***Healthcare-Appointment-Scheduling-System***

Phase 1: Problem Understanding & Industry Analysis

1. **Project Overview:-**

The Healthcare Appointment Scheduling System is designed to simplify the process of booking and managing patient appointments using Salesforce. Currently, appointment booking in many hospitals and clinics relies heavily on manual processes, which leads to inefficiencies and patient dissatisfaction.

Purpose of the Project:  
To develop a centralized scheduling system on salesforce platform that allows patients to easily book, reschedule, and cancel appointments while giving healthcare providers real-time visibility into their schedules.

Business Goal:  
Automate and streamline the patient appointment process to improve operational efficiency, reduce wait times, and enhance overall patient satisfaction.

2**. problem statement:-**

The traditional appointment booking system in healthcare suffers from multiple issues:

* Manual scheduling creates errors such as double-booking and miscommunication.
* Patients have limited control and often rely on phone calls during office hours.
* Long wait times and missed appointments reduce both efficiency and patient trust.
* Healthcare staff spend significant time on repetitive tasks instead of patient care.

3. **Objectives:-**

This project aims to achieve the following objectives:

* Enable online scheduling and rescheduling of appointments.
* Provide automated reminders via email/SMS to reduce no-shows.
* Reduce the workload of reception staff by minimizing manual interventions.
* Offer a real-time view of doctor availability for patients and providers.
* Ensure secure handling of patient data through Salesforce role-based access.

4. **Stakeholder Analysis:-**

| **Stakeholder** | **Role / Needs** |
| --- | --- |
| **Patients(primary users)** | Need an easy way to book, reschedule, or cancel appointments anytime. |
| **Doctors/Providers** | Require a clear view of their daily/weekly schedule and timely notifications. |
| **Receptionists/Admin** | Manage appointments, resolve conflicts, and oversee cancellations/reschedules. |
| **Healthcare Management** | Monitor efficiency, track no-shows, and use dashboards for better decision-making. |

**5. Business Process Mapping:-**

**Current (As-Is):**

* Patient calls hospital → receptionist checks doctor availability manually.
* Appointment is noted in registers/spreadsheets.
* Reminders are done via manual phone calls.
* Common bottlenecks: double-bookings, lost records, high no-show rates.

**Future (To-Be in Salesforce):**

1. Patient logs into portal or mobile app.
2. Patient selects doctor, specialty, and preferred time slot.
3. System checks doctor availability (prevents double-booking).
4. Appointment is confirmed → automated email/SMS reminder sent.
5. Doctor dashboard updates in real-time.

**6. Use Case Scenarios:-**

* Patient Books a New Appointment → System checks availability and confirms instantly.
* Patient Reschedules Appointment → System automatically updates doctor’s schedule and sends new reminders.
* Receptionist Manages Provider Schedules → Receptionist can block/unblock slots for emergencies.
* System Sends Automated Reminders → Notifications sent 24 hours and 1 hour before the appointment.

**7. AppExchange / Competitor Analysis:-**

* Salesforce Health Cloud: Provides patient engagement tools but may lack specific scheduling workflows.
* AppExchange Apps (e.g., InGenius, Salesforce Scheduler): Offer appointment booking features but are often costly or limited in customization.
* Competitor Tools (Practo, Zocdoc, Calendly for Healthcare): Focused on patient booking, but may not integrate well with healthcare CRMs.