A

MINI PROJECT REPORT

ON

"APPOINTMENT SCHEDULER"

SUBMITTED BY

BY

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(MASTER OF COMPUTER APPLICATION SEM I)

UNDER THE GUIDANCE OF

PROF. BHANUDAS SATAM

PROFESSOR Department of Computer Science

L.B.H.S.S. Trust's Institute of Computer Application (HIRAY College) Bandra (E)

APRIL, 2021

UNIVERSITY OF MUMBAI

<u>DECLARATION</u>

We hereby declare that the mini project entitled "**APPOINTMENT SCHEDULER"** is the original work of **MS. ANAGHA DONGRE** and **MR. HARSHAL CHAVAN** of FY MCA, has not been in any case duplicated to submit to any other university for the award of any degree. To the best of my knowledge other than me no one has submitted to any other university.

The project is done in partial fulfilment of the requirement for the award of degree of **Master in Computer Applications** to be submitted as first semester project as part of our curriculum.

Place: **Mumbai**

Date:

                                        ANAGHA DONGRE & **HARSHAL CHAVAN**

                                                MCA Ist SEM

                                        L.B.H.S.S. Trust's Institute of Computer Application (HIRAY College) Bandra (E)

MASTER OF COMPUTER APPLICATION

<u>CERTIFICATE</u>

This is to certify that the work entered in this Project is the original work of **MS. ANAGHA DONGRE** & **MR. HARSHAL CHAVAN** of FY MCA, they have satisfactorily completed required project for the semester I of the academic year 2020-21 under the guidance of **MR. BHANUDAS SATAM** being the partial requirement for the fulfilment of the curriculum of Degree of Bachelor of Science in Information Technology, University of Mumbai.

Place: **Mumbai**

Date:

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SYNOPSIS

1. TITLE OF PROJECT:

Appointment Scheduler

2. OBJECTIVE OF THE PROJECT

The main objective of the project is to computerize the maintenance of the patient details in the hospital. The biggest benefit of an Appointment Scheduler is that the 'traditional' way of making appointments is excruciatingly slow. Normally, a customer or client has to call and discuss a slot for an appointment. This often means that companies have to hire extra staff, which increases costs. An appointment scheduler can give your clients 24/7 access to your appointments system at a much lower cost than hiring a few extra staff to reply to queries outside of office hours.

3. PROJECT CATEGORY

Web Application with RDBMS

4. LANGUAGE AND SOFTWARE TOOLS

Frontend: ASP.NET

Backend: C#

Tools: Visual Studio

Database: MySQL

Operating System: Windows 10

5. STRUCTURE OF PROJECT:

5.1 Proposed System:

In this project, the patient can register on the website and can login to check the availability of the Doctors with the required specialization. They can make any appointments and can cancel it at any time. The admin can login the website and can add the list of doctors with their specializations and can remove them as well. The admin will

have the rights to view all the appointments of the patients. The Doctor can login with the credentials provided by the admin and can change the password. They can view the appointments and can cancel them if needed. Based on availability of Doctors, patients would be able to make appointments rather than visiting or calling which may lead to miscommunications and errors enter into the process.

The proposed system will be available for customers 24*7 which means your business is more available for clients without hiring extra staff.

5.2 Module Description:

5.2.1 Login and Logout

This module will be available for all the users (Admin, Doctors, Patients and unregistered users). After login **Admin** will be navigated to the page where he/she will be able to view all appointments for all the doctors, he/she will be able to add or remove doctors for any specialization. After login **Doctors** will be navigated to page where he/she will be able to see their booked appointments with patients. After login Patients will be navigated to the page where he/she will be able to check doctor's availability with specific specialization and book appointments as per availability.

After logout, all the users will be logged out of the system and navigated to login page.

5.2.2 Registration

This module will be available only for unregistered users. In this module users will provide necessary details to register on the system and later have access to book appointments. After successful registration, users data will be stored into local database and user will be able to successfully log into the systems.

5.2.3 View All Appointments

This module will be available only for **Admins**, where they will be able to view all the appointments booked in the system. This will be helpful for business purpose as hospital will gain useful insights from this data. For example, identify peak business hours, specific demand for any particular specialization, etc.

