- Deliver care Globally, Effortlessly, and without Booking Fees
- A Smarter, Simpler Way to Book Appointments from Anywhere
- Improve engagement with automated follow-up reminders, ensuring timely return visits while lowering hospital workload

Why Use **ChatOPD** for Appointments?

- **Global Reach** – 2B+ WhatsApp users, spanning all demographics
- **User-Friendly** – No app downloads or training needed
- **24/7 Availability** – Instant replies beyond office hours
- **High Engagement** – 98% Message reads and response ensure timely notifications
- **Interactive Features** – Tap buttons, forms & quick replies—no typing
- **Cost-Effective** – Cuts staffing and operational expenses
- **Secure & Reliable** – End-to-end encrypted for data safety

ChatOPD Functionalities

Appointment Management (Book, Reschedule, Cancel)

Real-Time Slot Availability

Online Payment Integration

User Information Collection & Validation

Automated Appointment Reminders

Dynamic & Interactive Menu

Emergency Handling with Real Time Tracking

Scalability & Customization

1. Book Appointment

✔ **Step 1: Initiate Booking by Just typing Hi**

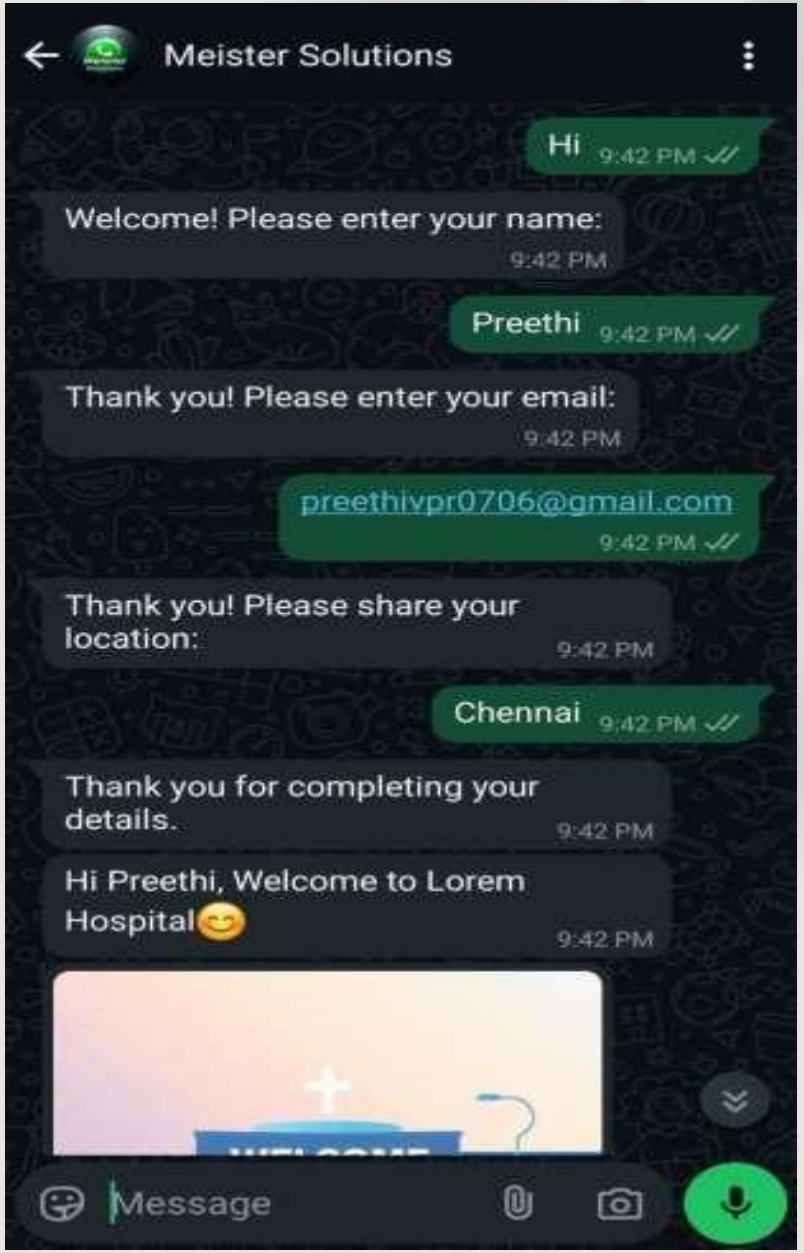
✔ **Step 2: Choose Appointment Type**

✔ **Step 3: Appointment Process**

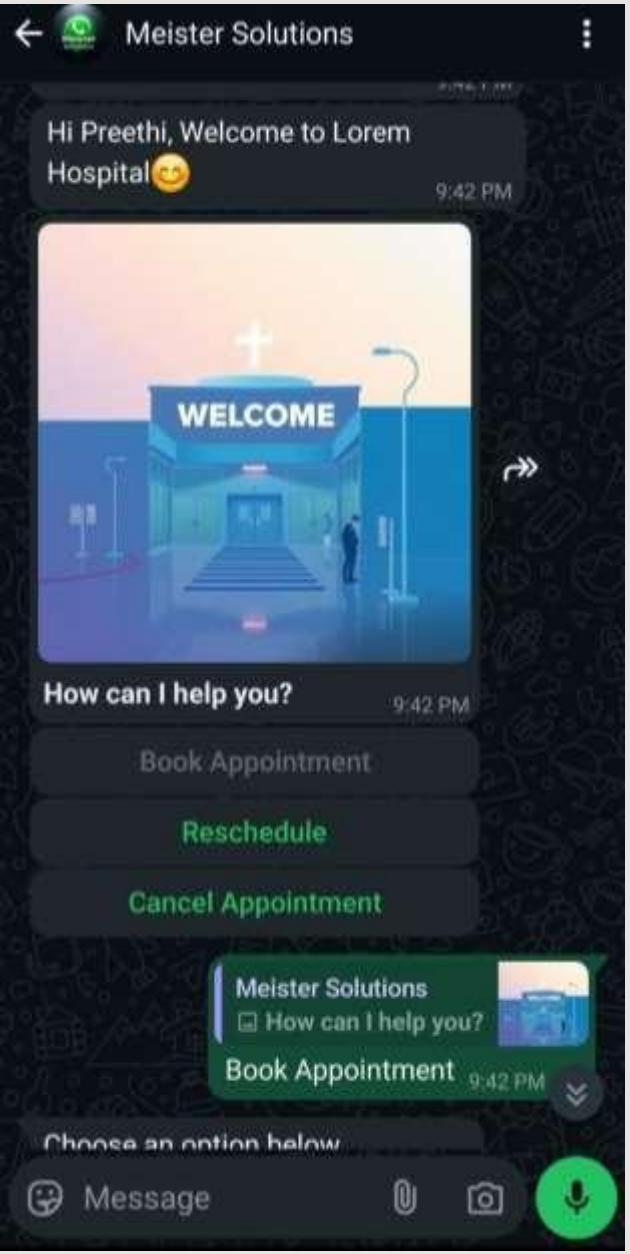
- **Emergency Appointments** – User provides location for priority handling.

