AN ONLINE BOOKING SYSTEM BY

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Executive summary

What is an online booking system?

An online booking system is a software that you can use for reservation management. They allow tour and activity operators to accept bookings online and better manage their phone and in person bookings. But they also do so much more than that.

Benefits/Advantages of an online booking system

1. You increase your bookings – always open for business, you can accept bookings 24/7 so your customers/clients don't have to wait until the next day.

2. You save time – booking systems help you do more, with less. Once you have your business set up on the platform, you won't have to call your patients for reminders, send follow up emails.

3. You will increase the efficiency of your operations - customers/clients today expect instant gratification and a booking system can help you provide it. You will decrease line ups, have the ability to modify inventory with a few clicks, and never have to say "one moment" to a client waiting for you to get off the phone again.

4. You get smarter insights into your business – a booking system keeps track of each reservation and the details tied to it. This means that you can use reports to get a better understanding of who your typical customer/client is, and have real-time insights into your cash flow. You have all the tools and information you need to grow your business.

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Identifying the Problem

Backlog of patients being attended to which is caused by:
1. Double booking

2. Too many patients a day
3. Receptionist works a full day - over and above taking telephonic and on hand

Aim

The aim of the online patient booking system is to provide patients full access to manage their hospital/clinic appointments which facilitates with an online service for appointment reservation, updating and cancelling management minimizing customer inconvenience and assuring a better healthcare.

Objectives

- To develop a system that allows users to have control over their appointment making service.
- To have the ability not to double book.
- To have the ability to cancel appointments.
- To have the ability to reschedule appointments.
- To facilitate the patients with real time healthcare scheduling.
- To manage staff resources needed for managing appointments.
- To maximize operation hours.
- To make the use of online platform for less patient inconvenience and high productivity among staff.
- To optimize time saving and monetary saving as both staff time and services translate into expenses and revenue.

Target Audience

The target users range from the population having internet access and are familiar with various online services.

- General users who seek online service to avoid the chaos of traditional appointments booking system.
- Surgeons/Physicians working with large scale medical organizations who attend a large number of patients every day.
- Surgeons/Physicians running independent small scale clinic in suburban areas.
- Large scale healthcare institutions who are looking for simple cost-effective appointment scheduling.

Tangible Benefits

Online booking system has it's tangible benefits to both users who would book appointments and the hospital management including doctors and staff.

- Flexibility - Online booking system features advanced functionalities that are automated and improve the appointment reservation process and provide patients a simple healthcare flow.
- Security - Maintains patient confidentiality and provide information protection.
- Connectivity - Keep clinics better connected with their patients. By staying connected with their patients, institutions get a better view of their management process.
- Monetary savings - Online booking system benefits large-scale medical centers monetary savings. It lifts the burden of assigning staff members to manage booking appointments and reduce employee pay in the form of overtime or hiring new staff.
- Accessibility - Online booking software is accessible for all types of users. All that's required is an Internet connection and users can access a vast range of facilities.

Ideate

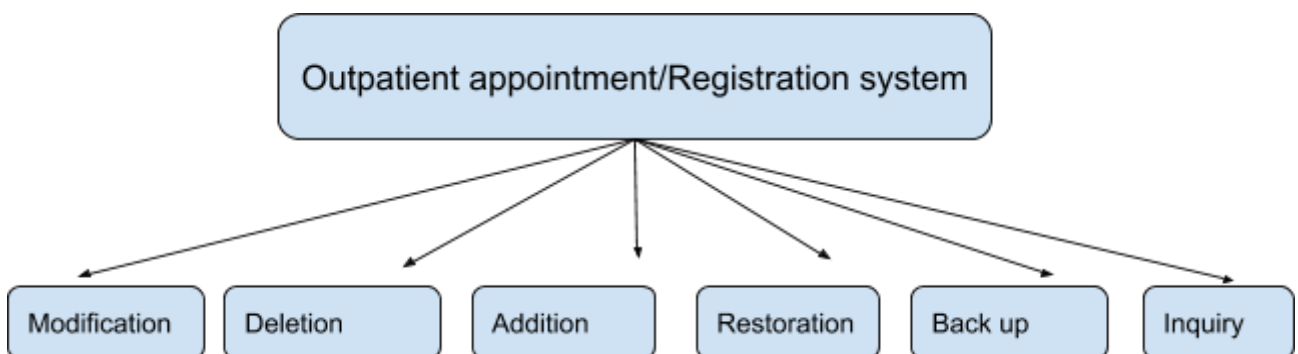|		
Login	Admin user login	1. Admin
Updating the system	Admin user function	
Login, register	Patient user login	2. Patient
Department list		
Available slots	Patient user function	
Book appointment		
Make deposit		
Update or cancel		
Login	Doctor user login	3. Doctor
Update doctor specification		
View patient detail	Doctor user function	
View appointment record		
Login	Nurse, stuff user login	4. Staff
View and update patient details		
View and update appointment rec	Management staff user functions	