Similar to this module, view appointment functionality will also be available for Doctors and Patients where they can see their own booked appointments. The difference is that only **Admins will have access to view all appointments unlike Doctors and Patients.**

5.2.4 **Add and Remove Doctors with Specializations**

This module will be available only for **Admins** where they can add new doctors or remove existing doctors from the system. After successful registration of a doctor, the username and password will be generated which will be used by the newly registered doctor for login. After successful registration of new doctor, the newly registered doctor's name will appear under the specialization when patient searches for the doctor with that particular specialization.

After Admin removes the doctor, all the details for the selected doctor will be deleted from the database and name of that doctor will not be visible when patient searches for the doctors with required specialization.

5.2.5 **Book Appointments**

This module will only be available for **Patients**, where they can search the doctors with required specialization and book the appointments as per their availability. In this module, Patient will be able to see only those doctors who are available on selected date, so that the Doctors won't have appointments with multiple patients at the same time.

5.2.6 **Cancel Appointments**

This module will be available for Doctors and Patients. In case of any issue, Doctor or Patient won't be available at the time of booked appointment they have access to cancel the appointments. So that, the any other patient will be able to book appointment with same doctor.

5.2.7 **Change profile details**

This module will be available for **Patients**, where they will have access to update profile details such as email id, mobile number, etc. But user won't be able to update the email id which is already registered with different patient.

Similar to this module, **Doctors** will have updated password option where they have access to updated password given by Administrators.

5.2.8 **Check Availability of Doctors**

This functionality will be available for Patients which will allow the patients to check availability of doctors at the time of booking appointments.

Because of this functionality, Patient will be able to see only those doctors who are available on selected date, so that the Doctors won't have appointments with multiple patients at the same time.

6. <u>Future Scope of the project</u>

The biggest benefit of an Appointment Scheduler is that the 'traditional' way of making appointments is excruciatingly slow. Normally, a customer or client has to call your business and discuss a slot for an appointment. This often means that companies have to hire extra staff, which increases costs.

Making appointments in the 'old' way also increases the opportunity for miscommunications and errors to enter into the process. Taking down phone numbers and email addresses by hand is cumbersome, and if you make a mistake, your client will be unreachable if you need to change or discuss the appointment.

If you've worked with a paper-based scheduling system, you will know that systems like that can quickly become enormously complex. Every appointment needs to be entered by hand into a master diary, and then each employee needs to make their own copy.

'Traditional' systems like that are simply a huge waste of time, money, and paper. Given that, it's no wonder that a survey from management consulting company The Alternative Board has pointed out that 60% of small business owners would spend less time dealing with paper systems, and that 39% of these business owners said that dealing with paperwork is the biggest waste of their time.

An online appointment booking system gets around all these problems and lets you focus on what matters most: engaging with your clients.

Automatic appointment booking systems also cut out many of the errors that humans can introduce into appointment booking systems. Making a mistake with a customers' contact details can have significant consequences: not only in terms of missed appointments, but making mistakes like this also makes your company look unprofessional.

An online appointment booking system doesn't make mistakes like that. It will also allow you to produce a database that contains all of the contact details of your highest value clients, and so can be used as the starting point for outreach campaigns.

At the end of the day, successful businesses are those that make (and keep) their clients happy. Online appointment systems allow you to achieve a higher rate of successful bookings, which results in happier customers, which in turn results in higher profits for you. For that reason, online appointment systems are simply a necessity for any company that takes online marketing seriously.

You can, of course, go even further. Some companies have had great success with using AI assistants as an addition to their appointment booking systems. These assistants will not only allow your customers to see which services and appointments are right for them, but can also answer basic questions and even perform customer service tasks.

Whatever your approach, keep in mind that online appointment scheduling is the new normal, and that if you don't have it, your clients are going to think you've fallen behind the competition.

7. <u>Hardware and Software Requirement:</u>

7.1 <u>Hardware Requirements:</u>

    a) A Pentium II/Pentium III equivalent or later processor

    b) 1 GB of RAM minimum

    c) 80GB Hard disk, but not much space will be used

    d) Any 32-bit Windows operating system or higher.

7.2 <u>Software Requirements</u>

    a) Microsoft Windows 7 or Higher.

    b) Any browser.