✔ **Teleconsultation** – User selects **Department** → **Doctor** → **Date & Time**, completes **mandatory payment** via Razorpay.

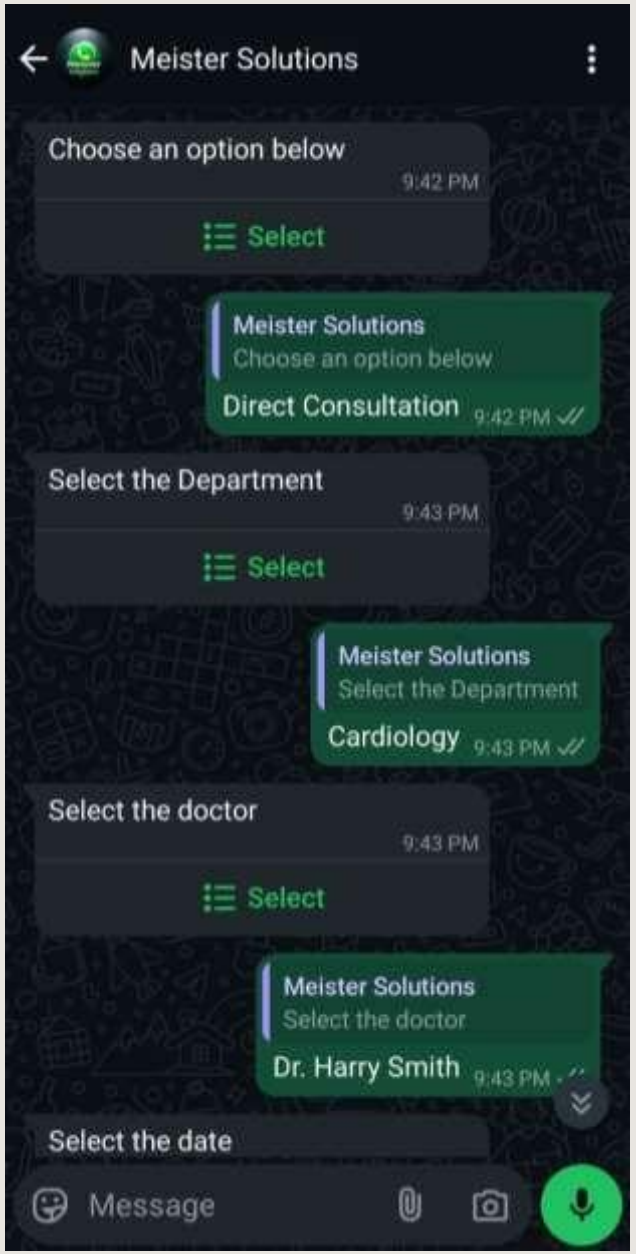
- ✔ **Direct Consultation** – Follows the same process, with **optional** payment (online or hospital counter).



