Improve doctor visit experience.

Firstly listing the reasons why the doctor visit experience need to improved.

➢ The most common problems facing by the customers in the process of doctor visit are:
1. Most of the users may don't know which doctor to consult for a particular disease or   symptoms.
2. After knowing which type of doctor do consult, they start searching whether such type of doctors are available in their locality or not. And if available many of the users many not know who would be the better option to consult.
3. When people tried to call the hospital or clinic management to book an appointment of the doctor, most of the call get rejected or busy. Even if the call was connected no grantee that they get the appointment booked through calling.
4. One of the major problems is the customers get frustrated waiting for long time at the hospital for the appointment of doctor. They get even frustrated by hearing doctor is not available now due to some reason, so you need to wait for some extra time.
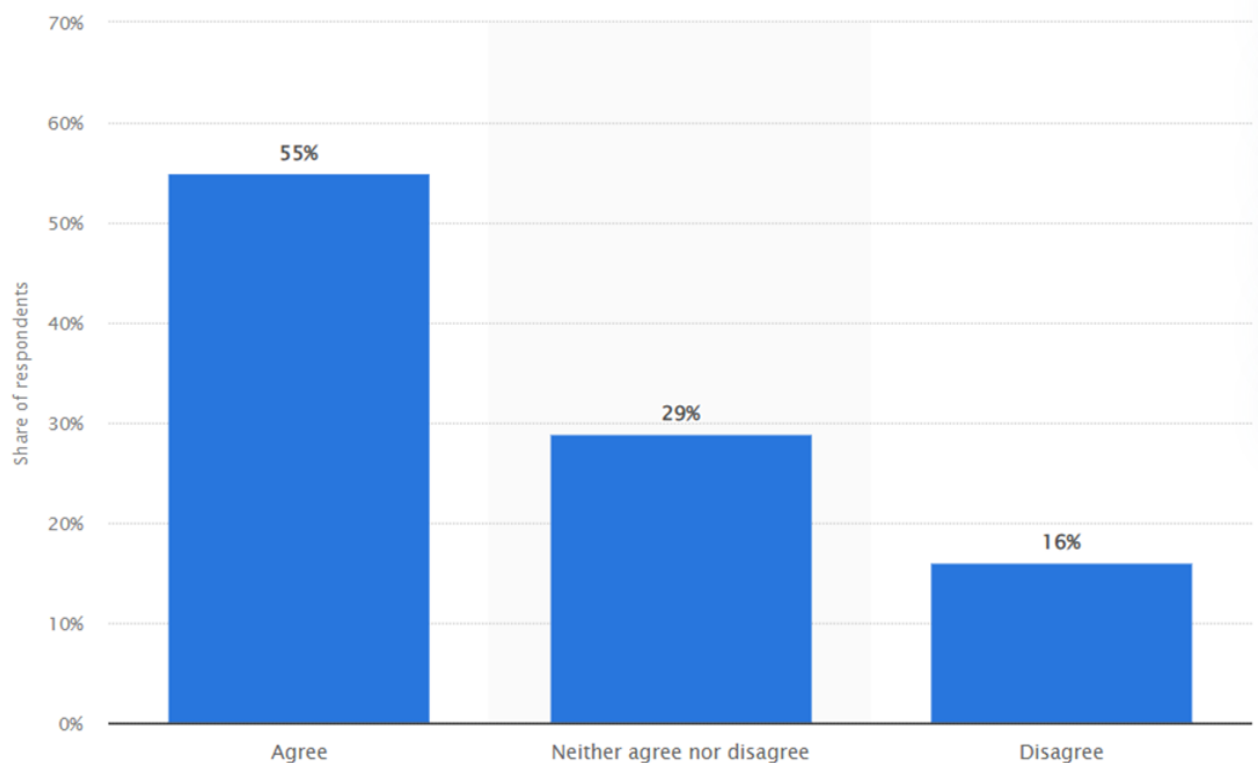
This statistic shows the results of a survey asking Indians about their perception of waiting times for arranging a doctor's appointment, conducted by Ipsos as of May 2018. According to this survey, about **55 percent** of respondents reported to agree with the statement that waiting times to get an appointment with doctors are too long in India.

