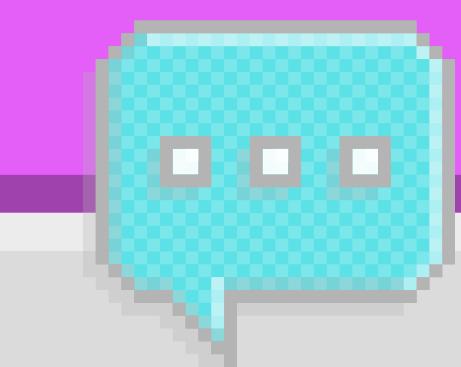


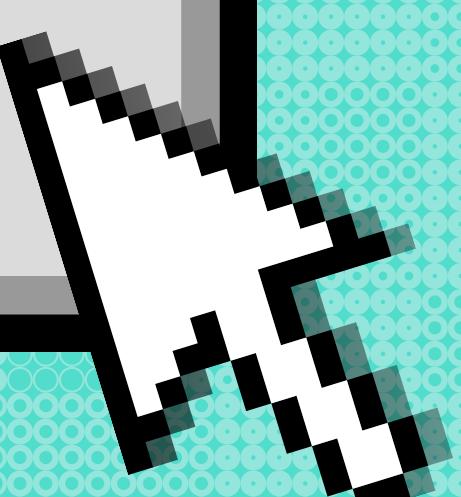
Group 6



# MEDICAL APPOINTMENT WEB SYSTEM



AWD



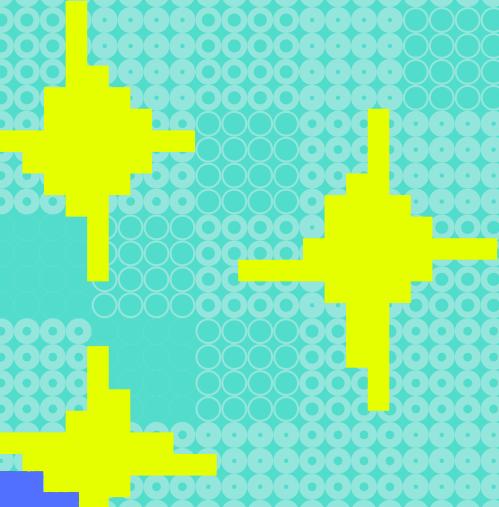


# Clinic

Dr. Samantha Villagómez  
Pediatrician

Owner of the clinic:  
San Miguel

Studied at Uniandes University (Medicine degree) and she's currently making her residency in pediatrics at a hospital in Buenos Aires, Argentina





# Problem

The clinic currently relies on phone calls and manual records.

This causes:

- Overlapping or missed appointments
- Service delays
- Low patient satisfaction
- Operational inefficiency

# Proposed Solution

## Integrated Web-Based Appointment System

- Patients:
  - Book, modify, and view appointments
  - Receive automatic reminders
- Doctors:
  - Manage schedules and access patient records
- Administrators:
  - Monitor performance, balance workloads, and generate reports



# System Functionality

Main entities:

- Doctor - schedule, specialty
- Patient - one or multiple appointments
- Consulting Room - one appointment at a time
- Appointment - status: Scheduled, Confirmed, In Progress, etc.

Automatic calculation of available time slots

# Integration & Business Logic

- Dynamic billing based on:
  - Time of the appointment
  - Medical Department
  - Insurance plan
- Audit log records all user actions and timestamps

## QUALITY ASSESSMENT (METRICS)

### Total Consultations (TC):

- total number of appointments completed by a doctor or specialty.

### Average Consultation Time (ACT):

- average duration of a consultation.

### Attendance Rate (AR):

- ratio of completed appointments to scheduled appointments.

### Cancellation Ratio (CR) and Patient Satisfaction Index (PSI):

- percentage of appointments cancelled or rescheduled by patients or staff.
- rating derived from patient feedback surveys after each visit.

THANK YOU