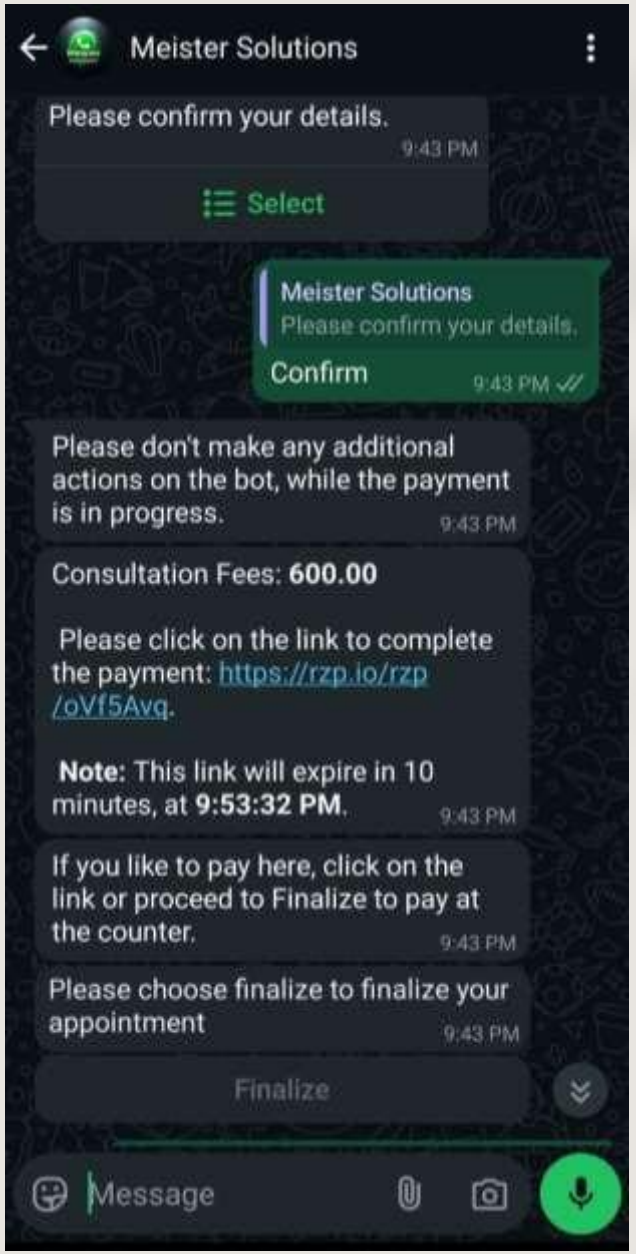
1. Initiate Registration



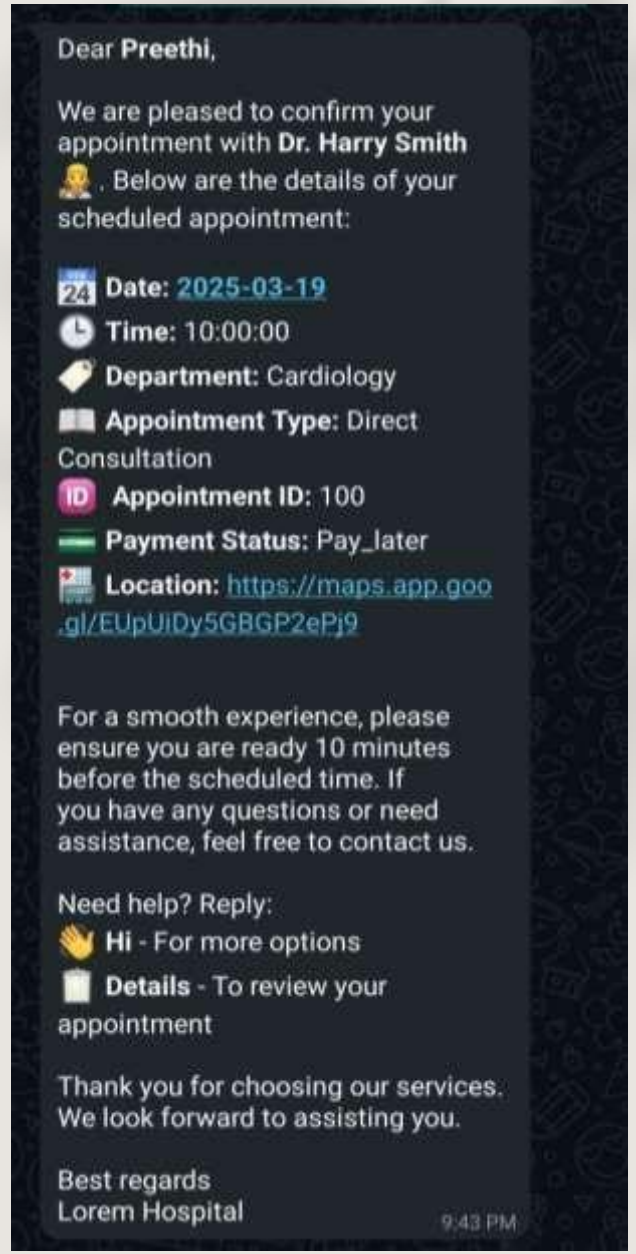
2. Main Menu Display



3. User Selection



4. Payment Option



5. Appt Confirm

2. Reschedule Appointment

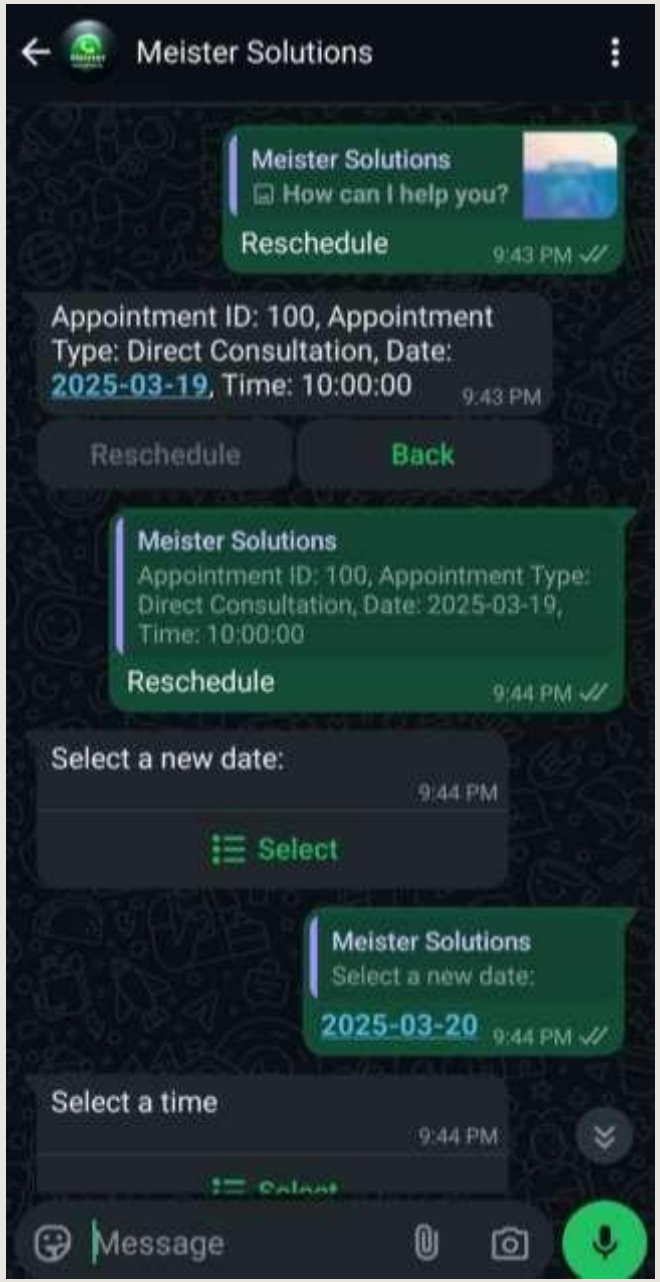
✔ **Step 1:** User selects "**Reschedule Appointment**" from the main menu.

✔ **Step 2: ChatOPD** retrieves upcoming appointments.

