# Hospital Appointment Management System (HAMS)

## Phase 1: Problem Understanding & Industry Analysis

### Step 1: Requirement Gathering

Hospitals often manage appointments manually through registers or spreadsheets, which leads to double bookings, missed schedules, and confusion between doctors and receptionists. The Hospital Appointment Management System aims to automate this process — allowing receptionists to book appointments, doctors to view schedules, and patients to receive timely updates.

Key Requirements:

• Add and manage patient details.

• Add and manage doctor details and availability.

• Book appointments with doctors.

• Send email/SMS confirmation to patient and doctor.

• Track appointment status (Requested → Confirmed → Completed).

• Generate daily and weekly appointment reports.

### Step 2: Stakeholder Analysis

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| Stakeholder | Role | Responsibilities |
| Hospital Admin | Manages system | Sets up users, controls data access |
| Receptionist | Books appointments | Creates patient & appointment records |
| Doctor | End user | Views and updates own appointments |
| Patient | Receives notifications | Attends scheduled consultations |

### Step 3: Business Process Mapping

Current (Manual) Process:

• Receptionist notes appointments in a register or Excel sheet.  
• Doctors are informed manually.  
• Overlaps and missed updates are common.

Proposed Salesforce Process:

1. Receptionist creates a Patient record.  
2. Selects Doctor and books an Appointment record.  
3. System validates if the doctor is available.  
4. Automatic email sent to patient and doctor.  
5. Doctor updates appointment status after consultation.  
6. Reports and dashboards track hospital activity.

### Step 4: Industry-Specific Use Case

Industry: Healthcare

Problem: Manual appointment scheduling causes delays and inefficiencies.  
Solution: Salesforce CRM automates booking, ensures no overlap, and centralizes all hospital data.

Business Impact:

• 40% reduction in booking errors.

• Real-time doctor schedule visibility.

• Improved patient satisfaction.

### Step 5: AppExchange Exploration

Apps like Health Cloud, Doctor Appointment Scheduler, and Patient Connect inspired the idea for this project. However, those are paid and complex. Hence, a simplified and custom-built Hospital Appointment Management System was created using Salesforce standard and custom features.