

## **Purpose:**

To show the **inefficiencies in the current (AS-IS) appointment process** and how your proposed changes in the **TO-BE process** will resolve them. These diagrams support BRD and user stories and help align stakeholders visually.

### **A. AS-IS Process Map – *Current Appointment Scheduling***

#### **Issues in AS-IS:**

Manual bookings and paper records

No automated reminders

No visibility into overbookings

No-show reasons not tracked

### **B. TO-BE Process Map – *Optimized Workflow***

#### **✦✦ Features in TO-BE:**

Online or mobile booking options

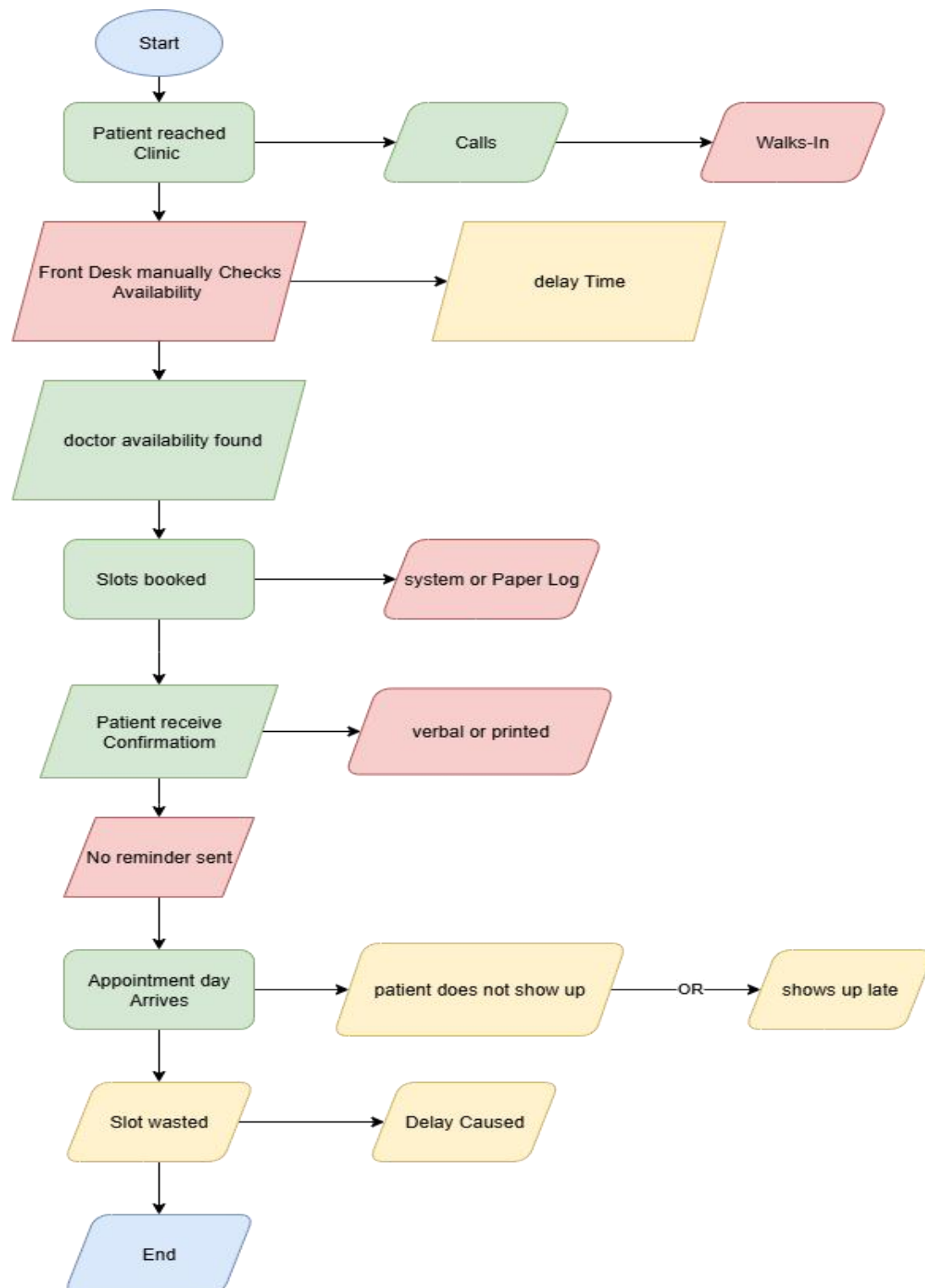
SMS/email reminders

Automated calendar blocks for doctors

Patient data (no-show history) flagged

Rescheduling enabled within 24 hours

## AS-IS Process Map – Current Appointment Scheduling



## B. TO-BE Process Map – *Optimized Workflow*

