**Problem Statement (Draft 2)**

**Link :** [Problem Statement (Draft 2) · Tejaswireddyallam/GDPFall2024-Group2 Wiki](https://github.com/Tejaswireddyallam/GDPFall2024-Group2/wiki/Problem-Statement-(Draft-2))

The current healthcare system for patients to consult with doctors(video consultations), manage prescriptions, registrations and profile management, and access medical records is inefficient and often fragmented. Many patients are required to visit healthcare facilities in person for consultations, leading to long wait times and the inconvenience of travel, which can be particularly burdensome for individuals with mobility issues or those living in remote areas.

**Challenges with Appointment and Medical Record Management**

On top of that, patients often have a hard time using different systems for booking appointments, getting reminders, and managing their medical records. Without a single, easy-to-use platform, they have to juggle between various providers and systems, which can lead to missed appointments or incomplete records. Patients also face problems in storing medical records and uploading/downloading their reports.

**Prescription Management Issues and Pharmacies**

Managing prescriptions is another area with many issues. Patients often face delays or problems getting their prescriptions due to miscommunication between doctors and pharmacies or trouble handling refills. The current systems also don't always provide real-time updates, so patients may need to follow up with providers or pharmacies several times. Patients also face to locate certified pharmacies.

**Security and Privacy Concerns**

There are also big concerns about security and privacy, especially when it comes to medical records and consultations. Many platforms don't fully follow strict rules, which can put sensitive patient information at risk.

**Lack of a Unified and Efficient System**

The current telemedicine and healthcare management systems lack a unified, secure, and efficient platform that ensures high availability for important consultations, smooth communication, and effective handling of patient data. This fragmented approach hinders timely care, lowers patient satisfaction, and reduces overall healthcare efficiency.

By identifying these inefficiencies, it is clear that the current healthcare and telemedicine practices are outdated, creating difficulties for patients in managing their medical needs in a secure, efficient, and streamlined manner. However, no solutions or improvements will be discussed in this statement to remain focused on the identification of current issues.