



ChatOPD

- ❖ **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

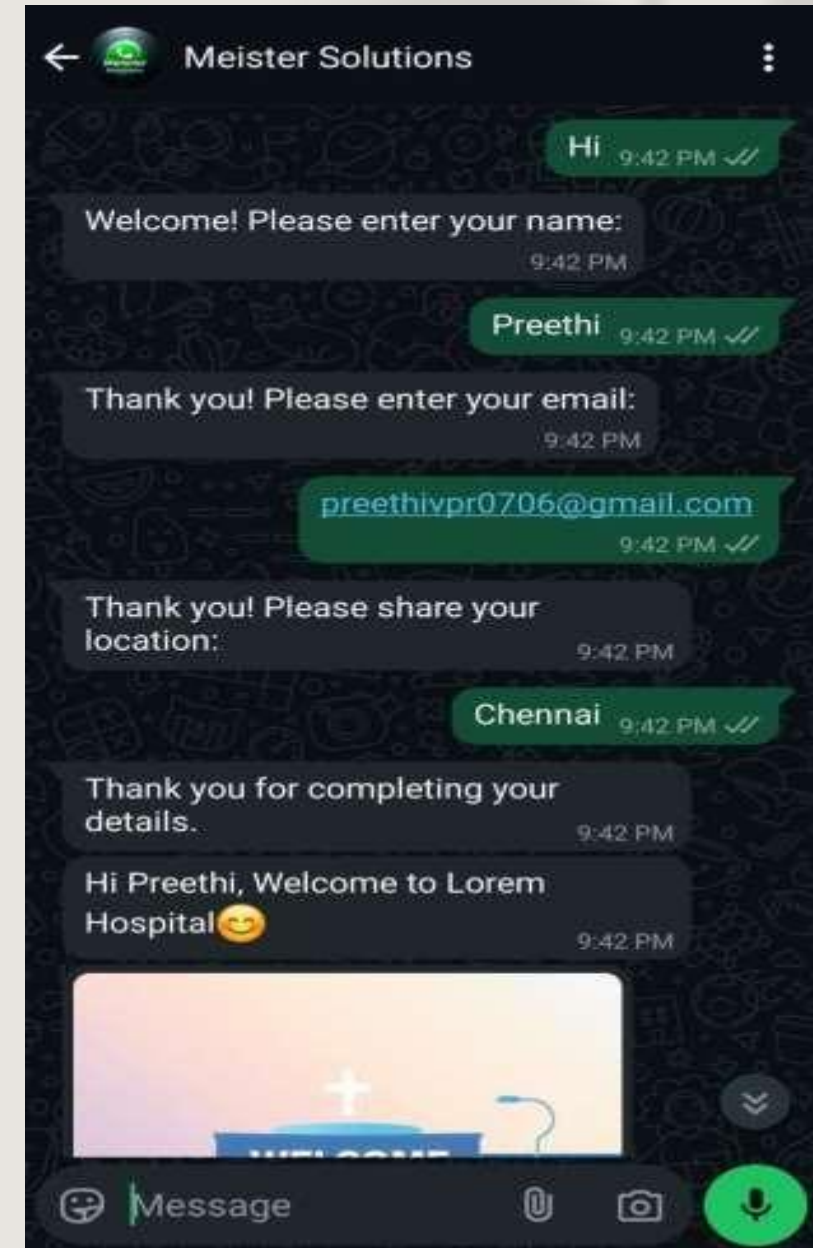
Dynamic &
Interactive Menu

Emergency
Handling with
Real Time
Tracking

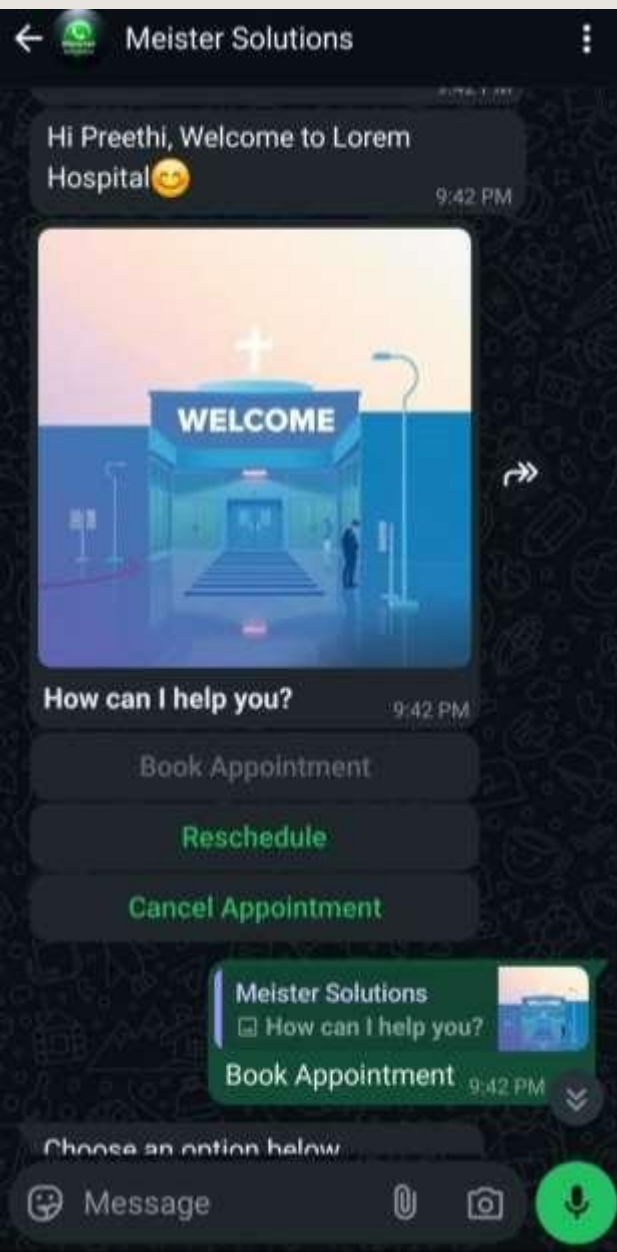
Scalability &
Customization

1. Book Appointment

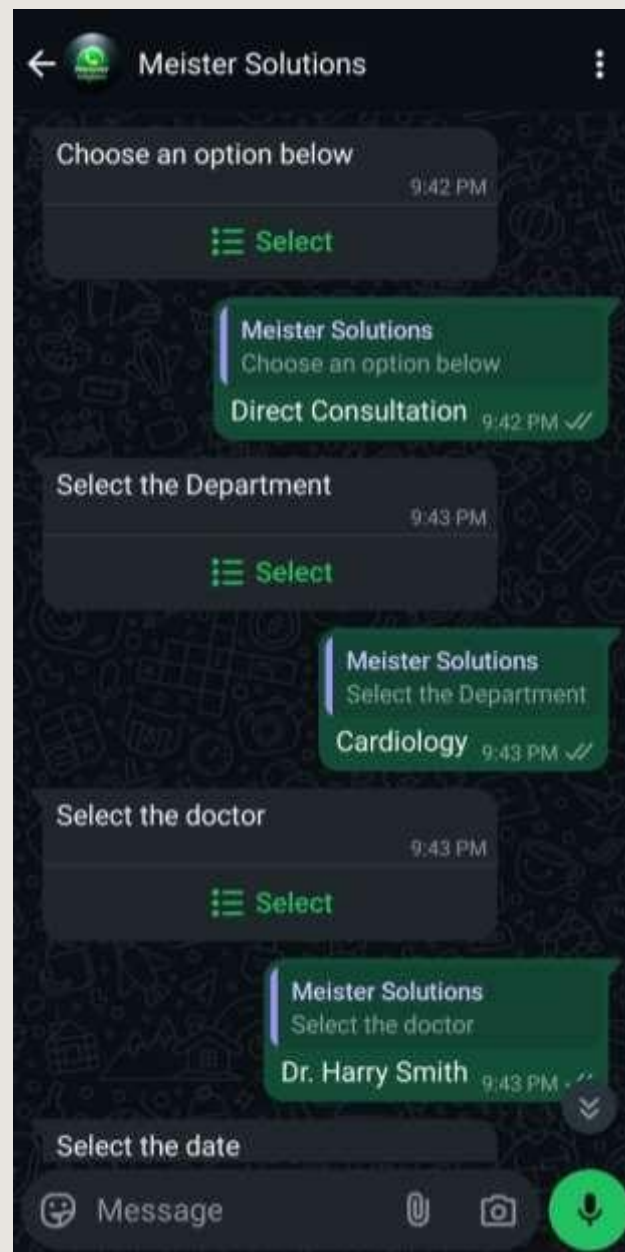
- ✓ **Step 1: Initiate Booking by Just typing Hi**
- ✓ **Step 2: Choose Appointment Type**
- ✓ **Step 3: Appointment Process**
 - **Emergency Appointments** – User provides location for priority handling.
 - ✓ **Teleconsultation** – User selects **Department** → **Doctor** → **Date & Time**, completes **mandatory payment** via Razorpay.
 - ✓ **Direct Consultation** – Follows the same process, with **optional** payment (online or hospital counter).



