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Automating Appointment Scheduling for Clinics

**2nd Year Project Submitted by
Group 5**

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Automating Appointment Scheduling for Clinics

Automating Appointment Scheduling for Clinics is a system that allows patients to book, reschedule, or cancel appointments online, reducing manual work for staff and improving efficiency and patient experience.

Team Members: [Payal] , [Nandini] ,[Kinjal]



Problem Statement

Traditional appointment scheduling in clinics is often manual, time-consuming. This leads to inefficient use of staff time, patient dissatisfaction, and operational delays.

There is a need for an automated system that can streamline the scheduling process, provide real-time availability, and improve communication between patients and clinic staff.

Main reasons why automated appointment scheduling is needed:

- Reduces Manual Errors – Minimizes mistakes like double bookings and missed entries.
- Saves Time – Speeds up the scheduling process for both clinic staff and patients.
- Improves Patient Experience – Offers convenient 24/7 booking and timely reminders.



Project Overview

The goal is to replace manual booking methods with a user-friendly digital platform that allows patients to book, reschedule, or cancel appointments online. The system will provide real-time availability of doctors, send automated reminders, and reduce administrative workload.

It aims to enhance operational efficiency, minimize booking errors, and improve the overall patient experience



Online
Appointment
Booking



Real-Time
Availability



Automated Reminders



Methodology, Tools, and Techniques

Approach: Focused on UX&UI design to create a seamless, accessible, and user-friendly appointment scheduling system.

Tools & Techniques:

User-Centered Design – Simple, intuitive interface for easy navigation.

Responsive Design – Works across mobile, tablet, and desktop.

Accessibility – Inclusive for elderly & disabled users.

Multilingual & Voice Support – Enhances usability for diverse users.

Smart Notifications – Reduces no-shows with timely reminders.

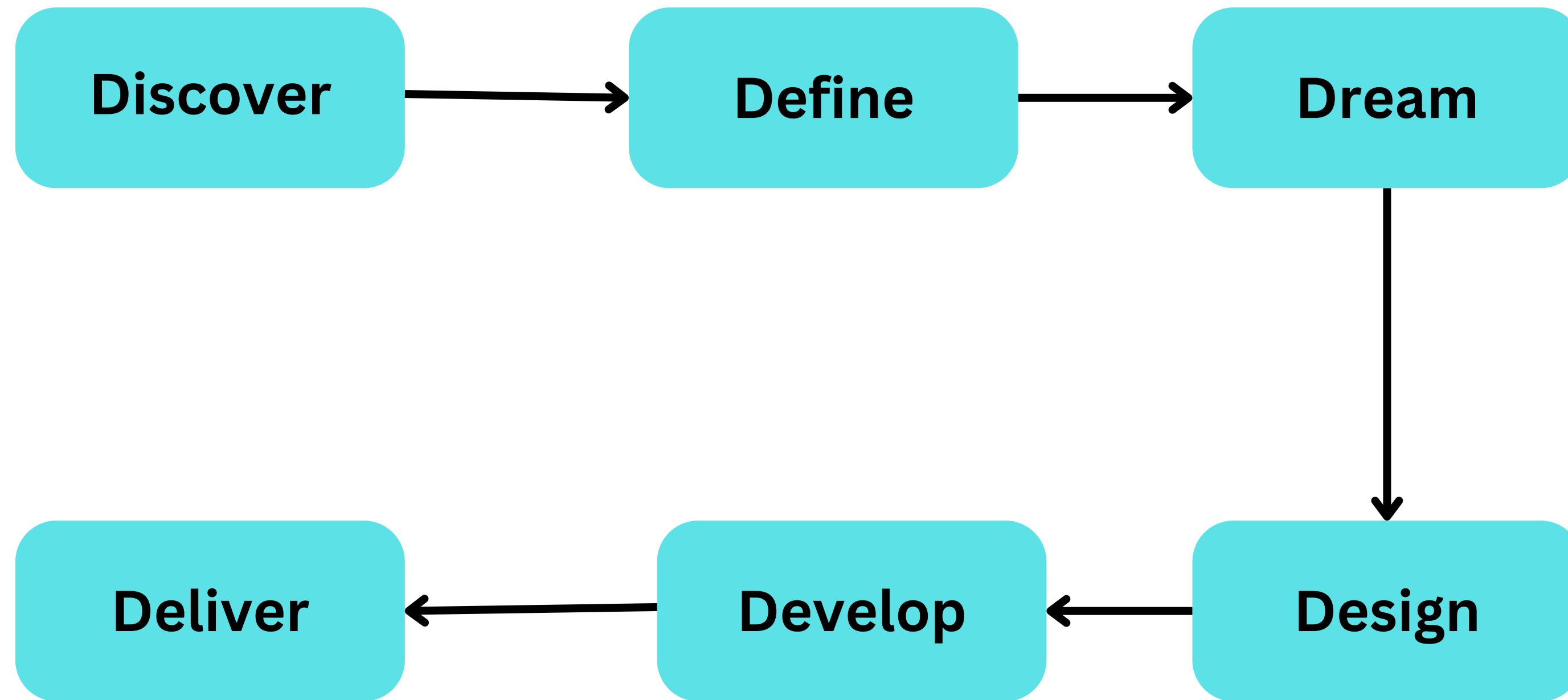
Data-Driven Improvements – Uses feedback & analytics for better UX.

