Team Name

Zerone Girls | 2022 | IIITDM Kancheepuram

Team Members :

Swetha M
Harini S J
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About us

Projects :

    i) **Agroracle** : Our team presented this project in the Grand Finale of SIH 2020
       Link to project : https://github.com/Dikshanya/SIH

    ii) **Distraction Detection Tool** : Our team presented this project in the Finals of
       Rakathon 2021, conducted by Rakuten.
       Link to project : https://github.com/mswetha1708/Rakathon_zeronegirls

- Our team has previously participated in the Grand Finale of Smart India Hackathon 2020, and was in the top 10 teams in Rakathon 2021.

- We actively participate in hackathons and are passionate about contributing to open source and strongly believe in the spirit of teamwork and collaboration.

Problem Description

In the wake of the global pandemic, online digital platforms connecting patients to doctors have become the new normal.

Adopting telemedicine, better engages with patients, is convenient and quick and reaches remote areas with lower overhead costs.

Even with this existing online platforms, patients need to manually search for doctors who are available and book an appointment. In some cases, when appointments get cancelled in the last minute, it becomes very difficult and frustrating for the patient.
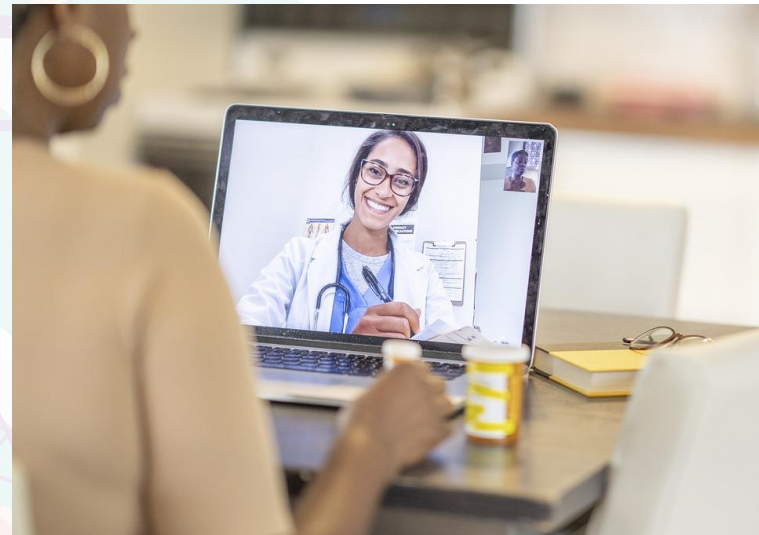
Instant Chat with Doctors

Solution :

To provide an interface for real-time interactive patient-centric telemedicine service using which the patients can instantly connect with doctors skipping the tedious procedure of finding slots and booking appointments. This feature allows the users to make a call, share texts, images, videos, voice messages,etc.

Our goal is to provide better medical amenities in terms of equitable access, quality, affordability, lowering of disease burden by providing a seamless user experience along with a chat option.

Process Flow :

Patients :

