ONLINE HOSPITAL FETCHING

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ABSTRACT:-

Long waiting times for registration to see a doctor is problematic in India, especially in tertiary hospitals. To address this issue, a web-based appointment system was developed for the both hospital. The aim of this study was to investigate the efficacy of the web-based appointment system.

Methods:-

Data from the web-based appointment system in both hospital from January to February 2016 were collected using a stratified random sampling method, from which participants were randomly selected for a telephone interview asking for detailed information on using the system. Patients who registered through registration windows were randomly selected as a comparison group, and completed a questionnaire on-site.

Conclusion:-

Compared to the usual queuing method, the web-based appointment system could significantly increase patient's satisfaction with registration and reduce total waiting time effectively. However, further improvements are needed for broad use of the system.