Online Appointment Booking System for Clinics:

Project Overview:

This project aims to design an Online Appointment Booking System specifically for clinics. The goal is to reduce long patient queues and minimize waiting times, which often result from manual appointment handling and inefficient scheduling practices. By digitalizing the appointment process and patient queue management, the system enhances operational efficiency and patient satisfaction.

**Project Scope:**

The scope of the project includes:

* Scheduling and rescheduling appointments
* Managing doctor availability, especially for emergency cases
* Providing doctor-generated recommendations based on patient history
* Offering a user-friendly interface for patients, doctors, and receptionists

The system excludes features like online payment integration, inventory management, and insurance processing at this stage.

**Objectives:**

The main objectives of the system are:

* To streamline clinic appointment handling to avoid delays and patient dissatisfaction
* To reduce the impact of poor queue and schedule management, especially in critical cases
* To retain existing patients and improve overall clinic reputation by offering smoother appointment experiences
* To improve resource utilization, reducing idle time of doctors and overcrowding in waiting areas

**Assumptions & Constraints:**

**Assumptions:**

* The clinic has basic digital infrastructure (internet, systems) in place
* Users (patients/staff) have basic digital literacy
* Emergency cases require dynamic scheduling support

**Constraints:**

* Limited budget for system development and staff training
* Dependence on trained staff for using the system effectively
* Equipment availability may affect appointment fulfillment in real-time