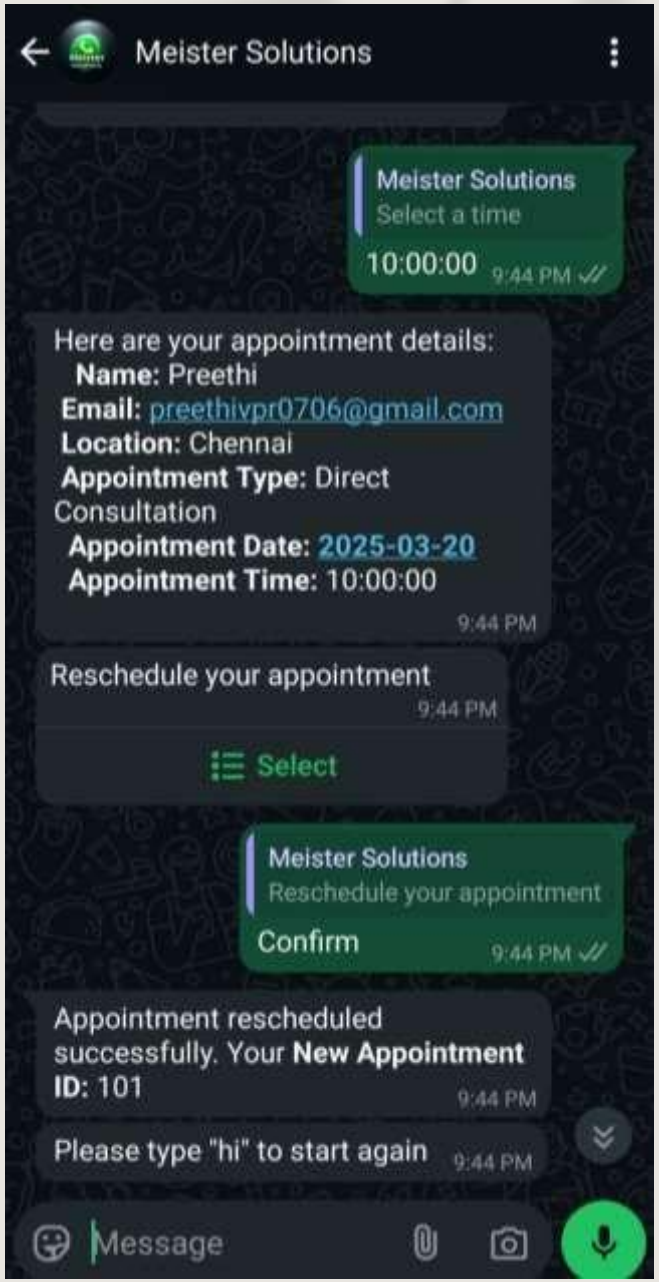
✔ **Step 3:** User selects the appointment to reschedule.

✔ **Step 4:** ChatOPD displays available dates and time slots.

✔ **Step 5:** User selects a new slot, and the appointment is updated.



1. Select New Slot



2. Appt Rescheduled

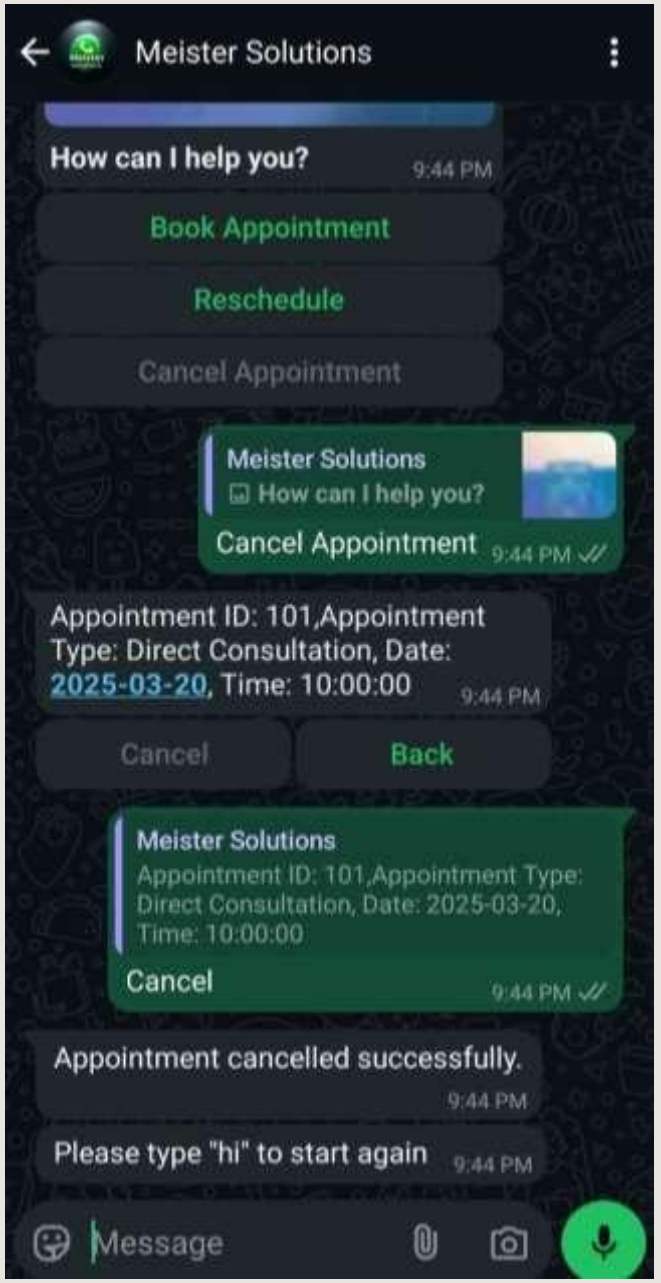
3. Cancel Appointment

✔ **Step 1:** User selects "**Cancel Appointment**" from the main menu.

