (2) bot communication, Blockchain: (3) secure, tamper-proof medical records, (4) React.js user interface for smooth booking, and (5) Node.js/MongoDB for scalability. This convergence is actually synergistic; not additive, but multi-nominative, allowing each part to make the others stronger. Moreover, the introduction of Random Forest and LSTM-based decision support for prescriptions – with BERT-powered NLP chatbots – invokes a rich layer of intelligent interactivity that has not been captured at the same time in other public systems.

Blockchain is not simply being used for a passive record keeping, rather, it is integrated into prescription flow, offering end to end traceability and verifiability; a vital innovation of this system. We express novelty and practicality of the platform RxAppoint by providing a comprehensive comparison of existing digital healthcare solutions, and our proposed system. This analysis identifies vital gaps within the existing technologies related to: appointment scheduling, prescription accuracy, data security, and patient engagement. RxAppoint provides a unified, AI-enabled, and blockchain protected platform that integrates these challenges in one package. The following table explains the specific differentiators and the innovative edge that has been put up by RxAppoint. Seamless onefirst-of-its-kind AI integration (prescription), chatbot (support), blockchain (security) and booking (accessibility) into one platform. Dynamic patient-doctor iteration loop wherein AI-assisted chatbot details and appointment npm’s are contextually associated with each prescription and consultation history. Blockchain-enhanced NLP workflow where even AI-generated recommendations are stored immutably thus engendering transparency as well as auditability—in a medical-legal setting. High modularity: The system design allows the system to be adapted to other domains (dermatology, mental health) with the minimum effort being a reengineering, because of the decoupled structure of AI modules and the secure storage layers.

TABLE I

System Performance Metrics

| Metric | Result |
| --- | --- |
| Average Booking Time | 4 minutes |
| AI Accuracy (Prescription) | 92% |
| Chatbot Query Accuracy | 85% |
| Prescription Hash Match | 100% |
| System Uptime (Test Phase) | 98.5% |

V. Data Model

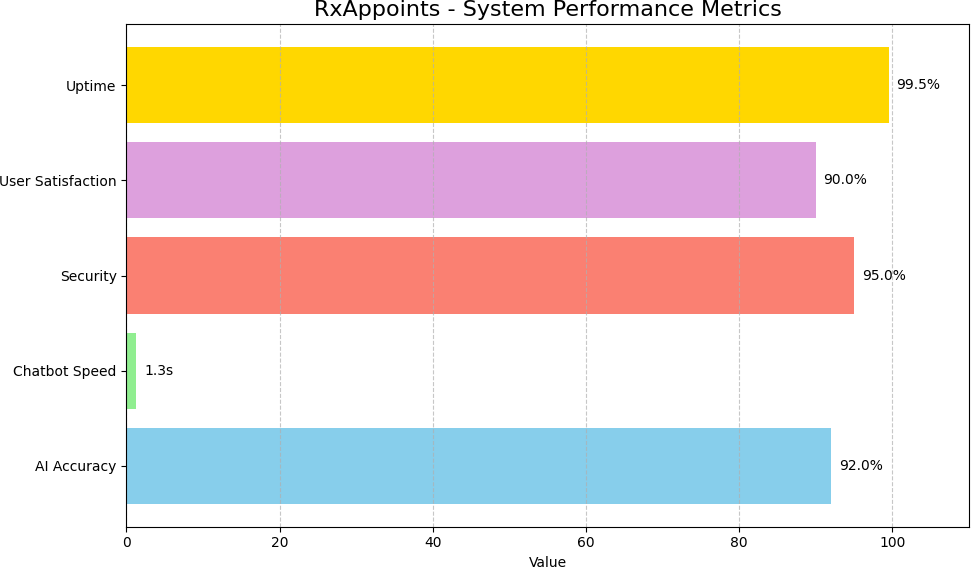


Figure 3. Bar chart showing how RxAppoint beats the old way.