1. Fill out a short form describing their problems.
2. Choose a doctor from the list of currently available ones by browsing through their profile,ratings and testimonials.
3. Share the form with the chosen doctor.
4. Proceed to payment once the doctor accepts the invite and shares the payment link.
5. Start consultation once the payment is successful. Can share texts,videos and photos during the consultation.
6. Share feedback about the experience and download the e-prescription.
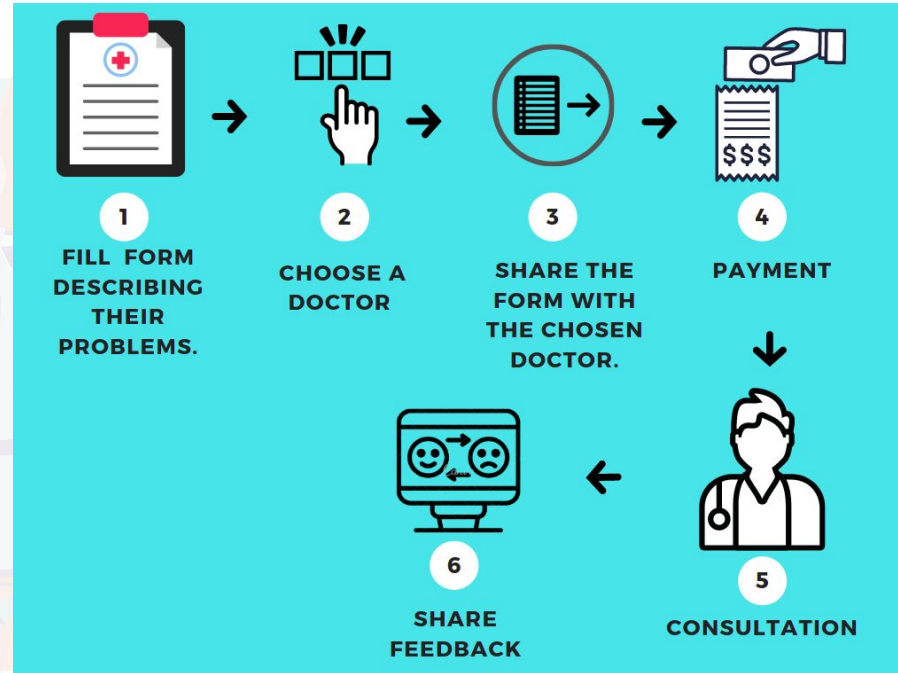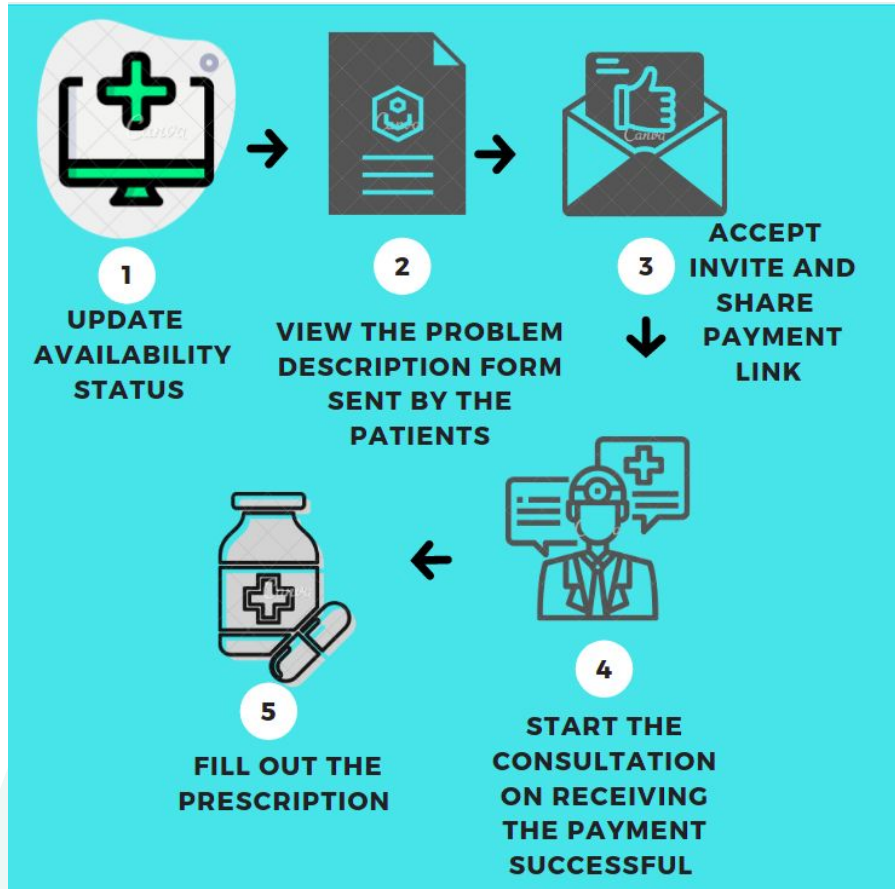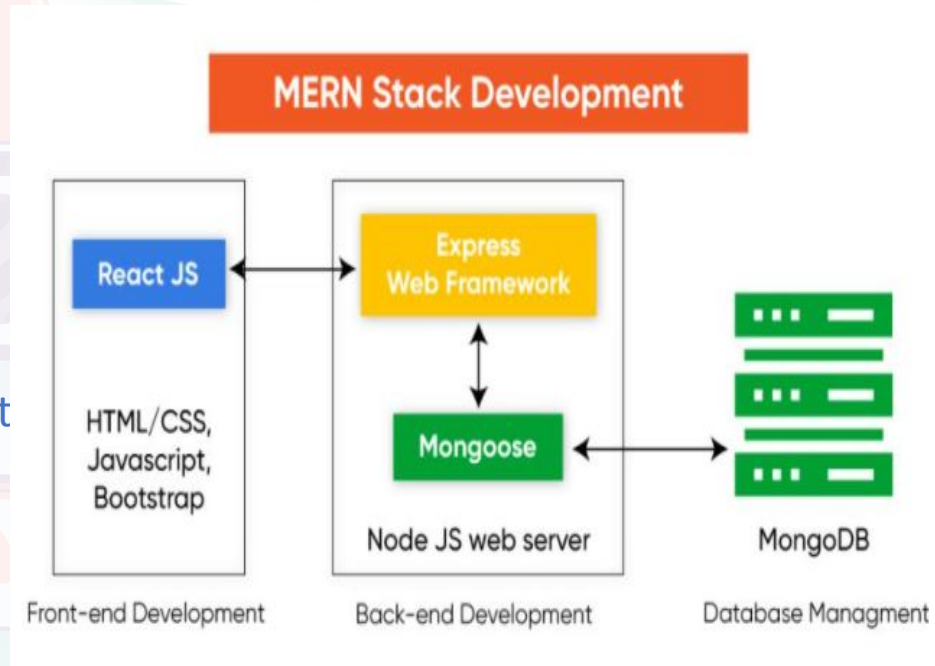
Doctors :