Nature of Challenges

- Need to master web-developing concepts and user browsing experience.
- Different screen-solutions for different types of devices are to be understood.
- Selection of programming language.
- While developing the web application, security of the website would definitely be considered since I would like to add online payment transaction as an extra feature.
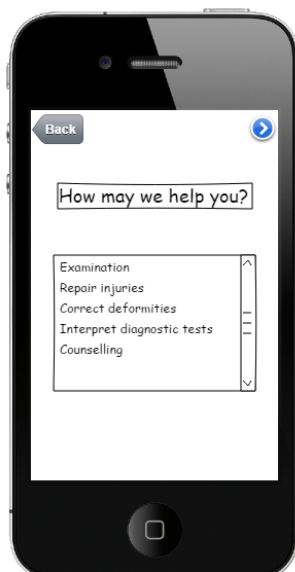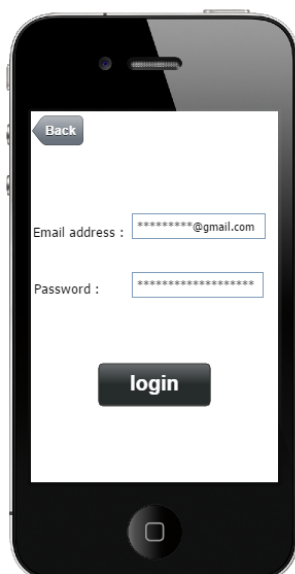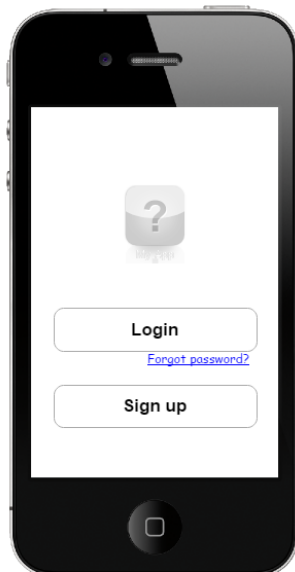- Encryption of patient information are to be taken under consideration.
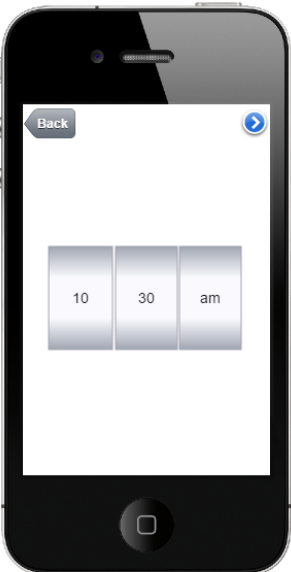
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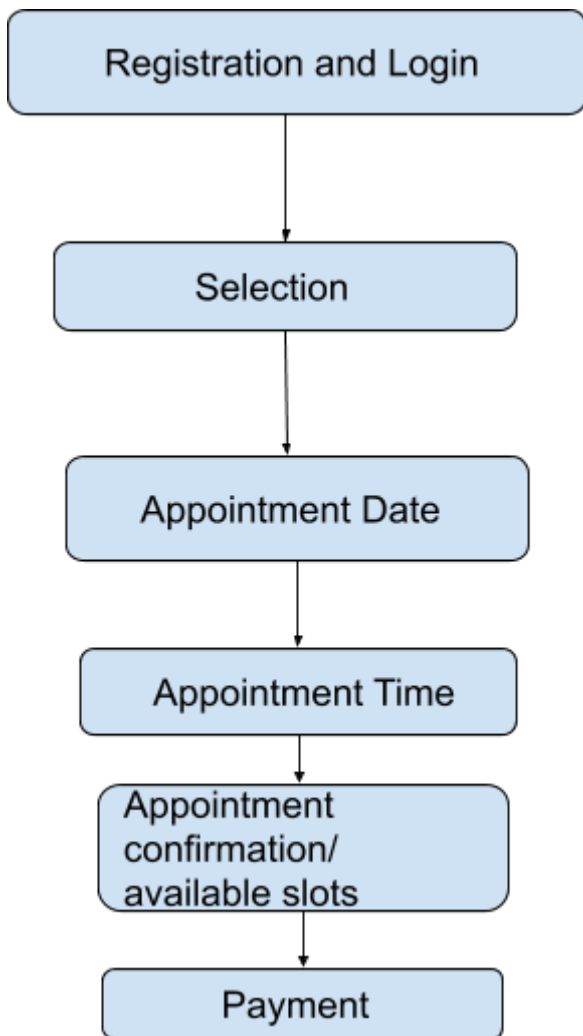
System flow chart for online appointment registration

System flow chart for online appointment registration

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Sign up

Back

Email address : *********@gmail.com

Password : *******************

login

Back

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Get set, ready? Go!

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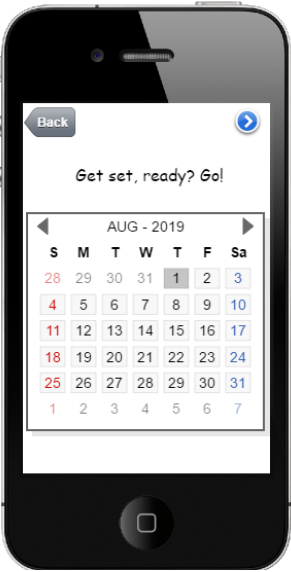
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