A frictionless, intuitive system that enhances patient experience & clinic efficiency.

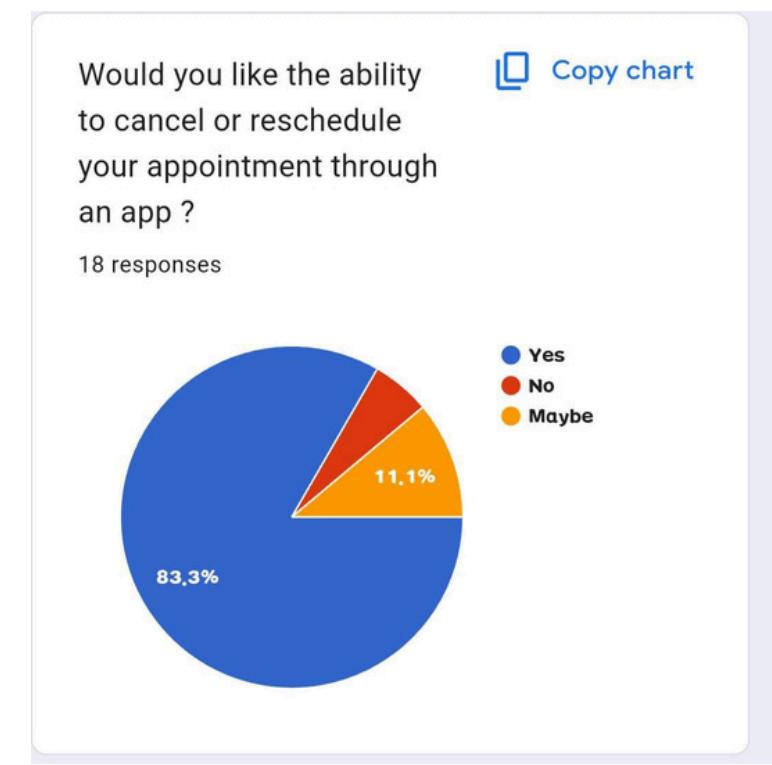