1. Update the status online whenever free/available.
2. View the problem description form sent by the patients and accept/decline the invite accordingly. Can also refer other doctors for the patient's problem.
3. Accept the invite and share the payment link to the patients.
4. Start the consultation on receiving the payment successful notification. Can use text, voice messages and videos during the consultation.
5. Fill out the e-prescription in the prescription tab.

Tech Stack

- Backend - NodeJS, Mongoose

- Frontend - ReactJS, HTML/CSS, Javascript

- MongoDB for Database Management to store patient history

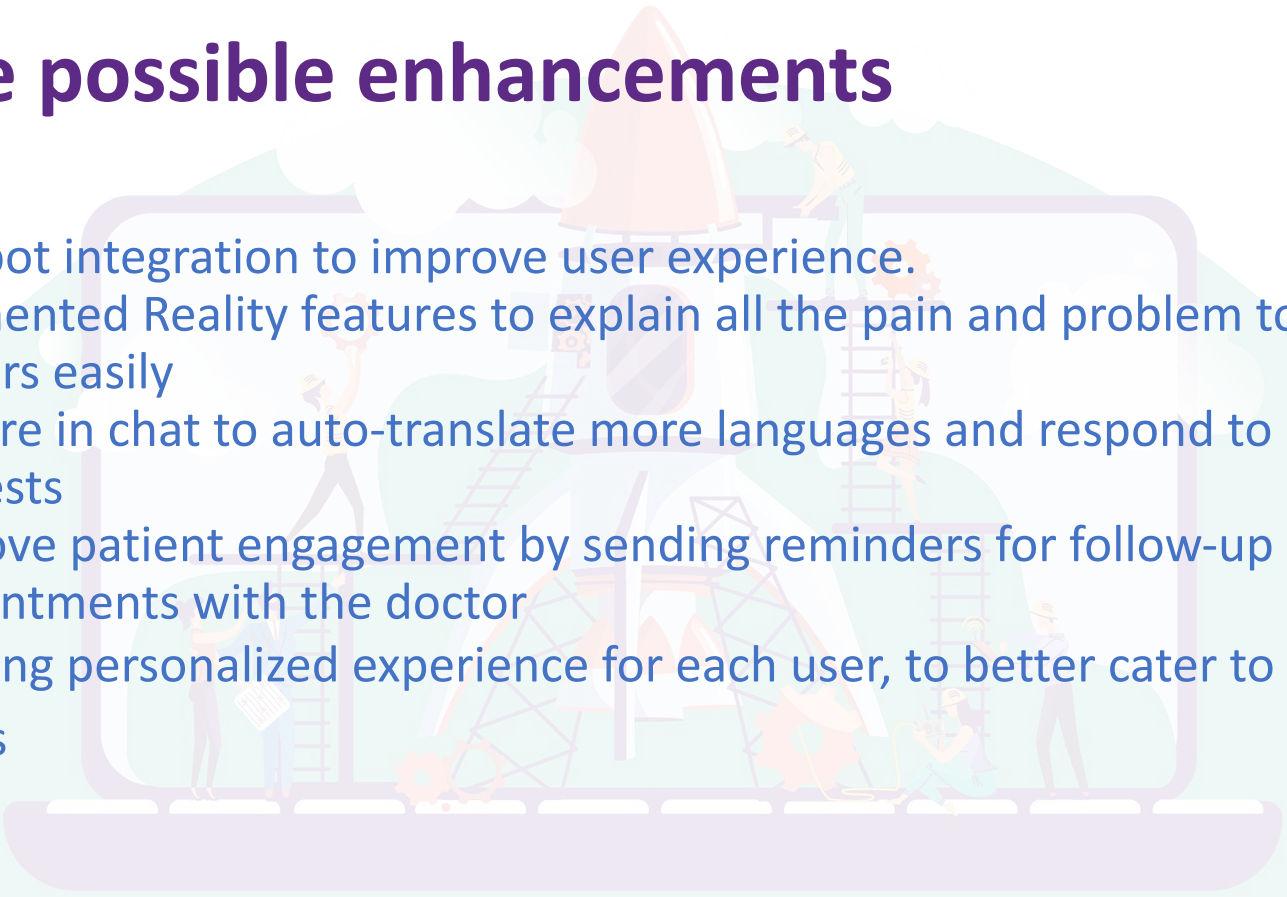- UPI Payment Link API to generate payment link to send to the patients

AdobeXD - To create the UI/UX design of the Instant App feature.

USP of our approach :

- Our interface shows the list of doctors who are currently available to deliver on-time support to boost user experience and slash user churn, so that the patient need not wait to book a slot. We don't want patients to have to do much to get a consultation. All the patient has to do is use the live chat feature and get connected to a doctor instantly.

- Our UI also displays the ratings of each doctor, along with the number of patients they have successfully treated.

- Each doctor's profile not only contains the number of years of experience, but also the reviews received by the treated patients, and testimonials, so that users can make an informed decision while choosing their doctor

- Seamless user experience, user convenience, user-friendly interface for consultation

- Chat is enabled in multiple regional languages, to be inclusive of all linguistic groups

- Our chat interface is multimedia friendly : patient and doctors can share files, launch video or voice calls.

- Our UI will follow all principles of HCI, to make the user experience more addictive and easy to use.

Future possible enhancements

❖ Chatbot integration to improve user experience.

❖ Augmented Reality features to explain all the pain and problem to the doctors easily

❖ Feature in chat to auto-translate more languages and respond to requests

❖ Improve patient engagement by sending reminders for follow-up appointments with the doctor

❖ Offering personalized experience for each user, to better cater to their needs

Risks/ Challenges / Dependencies

- Online consultation or telemedicine may not be possible in rural areas due to lack of infrastructure

- Patient's lack of technical knowledge/skills

- Lack of service awareness