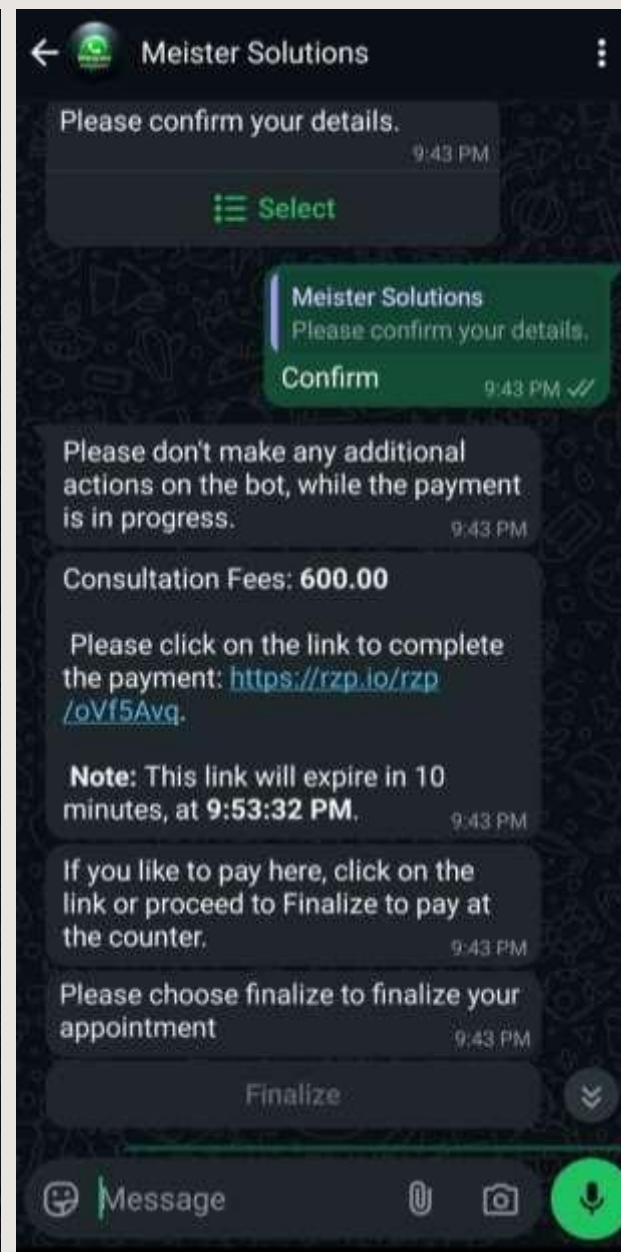
1. Initiate Registration



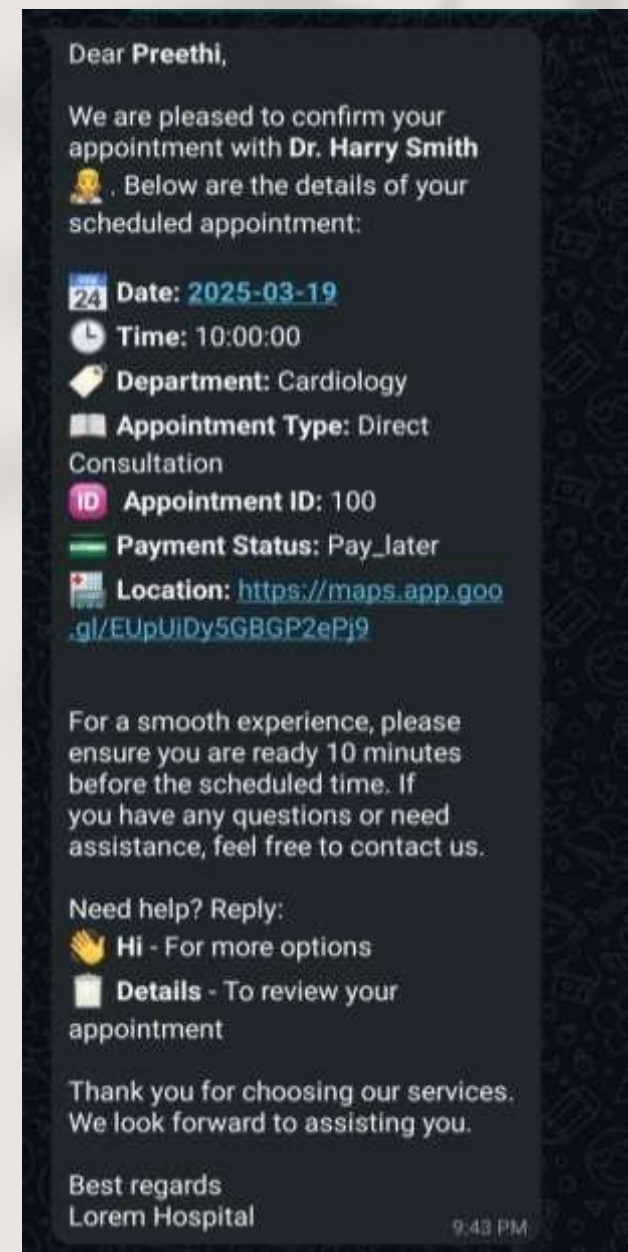