Source:

https://www.statista.com/statistics/916701/india-opinion-on-healthcare-system-regarding-waiting-times/

➢ To solve such customer issues for better search of doctors, there can be an app (lets say Start-H) with following features:

1. The first thing users needs to do when they want to search a doctor is enter the disease or purpose as many might not know the disease names correctly , the app should also allow users enter disease names in their local languages also. And can search the disease by entering the symptoms also.

2. After entering the disease name or symptoms they will be getting the results of doctors and hospitals arranged with the best rated doctors(and Hospital facilities) first. Users can also use the filter to get results of best in the nearest locality. If users are not aware of what happened or what type of disease they need treatment of, then Start-H will show results of best rated multi-speciality hospitals.

3. Users can also get the best doctors and hospitals in their budget by using filters.

4. We would get the list of best doctors taking into account their rating in many different platforms, doctor's profile and by enquiring in the locality.

➢ For improving the doctor visit experience, we need to collaborate with doctors or hospitals to use H-Start for entering patients details for appointment.
1. Users will be provided with contact.no of hospitals so that users can contact the hospital to enter their details in the appointment register and the receptionist will call the user before 10-20 mins accordingly to come to the hospital for the appointment.

2. If we want make the visit experience even better then we must also design an app and website for the hospital for the appointment entry list(H-Start). The one who is entering the details in the register or on other source, now will be able to enter the details in our app or website, this will have advantages like
   i. The users can check the doctor's availability status i.e at what are the timings those particular type of doctors are available. (which will be updated by the hospital management).
   ii. M1: The details of the user who books the appointment of doctor through Start-H can be added by the user itself which shows them an estimated time-range when they get the appointment with the doctor, and if that time-range is ok for the customer, after conforming the details user needs to pay the appointment fee online (based on the hospital management they can allow Start-H users book the appointment by paying certain percent of the appointment fee and can pay rest when they come to hospital to meet the doctor). This feature help the user to minimize the calls to the hospital because many time the landlines are found busy and many hospitals will provide the contact numbers of the reception where only information of doctor's availability are given but not entering the customers details for appointment. If the user can cancel their booking and can get the full-refund at any time after the successful booking and if the user fails to go to hospital for appointment in the given time then they get full-refund after 24hours in case user forgot to claim their refund by clicking cancel booking.
   iii. M2: for the users who want to pay directly i.e in offline mode,t he users can also call the hospital management to enter the details for appointment and pay the fee when they visit the doctor for appointment only if the hospital management agrees.

iv.   M3: If the user wants to make offline payment only or don't have trust on our app, and if the management is not agreeing to enter the details(i.e book an appointment by phone, those users can visit the hospital by checking the status of availability of doctor and follow the conventional method of getting the appointment of doctor.

v.   The user details once entered in the H-Start by the hospital member can be see by the user in Start-H app(Any user of type M1, M2, M3 and also the details of the patients who haven't used Start-H for searching or booking appointment of doctor).

vi.   The users of Start-H get notified when to come to the hospital(i.e at what time will their serial number comes).

vii.   The user can see the status of only the 10 serial numbers before(those 10 need not be the users who have booked their appointment through Start-H) serial numbers whether they have completed their appointment or not.

viii.   The one who is monitoring the app and patients list will update the status of the patients in the appointment list time to time just by clicking appointment completed option on the patients details who have completed their visit to doctor.

3. Based on the average time taken by each patient's check and serial number, the app will notify the user with approximate time at which they would get the appointment and also based on the status of the previous serial numbers the app will notify them before 10 or 20 or 30 mins(based on the users choice how many minutes before he wanted to be notified).

➤ Extra measures taken by Start-H to make sure our Start-H is not misused by the one who is monitoring, updating, entering the details
- The details entered in H-Start app by the hospital member cannot be erased once entered.
- If anyone who's name is entered in the H-Start app fails to use their appointment by that hospital's valid time, then such details can be struck-off in the H-Start (automatically if the hospital management sets validity time or manually by their member) but cannot be erased.