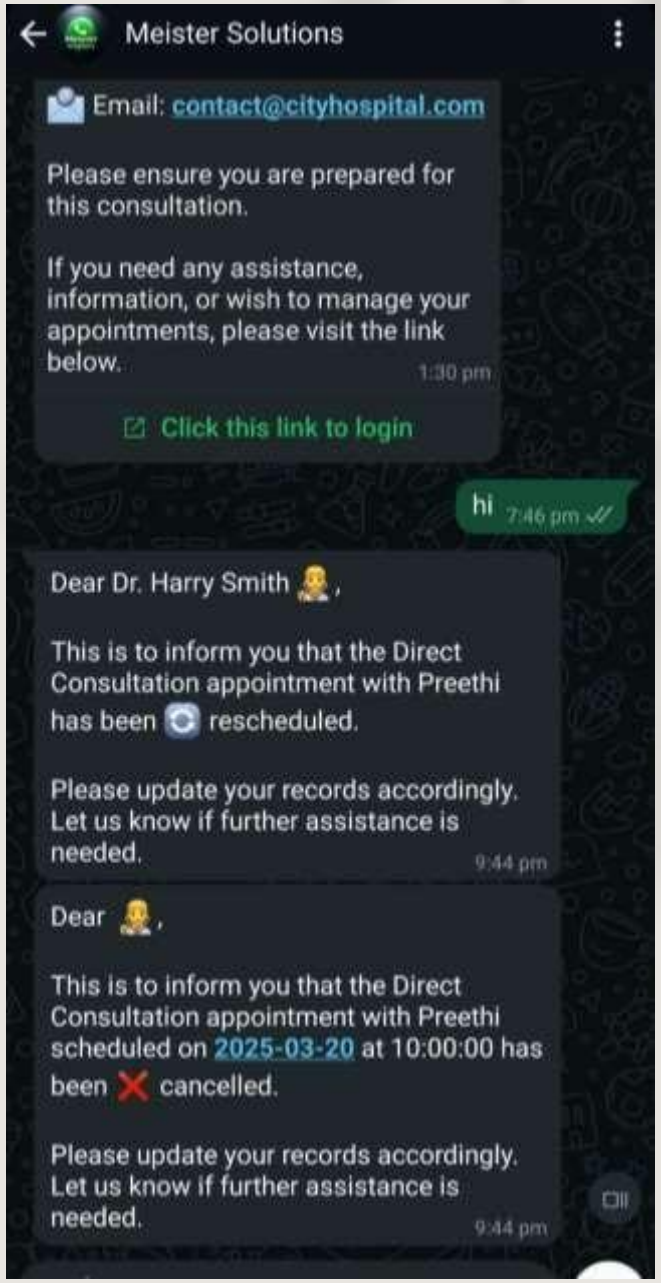
✔ **Step 2:** ChatOPD retrieves upcoming appointments.

✔ **Step 3:** User selects an appointment to cancel.

✔ **Step 4:** Confirmation & status update to "**Cancelled**".



User View - Cancel



POC Intimations

Portal for Admin and Doctor Management

Key Features & Roles

✔ **Role-Based Access** – Tailored functionalities for Admins & POCs.

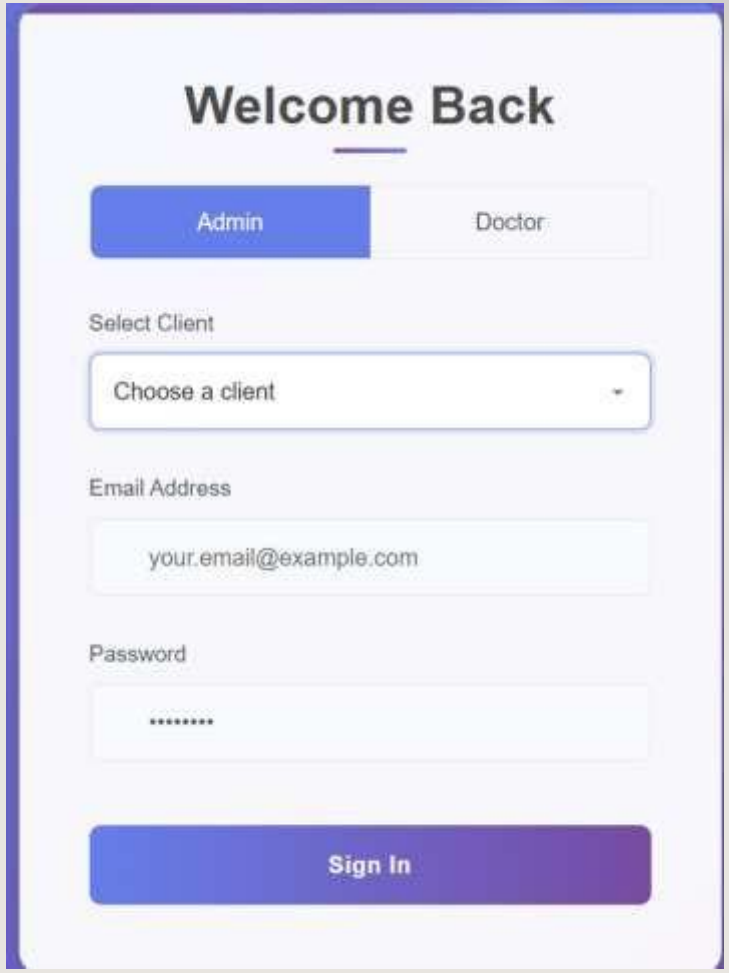
✔ **Real-Time Appointment Management** – Synchronized with the ChatOPD.

✔ **Dynamic & Centralized System** – Streamlined scheduling & tracking.

User Roles

✅ **Admin** – Manages departments, schedules, POCs & appointments.

✅ **POC** – Manages personal availability & appointments.



Role-based Login

Admin Dashboard: Key Features

✔ **Secure Access** – Role-based login with client selection.

✔ **Appointment Management** – Add, view & track by POCs & departments.

✔ **POC & Schedule Control** – Manage POCs, update schedules & block slots.

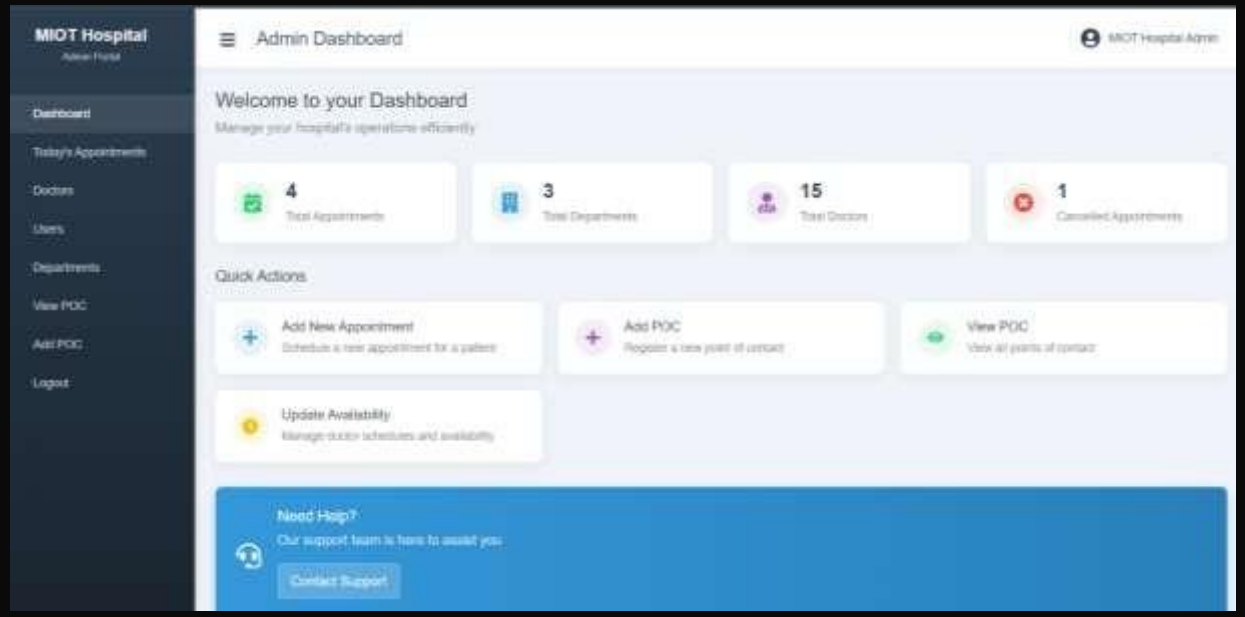
✔ **Department Categorization** – Organize POCs efficiently.