2. Main Menu Display



3. User Selection



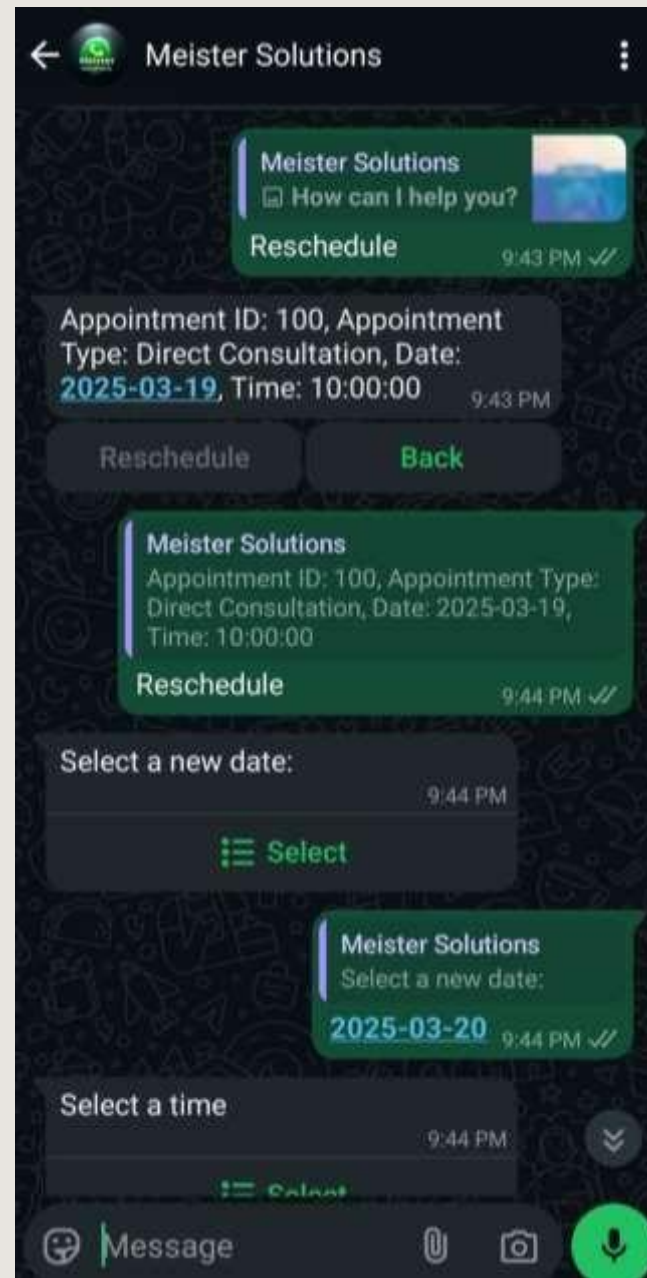
4. Payment Option