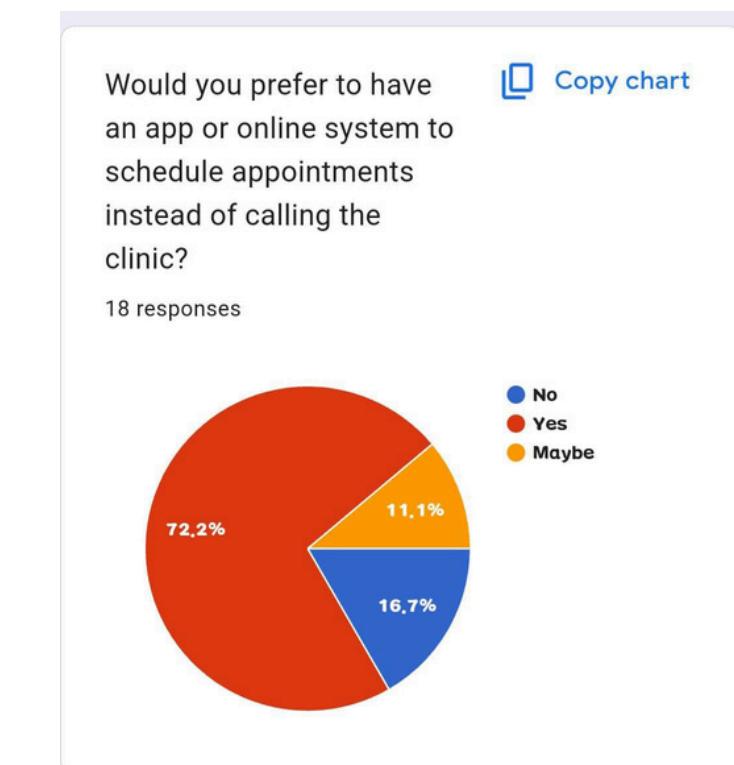
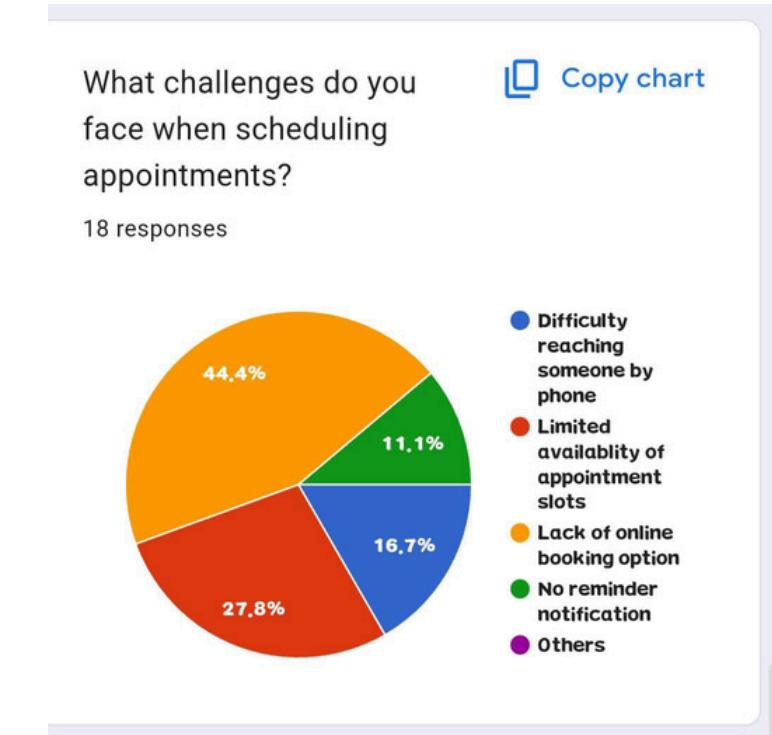
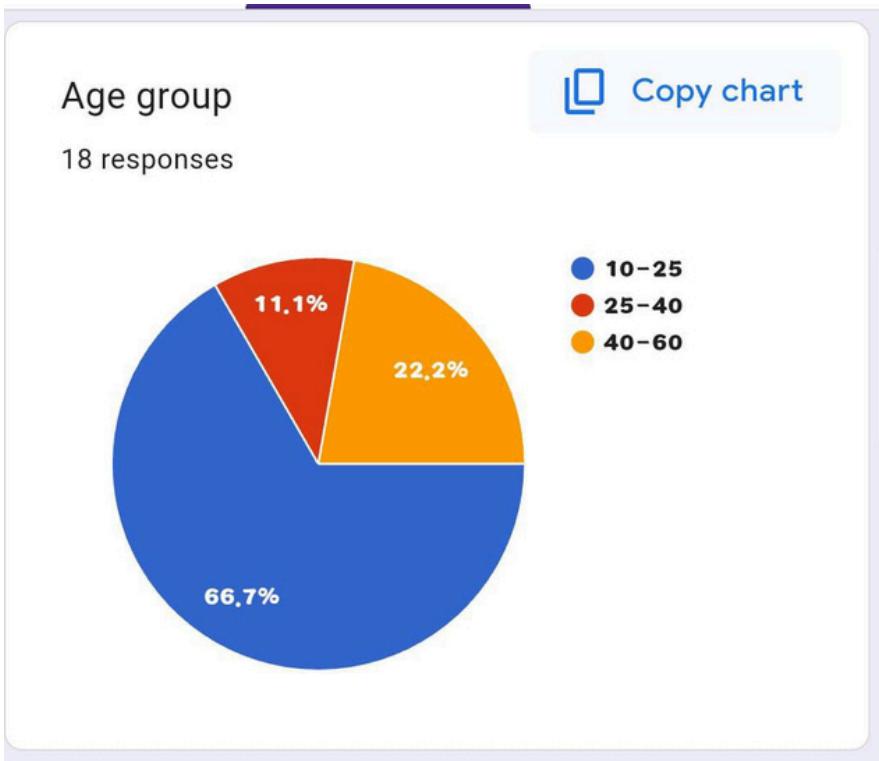