✔ **Dashboard Insights** – Monitor key metrics & appointment status.

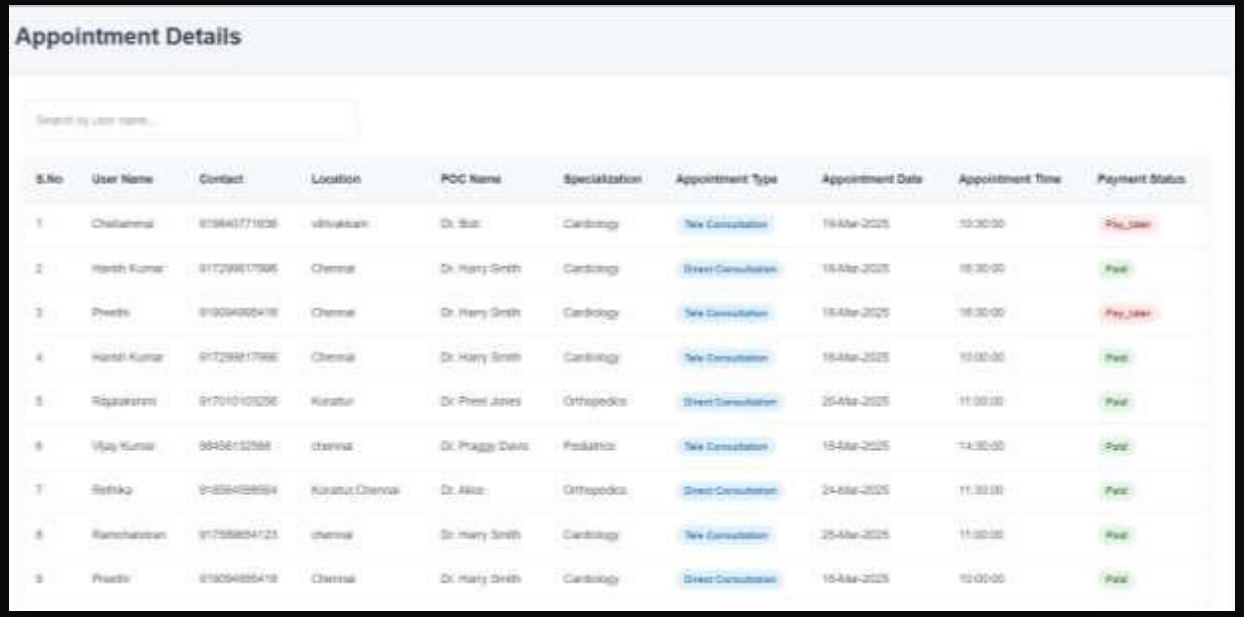
✔ **User Management** – Access client-specific user data.

✔ **Secure Logout** – Controlled access & session management.