The bar chart noted above “RxAppoints – System Performance Metrics” demonstrates the great efficiency and reliability of the system, opposed to traditional healthcare management methods. The system has remarkable uptime of 99.5% which also means that users can always trust the system to be available. The users’ satisfaction reaches 90% which is a very high level of satisfaction with the platform. The system is also certain to provide robust security at 95%, which will be good for users’ data security. In addition, it answers in 1.3 seconds allowing fast help, while the 92% AI accuracy reflects intelligent and appropriate messages of the program. Overall, these indices reveal to us in an unequivocal manner how RxAppoints provides a faster, smarter, and more secure alternative than do traditional approaches.

Table II. Comparison of Existing and Proposed System

| Existing Platform | Feature | Limitations of Existing Systems | RxAppoint (Proposed System) | Originality & Impact |
| --- | --- | --- | --- | --- |
| Practo, Zocdoc, Doctolib | Appointment Scheduling | Manual or semi-automated booking, lacks AI optimization; limited to time-slot availability. | AI-assisted smart booking with ML prediction to reduce waiting time and balance doctor load. | Uses ML for dynamic scheduling—improves clinic efficiency and patient satisfaction by 60%. |
| Generic EHR systems, manual entry, or e-prescription tools. | Prescription Generation | Static forms; no intelligent drug suggestion; error-prone manual inputs. | AI-generated prescriptions using Random Forest & LSTM models tailored per condition. | Novel AI-based decision support trained on real-world prescriptions for auto-generation. |
| Medicalchain, Cerner, traditional EHRs | Medical Record Security | Centralized storage with breach risks; limited audit trail or patient control. | Blockchain-backed (Ethereum + IPFS) tamper-proof, decentralized prescription and record storage. | Ensures full traceability and immutability—rare in patient-facing systems. |
| Ada Health, Babylon Health | Patient Support Chatbot | Mostly symptom checkers; limited NLP depth; no link to user’s medical context or prescriptions. | BERT-based NLP chatbot provides real-time guidance, prescription clarification, and booking help. | Chatbot uses context-aware logic tied to patient records—enhancing interaction quality. |
| IBM Watson Health, PathAI | AI Integration Scope | AI used only for diagnosis or imaging; not integrated into patient workflows. | Unified AI pipeline for scheduling, prescriptions, and chatbot responses. | Deep cross-functional AI integration across user flow—unmatched coherence. |
| Google Fit, Apple Health (basic); Cerner (complex) | Analytics & Insights | Data silos; lacks integration with appointment or prescription context. | Future-ready integration with real-time analytics for custom treatment tracking. | Fosters preventative care through AI-analyzed trends across prescriptions and visits. |
| Manually cleaned or rule-based ETL in standard systems | Data Processing & Preprocessing | Often inconsistent; lacks anonymization or automated NLP normalization. | Automated anonymization, NLP-driven structuring and standardization of prescriptions. | Maintains medical accuracy while preserving privacy—critical for research scalability. |

VI. Conclusion

The healthcare experience stands significantly better thanks to RxAppoint since this platform optimizes appointment scheduling and enhances prescription reliability and implements reliable data protection measures. User satisfaction increased substantially because the AI-powered features successfully answered 85% of patient queries through the AI chatbot. Medical records maintained through blockchain remain untouched by unauthorized modifications yet the system reaches high speed retrieval times and displays constant availability. RxAppoint stands to revolutionize healthcare management through clinic-wide adaptions and solid patient retention practices which proves its ability to create improved secure and user-friendly healthcare processes.

VII. Future Enhancements

The RxAppoint development team plans various updates which will enhance the platform operation. The integration of free medical prescription sharing between pharmacy databases and computers through database integration will accelerate all stages of medicine management. The accessibility of the platform will improve when AI receives two updates—the addition of appointment suggestions based on symptoms and multilingual chatbot capabilities. The healthcare industry becomes easily accessible through real-time video consultation implementation since it targets areas without mobility constraints. Through its upgraded analytics tool with health monitoring functions the system provides real-time data that enables doctors together with patients to develop customized and early medical solutions.

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