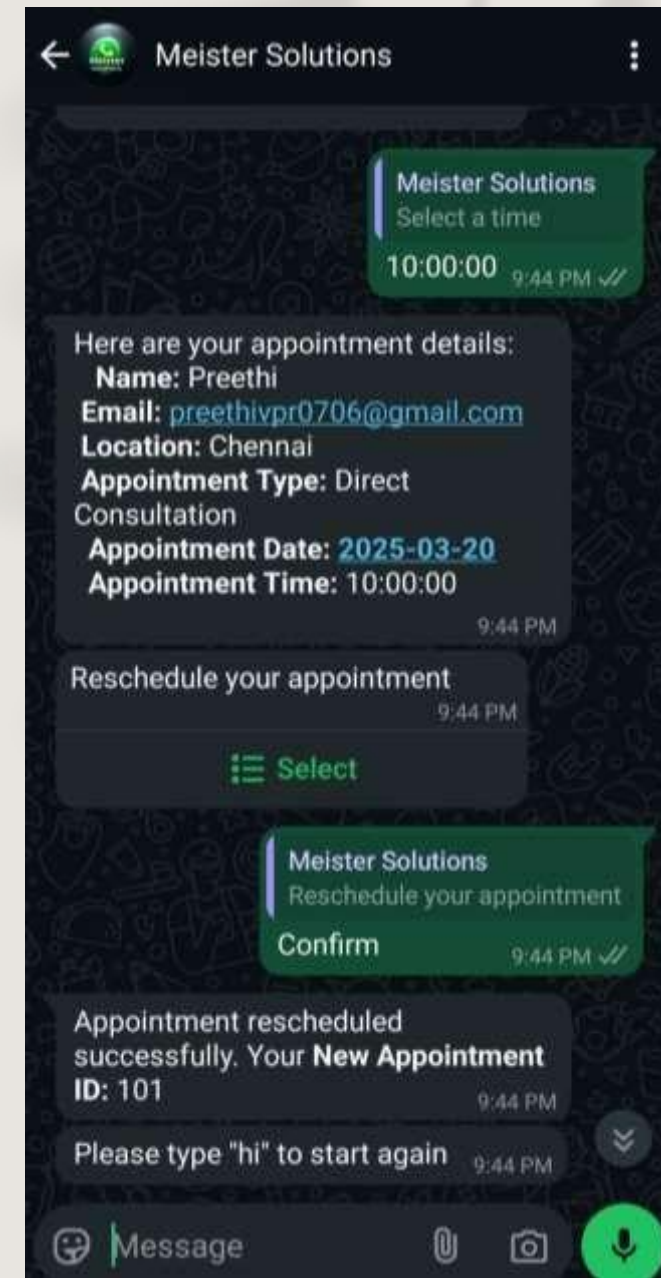
5. Appt Confirm

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.



