Nepal’s healthcare heavily relies on a traditional phone-based appointment system. It is filled with inefficiencies. Patients have to call during office hours, often resulting in long waiting times or missed calls. This is very stressful to those who are sick and for their caretakers. Hospital staffs will be busy answering many phone calls and managing schedules, leaving little time for other tasks.

This is a huge burden for administration. This uncertainty in not knowing when doctors are available will lead to bad health care. Manual entry made due to these phone calls might also be error prone as coordination with doctors and other staff members might cause miscommunications. These inefficiencies strain our healthcare system and also negatively impact care for patients and also decreasing productivity of hospital staffs.

Putting in place an automated booking system could solve many of these issues. It would ensure an overall increase in quality of healthcare.