

## **ABSTRACT**

- In the healthcare sector, manual appointment scheduling processes often result in inefficiencies and conflicts, leading to dissatisfaction among patients and healthcare providers.
- Additionally, poor visibility into resource availability contributes to the underutilization of resources. Patients frequently struggle to manage appointments, resulting in missed appointments and frustration.
- Communication breakdowns further exacerbate these issues, leading to confusion and more missed appointments. Furthermore, the absence of analytics makes it difficult for healthcare providers to identify and address process inefficiencies.
- To address these challenges, there is a pressing need for a comprehensive Healthcare Appointment Scheduling and Management System that streamlines scheduling processes enhances resource utilization, improves patient engagement, facilitates effective communication, and provides robust analytics for process improvement.

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