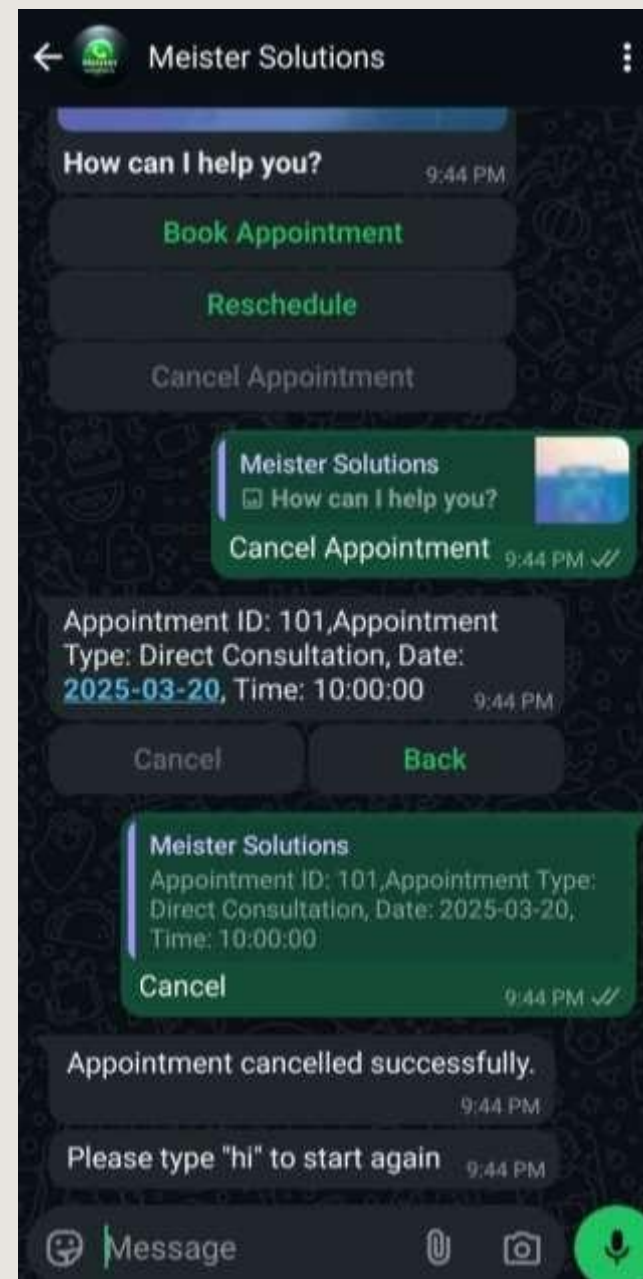
1. Select New Slot



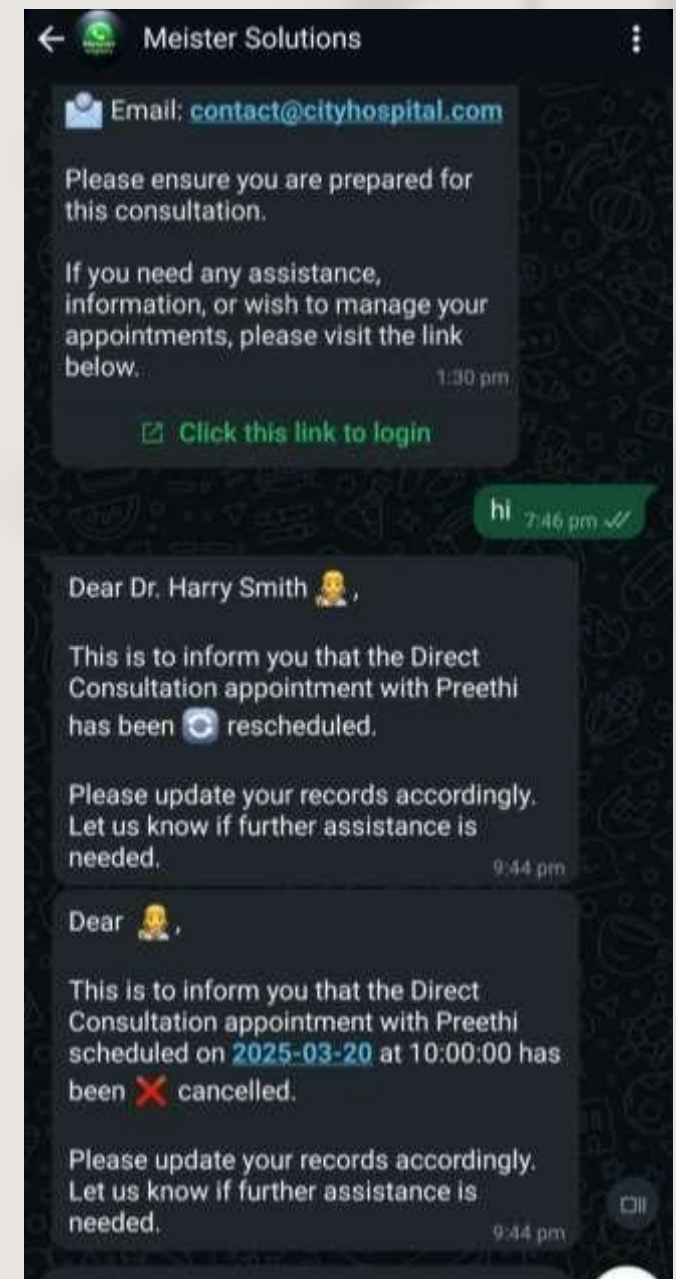
2. Appt Rescheduled

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.

