**1. Key Challenges Identified from Current (As-Is) Workflows**

After a detailed review of stakeholder feedback and workflow mapping, the following challenges were identified in the As-Is processes:

**a. Appointment Scheduling**

* **Manual scheduling** by admin staff often results in **errors and conflicts**.
* Lack of **real-time visibility** into doctor availability leads to **double bookings**.
* **Delayed notifications** to patients due to non-automated communication channels.

**b. Patient Check-In Process**

* **Manual paperwork** increases patient wait times and introduces **redundancies**.
* Lack of **digital identity verification** causes delays at the front desk.
* Staff often need to manually inform departments after check-in, delaying care.

**c. Interdepartmental Communication**

* Reliance on **emails and phone calls** to escalate issues to IT causes **response lags**.
* No centralized dashboard for tracking requests, leading to **miscommunication and delays**.
* **Poor visibility** into task status across departments.

**2. Rationale for Proposed (To-Be) Solutions and Expected Impact**

The To-Be process models aim to **reduce inefficiencies** and **streamline operations** using automation and better communication tools. The rationale and impacts are as follows:

**a. Automated Appointment Scheduling**

* Introduces an **automated scheduling system** with **conflict detection**.
* Enables **real-time availability checks** and sends **automatic notifications** to patients.
* **Impact**: Reduction in booking errors, improved patient satisfaction, and decreased workload for admin staff.

**b. Self-Service Patient Check-In**

* Implements **digital kiosks** or **online check-in** systems to eliminate paperwork.
* Ensures **instant verification** and **automatic notifications** to departments.
* **Impact**: Reduced front-desk congestion, shorter wait times, and improved patient flow.

**c. Automated Interdepartmental Communication**

* Establishes a **centralized dashboard** for admin staff to raise and track issues.
* Triggers **automatic alerts** to the IT team and enables **status tracking**.
* **Impact**: Faster resolution of technical issues, improved accountability, and enhanced coordination.