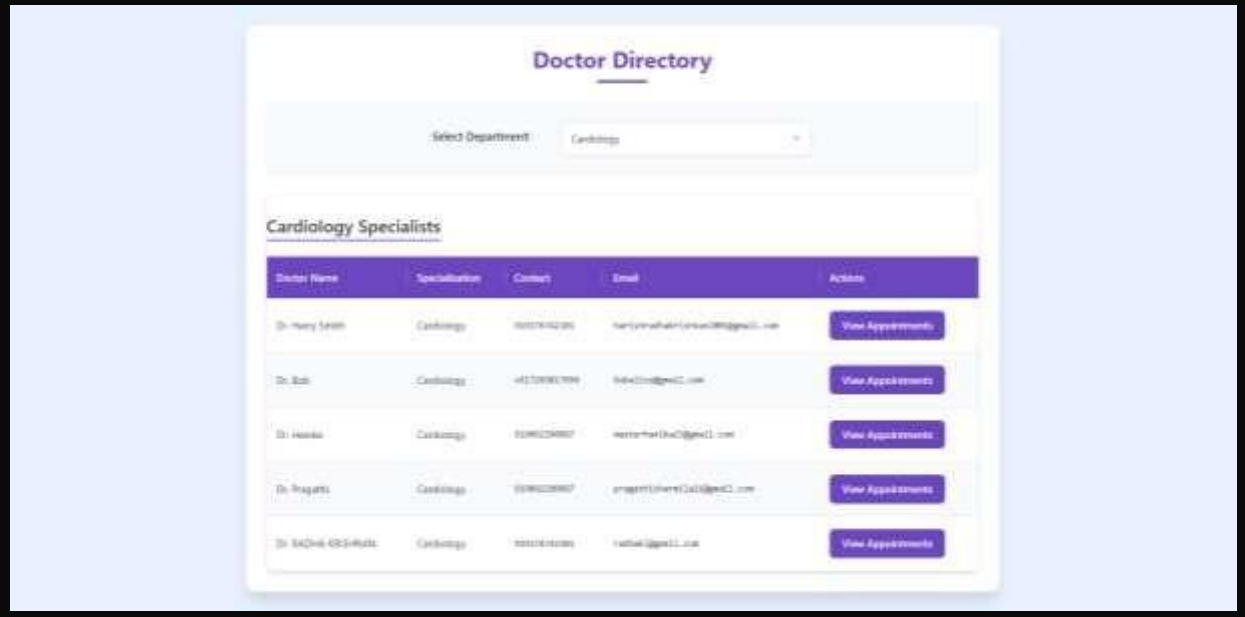
Admin Dashboard



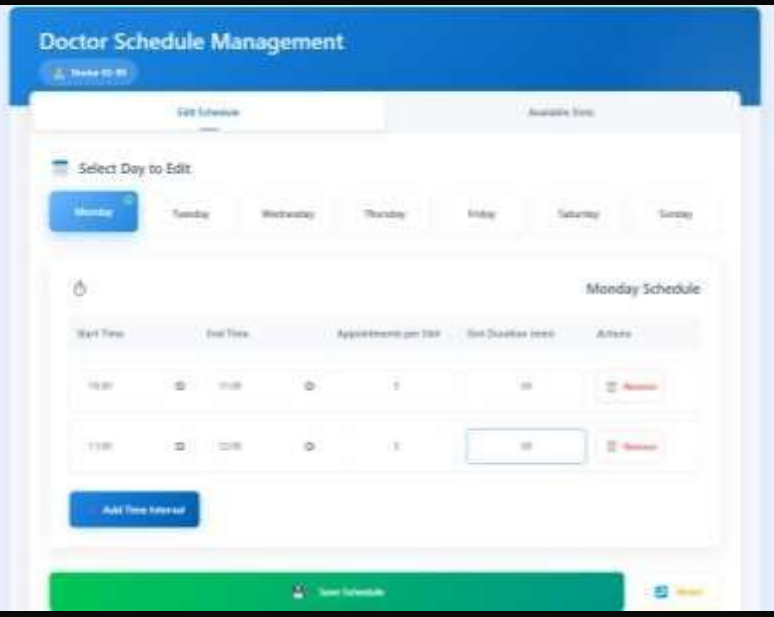
Todays Appointment Details



Department-wise POC List



POC Schedule Management



POC Dashboard: Key Features

✔ Secure Access – Email verification, role-based login & password reset.

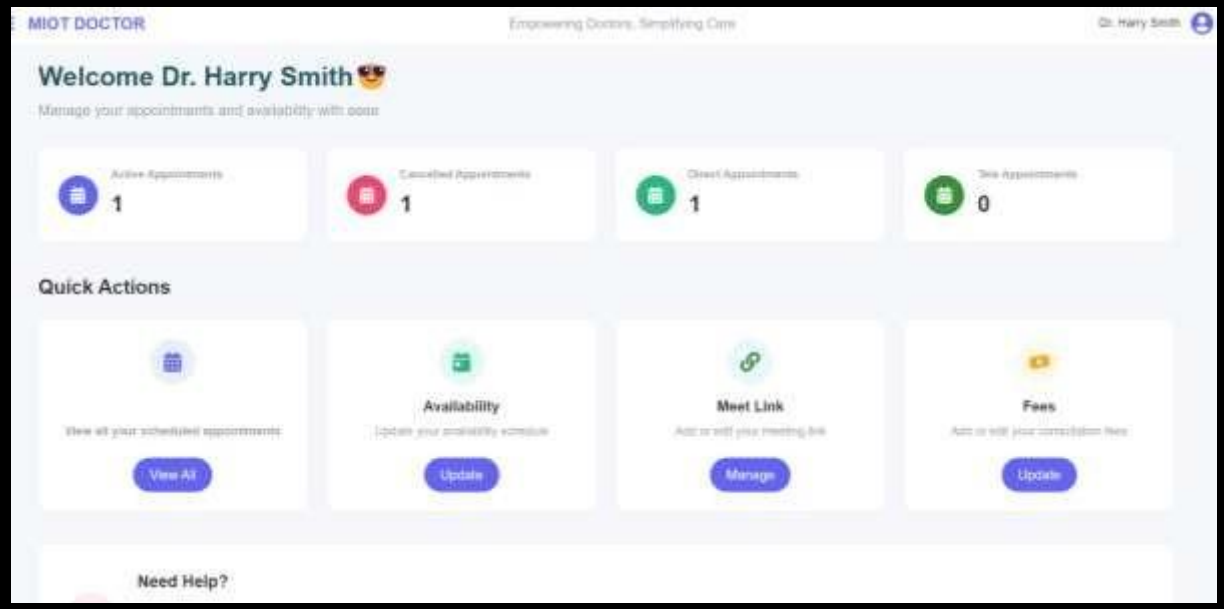
✔ Appointment Tracking – View upcoming appointments by date, type & status.

✔ Schedule Management – Update availability & block time slots.

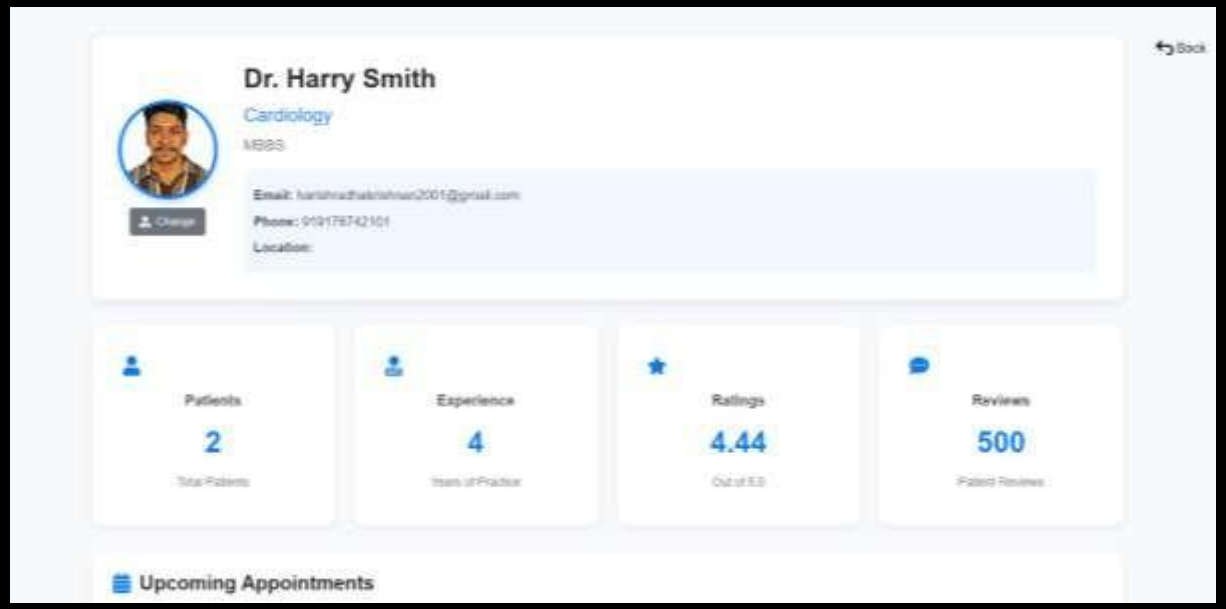
✔ Consultation Control – Manage meet links & fees.

