

Despite the vast advancement in technology in recent years, access to healthcare in an efficient and timely manner remains unmet.

Patients frequently encounter long wait times for appointments, difficulties in navigating complex online portals, and inconsistent communication between providers. From the user's perspective, what should be a straightforward process, often becomes frustrating and overwhelming. From a research perspective, healthcare systems are still largely designed around provider convenience and institutional processes rather than patient centered needs. Factually, this issue affects a wide range of individuals: from those in rural areas with limited access to specialists, to those in urban settings overwhelmed by fragmented systems. The result is a structural barrier that prevents patients from receiving the right care at the right time.