Methodology Flowchart

6-D Process :-



Survey Research Outcomes

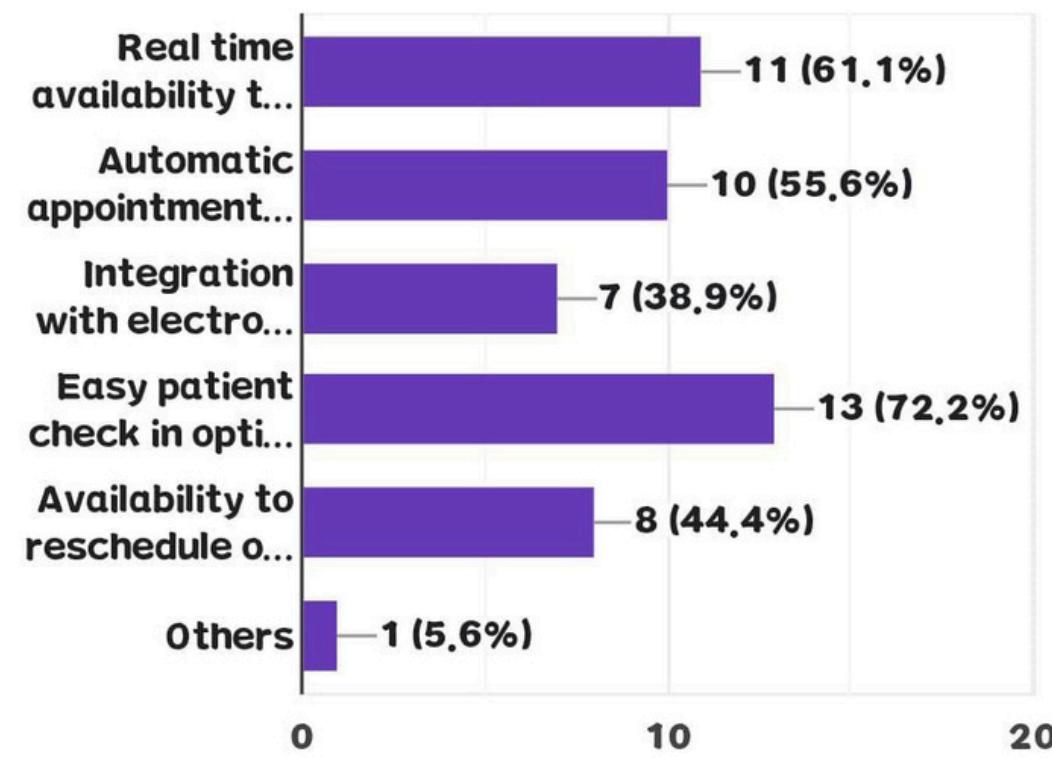


Survey Research Outcomes

What features would be most useful to you in an appointment scheduling system?

18 responses

 Copy chart



Any suggestions for online appointment scheduling app

18 responses

None

Getting an appointment of the best medical facility

It should show our previous medical history

Option to both book and cancel along with selection of clinician

There should be availability of doctor check option

.

Easy way to filter available appointments.
Example - I want appointment after 3:30 pm any week day



Wireframes & Prototypes-

The wireframe includes five key sections:

1. Login Screen – Provides secure access with login and registration options.
2. Home Screen – Central dashboard with quick access to appointments, profile, and reports.
3. Profile Section – Allows users to view and edit personal details.
4. Reports Section – Enables staff to generate and view appointment and patient reports.
5. Appointment Scheduling – Lets patients book, reschedule, or cancel appointments with reminders.

