

# Topic: Optimizing waiting time

## Problem Solving (A3) Report

TEAM 2

Date: August 29, 2022

### 1. Identify the Problem

- We have experienced that the waiting time in medical services for patients, most of the time, takes much longer than expected.
- Consequences of having to wait longer than estimated is that people who have conditions that must take certain medications at certain times or eat at specific times will not be able to comply with it and other responsibilities that need to be carry out that day could be affected.

### 2. Set a Target

- Substantially reduce the waiting time in medical services for patients consistently needed to wait nowadays in regular appointments and special procedures.

### 3. Analyze Causes

- Lack of the correct tools (complexity) to create an adequate planning of appointments and special procedures.
- Lack of making the correct questions to know what will be done during the whole visit of the appointment.

### 4. Propose and Implement Countermeasures

- Create a generic website that will generate a calendar (potential application) to make the planning of the appointments and special procedures based on the purpose of the visit to attend medical services containing:
  - ✓ Type of Specialist (if doctor) or Medical Services.
  - ✓ Type of procedure to be done, type of visit, new patient, old analysis to revise, estimated time of appointment.

### 5. Check/Evaluate

- The calendar will suggest the date and time of the possible appointment, reducing risks like making an appointment at the same time and date/not being conscious about the correct time of the visit, and will be asked patience to complete surveys to know how it has optimized the waiting time.

### 6. Act and/or Standardize

- Ensure the user interface of the website is easy to use, in addition to providing a simple training.
- Expand to areas that receive customers and depend on time estimates for receiving a service like mechanics, government agencies.