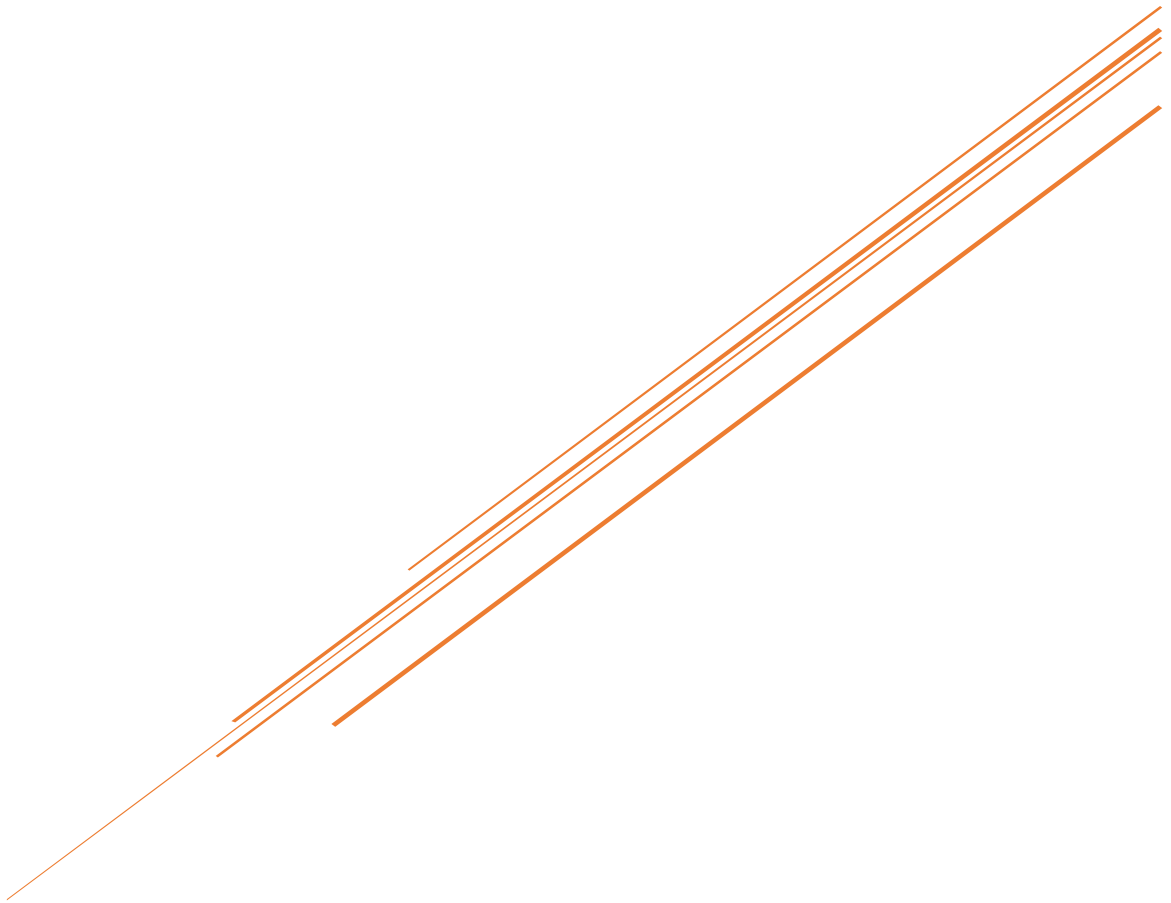


ONLINE APPOINTMENT FOR HEALTHCARE CLINIC

CASE STUDY



1. INTRODUCTION

Health First Clinic, faced significant challenges with its traditional appointment booking system. The clinic's reliance on phone calls and manual scheduling led to inefficiencies, increased administrative burden, and a negative impact on patient experience. To address these issues and improve overall operations, Health First Clinic decided to implement a new online appointment booking system.

2. PROBLEM STATEMENT

The existing appointment booking process at Health First Clinic was inefficient and caused several problems:

- 2.1. Long wait times for patients trying to book appointments.
- 2.2. Overburdened staff struggling with a high volume of phone calls and manual data entry.
- 2.3. Increased errors, including double bookings and missed appointments.
- 2.4. High rate of patient no-shows, leading to lost revenue and scheduling gaps.
- 2.5. Difficulty in gathering and analyzing data on booking patterns to optimize resource allocation.

These inefficiencies resulted in reduced staff productivity, increased operational costs, and decreased patient satisfaction.