Welcome Back

Admin Doctor

Select Client

Choose a client

Email Address

your.email@example.com

Password

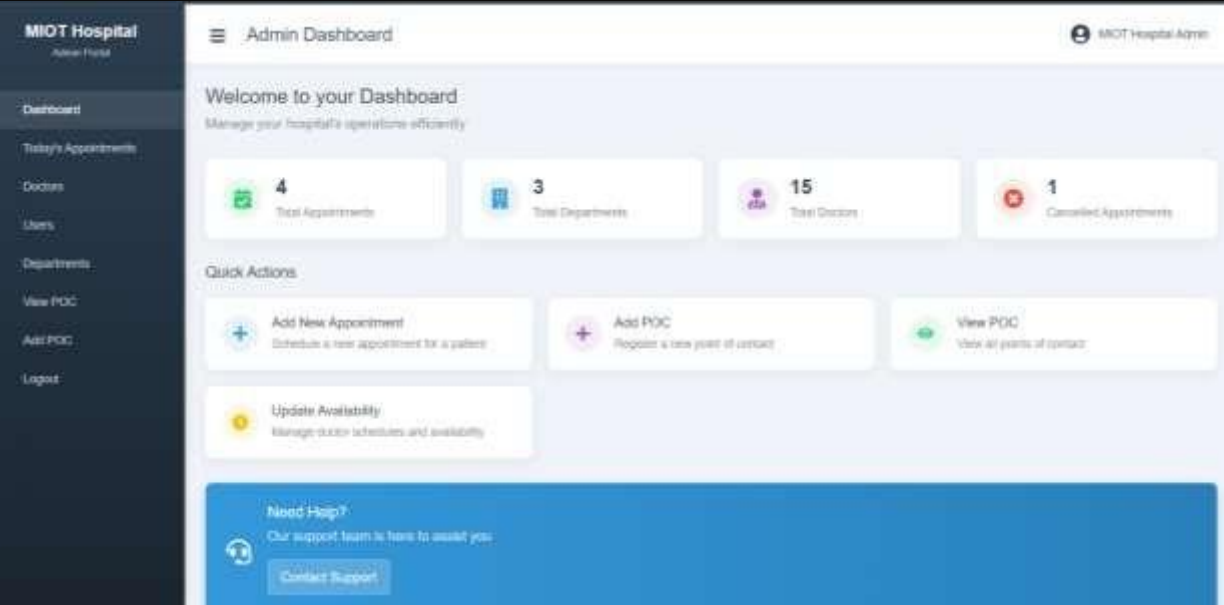
Sign In

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

Appointment Details

Search by user name...

S.No	User Name	Contact	Location	POC Name	Specialization	Appointment Type	Appointment Date	Appointment Time	Payment Status
1	Chellammal	919840771636	villupakkam	Dr. Bob	Cardiology	New Consultation	18-Mar-2025	10:30:00	Paid User
2	Harish Kumar	91729817996	Chennai	Dr. Harry Smith	Cardiology	Direct Consultation	18-Mar-2025	10:30:00	Paid
3	Poochi	919394905418	Chennai	Dr. Harry Smith	Cardiology	New Consultation	18-Mar-2025	10:30:00	Paid User
4	Harish Kumar	91729817996	Chennai	Dr. Harry Smith	Cardiology	Tele Consultation	18-Mar-2025	10:00:00	Paid
5	Rigupatham	917010102296	Kurattur	Dr. Preet Jassi	Orthopedics	Direct Consultation	25-Mar-2025	11:00:00	Paid
6	Vijay Kumar	98456122588	Chennai	Dr. Praggi Davis	Pediatrics	New Consultation	18-Mar-2025	14:30:00	Paid
7	Refikaj	91854028894	Kurattur, Chennai	Dr. Alice	Orthopedics	Direct Consultation	24-Mar-2025	11:30:00	Paid
8	Ramcharan	91758854123	Chennai	Dr. Harry Smith	Cardiology	New Consultation	25-Mar-2025	11:00:00	Paid
9	Poochi	919394905418	Chennai	Dr. Harry Smith	Cardiology	Direct Consultation	18-Mar-2025	10:00:00	Paid