✔ Dashboard Insights – Track total, canceled & teleconsultation appointments.

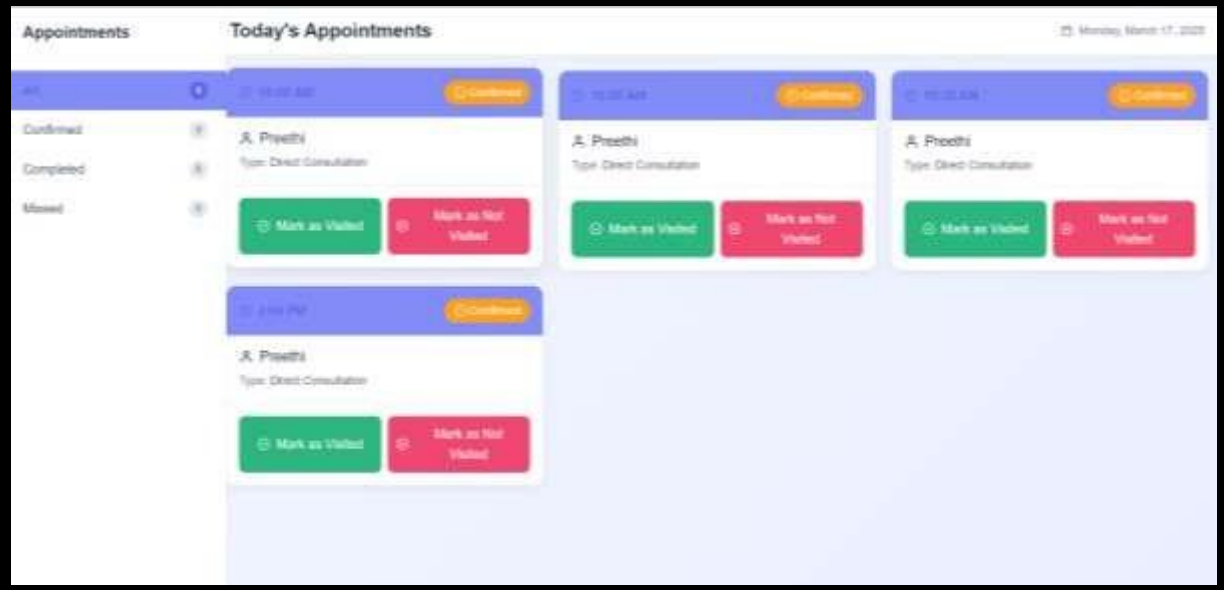
POC Dashboard



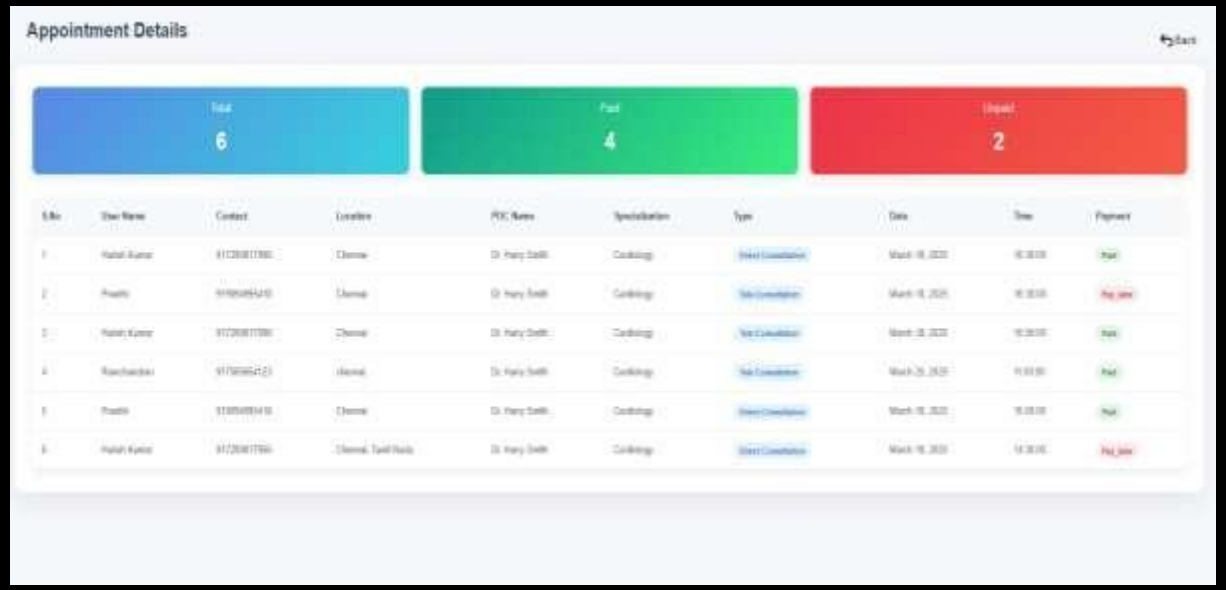
POC Profile



Today's Appointment List



Upcoming Appointments



Conclusion

✔ **Streamlined Appointment Management** – Real-time scheduling, seamless booking, and automated notifications and automated follow-up

✔ **Enhanced Efficiency** – Improves workflow for users and healthcare professionals.

✔ **Comprehensive Control** – Admin & POC dashboards ensure visibility, smooth operations, and better decision- making.

✔ Free for Patients for booking and Near Zero Charges for Hospitals with tons of features

THANK YOU!