

Palestine Technical University – Kadoorie

College of Engineering and Technology

Department of Computer Systems Engineering

Course Name :

Software Engineering

Project title :

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**Abstract :**

The " " system is a sophisticated solution designed to streamline and modernize the process of scheduling medical appointments. This project aims to provide a comprehensive platform where patients can conveniently book appointments with healthcare professionals through an online interface. The system facilitates both patient and doctor interactions by offering features such as patient registration, view doctor availability times, appointment scheduling, and appointment reminders, so The system prioritizes user convenience, efficiency, and accessibility.

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1. **Introduction**
   1. **A simple overview of the project**

In light of the development of technology that contributes to facilitating all aspects of life, including communications, education, health and etc... we touched on the idea of ​​​​exploiting this progress

by creating a website that allows the patient to book an appointment with the doctor, which saves time and effort.

* 1. **Problem statement**

Problems that occur without this system :

* Lost time: Patients can have to wait long times in clinics or call the clinic directly for their appointments, which takes up valuable time.
* Difficulty in communication: It may be difficult to communicate with clinics during official working hours or in emergency situations.
* Increased inconvenience: Appointments may require phone calls and waiting in lines.
* Lack of transparency: There may not be an easy way for patients to access information about the availability of certain appointments or check their current booking status.
  1. **Scope**

All clinics in West Bank.

**1.4 Project purpose**

The purpose of the project is to develop an online platform that facilitates the booking of medical appointments, aiming to streamline the process, save time, and enhance accessibility to healthcare services for patients.

**1.5 System objectives**

1- Efficient Appointment Scheduling: Enable patients to book medical appointments conveniently and efficiently through an online interface, reducing the need for phone calls or in-person visits to schedule appointments.

2- Time Saving: Save time for both patients and healthcare providers by automating the appointment booking process and reducing wait times.

3- Accessibility: Improve access to healthcare services by providing patients with a user-friendly platform accessible anytime and anywhere with an internet connection.

4- Improved Communication: Facilitate communication between patients and healthcare providers by providing features such as appointment reminders and notifications.

5- Flexibility in scheduling: A patient can schedule, reschedule, or cancel appointments at their convenience.