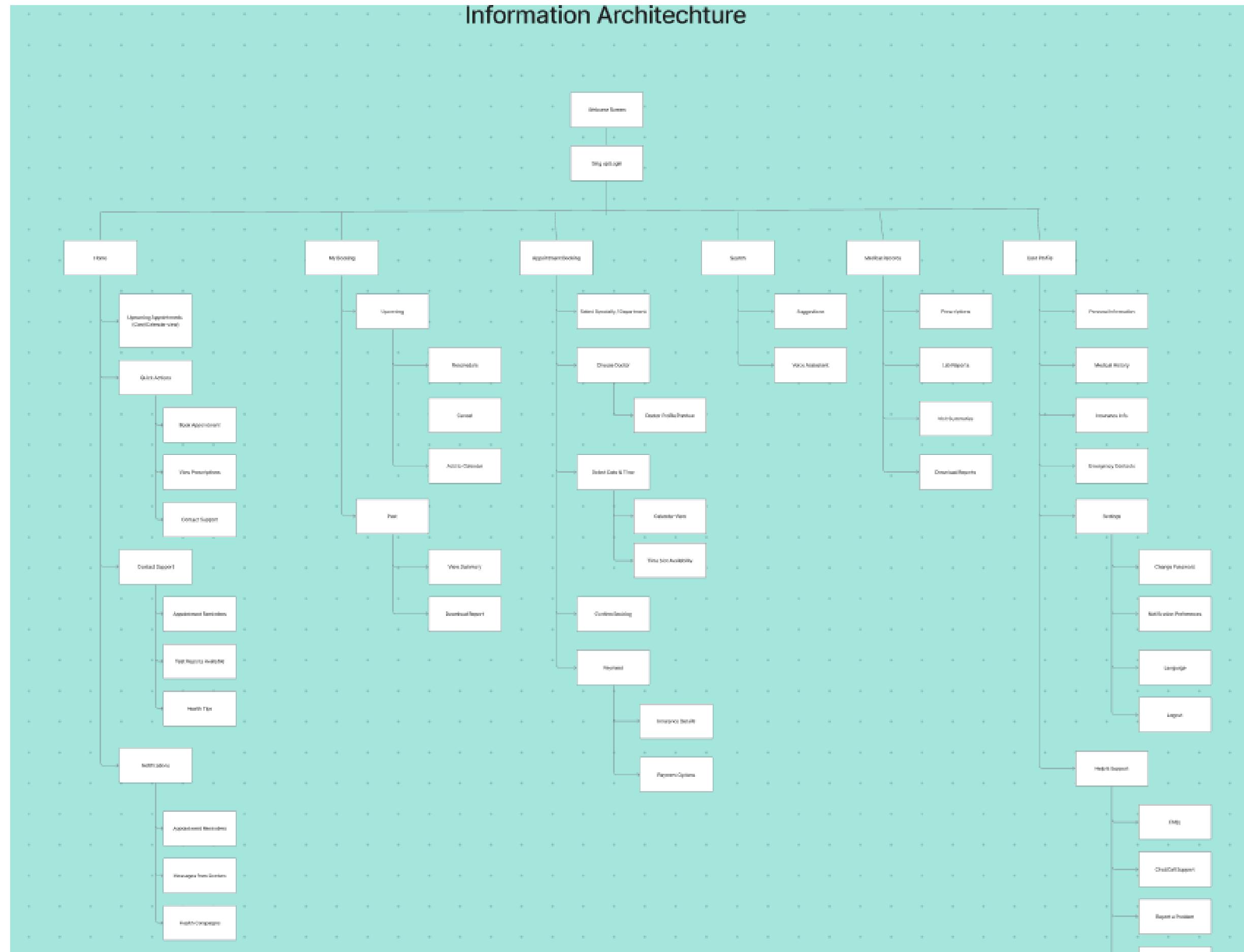
These features streamline clinic operations and enhance user experience.



Prototype link :-

<https://www.figma.com/proto/38bp0fVjzIVzs5z1M4Kfi3/Untitled?page-id=0%3A1&node-id=1-3&viewport=129%2C120%2C0.43&t=Xx6GMZfEnEoNczpf-1&scaling=scale-down&content-scaling=fixed&starting-point-node-id=1%3A3&show-proto-sidebar=1>

Information Architecture -



User Task Flow –

Expected Results & Impact

Expected Results:

- **Seamless Appointment Scheduling** - A user-friendly, intuitive system for patients & clinics.
- **Improved Accessibility** - WCAG-compliant design, multilingual & voice support.
- **Reduced No-Shows** - Smart notifications & AI-driven scheduling.
- **Prototype/Working Model** - Fully functional UI/UX prototype for testing & implementation.

Impact

- ◆ **Enhancing Healthcare Efficiency** - Reduces administrative workload for clinics.
- ◆ **Better Patient Experience** - Hassle-free booking, accessibility for diverse users.
- ◆ **Industry Adoption** - Scalable solution for hospitals, private clinics, and telehealth platforms.
- ◆ **Future Scope** - AI-driven personalization, EHR integration, voice-based scheduling.

Conclusion

The system saves valuable time for both patients and clinic staff. Patients can book, reschedule, or cancel appointments at their convenience, while clinic staff can focus on more critical tasks, enhancing overall productivity.

Lastly, the system greatly enhances the patient experience by offering 24/7 accessibility for booking and automated reminders. This leads to better patient satisfaction and ensures smoother operations, positioning clinics for greater efficiency and service delivery in a digital era.

Increased Efficiency –

Automates scheduling, saving time and reducing errors

Better Patient Experience–

Offers easy 24/7 booking and reminders, improving satisfaction.



THANK YOU