Department-wise POC List

Doctor Directory

Select Department:

Cardiology Specialists

Doctor Name	Specialization	Contact	Email	Actions
Dr. Harry Smith	Cardiology	90378102385	harrysmith@miothospital.com	View Appointments
Dr. Bob	Cardiology	91729817996	bob@miothospital.com	View Appointments
Dr. Poochi	Cardiology	919394905418	poochi@miothospital.com	View Appointments
Dr. Praggi	Cardiology	919840771636	praggi@miothospital.com	View Appointments
Dr. Alice	Cardiology	91758854123	alice@miothospital.com	View Appointments

POC Schedule Management

Doctor Schedule Management

Select Day to Edit:

Monday Schedule

Start Time	End Time	Appointments per Day	Slot Duration (min)	Actions
10:00	11:00	5	30	Reschedule
11:00	12:00	5	30	Reschedule

[Add New Interval](#)

[View Schedule](#)

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

MIOT DOCTOR

Empowering Doctors, Simplifying Care

Dr. Harry Smith

Welcome Dr. Harry Smith👋
Manage your appointments and availability with ease

Active Appointments1

Cancelled Appointments1

Direct Appointments1

Tele Appointments0

Quick Actions

📅

View all your scheduled appointments

View All

📅

Availability

Update your availability schedule

Update

🔗

Meet Link

Add or edit your meeting link

Manage

💰

Fees

Add or edit your consultation fees

Update

Need Help?

POC Profile

🔙 Back

Dr. Harry Smith

Cardiology

MBBS

Email: harishradhakrishnan2001@gmail.com

Phone: 919176742101

Location:

👤

Change

👤

Patients

2

Total Patients

👤

Experience

4

Years of Practice

★

Rating

4.44

Out of 5.0

💬

Reviews

500

Patient Reviews

📅 Upcoming Appointments

Today's Appointment List

Appointments

Today's Appointments

Monday, March 17, 2023

📅

🕒 10:00 AM

👤 Dr. Proethi

Type: Direct Consultation

🟢 Mark as Visited

🔴 Mark as Not Visited

📅

🕒 10:00 AM

👤 Dr. Proethi

Type: Direct Consultation

🟢 Mark as Visited

🔴 Mark as Not Visited

📅

🕒 10:00 AM

👤 Dr. Proethi

Type: Direct Consultation

🟢 Mark as Visited

🔴 Mark as Not Visited

📅

🕒 1:00 PM

👤 Dr. Proethi

Type: Direct Consultation

🟢 Mark as Visited

🔴 Mark as Not Visited

Upcoming Appointments

Appointment Details

🔙 Back

Total6

Paid4

Upaid2

S.No	Patient Name	Contact	Location	POC Name	Specialization	Type	Date	Time	Payment
1	Harish Kumar	9120817790	Chennai	Dr. Harry Smith	Cardiology	Direct Consultation	March 18, 2023	10:00 AM	Paid
2	Proethi	9190854210	Chennai	Dr. Harry Smith	Cardiology	Tele Consultation	March 18, 2023	10:00 AM	Not paid
3	Harish Kumar	9120817790	Chennai	Dr. Harry Smith	Cardiology	Tele Consultation	March 18, 2023	10:00 AM	Not
4	Santhosh Kumar	9179084210	Chennai	Dr. Harry Smith	Cardiology	Tele Consultation	March 18, 2023	10:00 AM	Not
5	Proethi	9190854210	Chennai	Dr. Harry Smith	Cardiology	Direct Consultation	March 18, 2023	10:00 AM	Not
6	Harish Kumar	9120817790	Chennai, Tamil Nadu	Dr. Harry Smith	Cardiology	Direct Consultation	March 18, 2023	10:00 AM	Not paid

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!

