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**School of Computing and Mathematical Sciences**

**CO7201 Individual Project**

**Final Report Template**

**AN AUTOMATED SYSTEM FOR LOCAL GPS**

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# Introduction

Currently in the United Kingdom, the National Health Service (NHS) healthcare staff is facing countless problem out of which two primary problems are lack of staff and insufficient funds. According to the (Medical staffing in the NHS, 2025) report, a large percentage of General Practitioners / Doctors are resigning from their job due to lack of work life balance and degrading personal health. Therefore, most of workload of the senior staffs are now handed over to beginner level or early age Practitioners which lack experiences.

In the year 2024, approximately 42.19% of the staff experienced workload-stress. While 30.24% of the staff felt burnt out as an outcome of their work. Additionally, the healthcare workers felt unappreciated and unhappy with their salaries (Medical staffing in the NHS, 2025).

Due to these challenges, there was an impact on the services provided to the patients. For instance, “Unfortunately, we don’t have any appointments available for today” is the most common phrase used by the receptionists due to the shortage of availability of GP (MacConnachie, 2024).The General Practitioner and NHS staff are facing numerous challenges such as shortage of staff, limited availability of appointments, adolescents not opting to study in the healthcare industry, lack of skilled Doctors. Due to these issues, patients have been suffering from adequate treatment and care. (Khan, 2023).

## 1.1 Aim.

Inorder to cater these problems, this project mainly aims to develop An Automated System for Local GP’s, which would be helpful for both the healthcare staff and Patients. The website would help the staff to set their availability smoothly and cancel their scheduled appointment with an ease. Also allowing Patients to manage their appointments, Pay for their Prescriptions, all these with a user-friendly interface of the applications for the Admin, Staff and Patients.

## 1.2 Objective.

The objective for this project would be to design a secure and user-friendly web application considering different demography of users, providing short appointment booking forms to patients with read through articles for minor injuries. Additionally, patients should be able to pay for prescriptions from anywhere in the UK.

On the other hand, the General Practitioner will have a simplified dashboard which would help the doctors to set their availability, view the booked appointment, cancel their availability, view the patient previous medical history and prescribe the medicine.

Lastly, the entire application would be deployed on the Microsoft Azure cloud considering the CAP (Consistency, Availability and Partition Tolerance) theorem.

## 1.3 Requirements.

### 1.3.1 Essential Requirements.

**Registration**

The patient will be able to register to the webapp using secure login credentials.

Registration of Doctors and Nurses will be performed by Admin.

**Availability**

The Doctor and Nurses will be allowed to set their availability two months prior.

**Book appointment**

According to the patient’s requirement, they can book the appointment with the available Doctor.

**Provide prescription**

The Doctor will be able to access medical history of patients and provide a digital prescription on the web app.

**Admin Dashboard**

The Admin Dashboard will allow administrators to add, remove healthcare staff and will also allow administrators to book appointments for aged patients, view the list of patients and the staff.

**Staff Dashboard**

The Dashboard will help staff to set their availability, view booked appointments, provide prescriptions, view patients medical history and send prescription to pharmacy.

**Patient Dashboard**

The Dashboard will show the Doctor Availability, book appointment, view prescriptions, upload the prior medical history, previous booked appointments records.

### 1.3.2 Recommended Requirements.

**Deployment on the cloud**

**Articles for minor injuries & awareness**

**View prescription**

**Buy and Pay prescriptions**

For the prescribed medicine the patient can buy and pay for the prescription either online or offline depending upon the mode of delivery.

### 1.3.3 Optional Requirements.

**Responsive Web Application.**

**One to one chat**

Due shortage of Doctor/Nurse, if in case there's a follow-up required for a specific patient, or a patient requires immediate attention the chat feature can be leveraged.

**Video Consultation**

## 1.4 Tools and Technology used.

The below mentioned details are the tool and technologies used in this project.

|  |  |  |
| --- | --- | --- |
| **Component** | **Name** | **Summary** |
| Database | SQL and NoSQL | Storing and managing the data either in structured or unstructured format. |
| Backend | Python, Flask | Develop business logic. |
| Frontend | React JS, HTML, CSS, JS | Design a dynamic and responsive web application. |
| API | REST | Used to communicate with the database. |
| Authentication | JWT | Used for Secure authentication. |
| Cloud Deployment | AWS / Azure | Hosting the application, considering availability and consistency from CAP principles. |
| Version control | Git, GitLab | Version controls the project. |
| IDE | Visual Studio Code | Tool for editing code. |
| Testing | Manual testing, User Feedback(frontend), Test Cases, Postman (API) | Tests the robustness and security of the application. |
| Designing | Figma, Sketch (paper & pen), Draw.io | Designed a low-fidelity design, wireframes, ER Diagram, Use case diagram and Class diagram. |
| Documentation | MS Word |  |
| Operating System | Windows |  |

## 1.5 Structure Overview.

Introduction: Provides a brief idea about the project including the aim, objective, requirements and tool and technologies used.

Background Research: This section tells us about the research that has been conducted during these three months of the dissertation. Moreover, this section is divided into two parts Literature review and existing applications.

System architecture and Design: This section is divided into two parts: Backend architecture which would have the designs of ER- diagrams, Class diagram and Use-case diagram. Frontend architecture: Display the High-Fidelity designs prototypes and the wireframes plus the core functionalities of the project.

Development process: This section will give us an idea about the entire development process from the scratch to the integration.

Testing: The entire system has been tested manually considering different test case scenarios.

Deployment: This section will speak about the detailed deployment process.

Results: Learning outcomes, conclusion and Future scope of this project would be discussed in this project.

# Background Research

This dissertation project involved ample number of background research with reference to problems faced by the General Practitioner and Patients, how did the WebApp or Mobile app help the patients to monitor their health, how will the cloud technologies be helpful in the healthcare sector, how has been the security handled with regards to the confidential data. Research has been conducted with the help of google scholar, IEEE, articles, PubMed, BBC news (for the most updated news about General Practitioner), Oxford academic and Springer.

## Literature Review

Security has been considered as a major part of any WebApp development, primarily for the healthcare sector where the confidentiality of the data needs to be maintained. Inorder to maintain the confidentiality of the data there are various approaches of developing a secure application or software. According to (Shuaibu & Ruqayyat Ahmad Ibrahim, 2017) the three renowned approaches that is Microsoft Security Development Life Cycle (SDLC), Software Security Touchpoint (SST) and Comprehensive Lightweight Application Security Process (CLASP). Since their approaches are different, but the crucial details would always be the same (Refer Appendix 10.1-a).

Moreover, various types of attacks take place, where one can detect the cross-site scripting (XSS) with the help of security testing methodology approach. Inorder to boost the security with minimal vulnerabilities, threat modelling approach has been used. The authors (Shuaibu & Ruqayyat Ahmad Ibrahim, 2017) have proposed their own methodology that was segregated into two parts: first was the selection and designing the framework for the development, developing and testing a prototype and the second phase was the evaluation. Also, the design of the webApp model has been provided which has helped to determine the steps and the main motive behind those steps (Refer Appendix 10.1-c ).

In the previous decades, the manual health records had various cons such as inconsistent data, missing required files, limited storage and misdiagnosed cases. Thanks to the Electronic Healthcare Record system (EHRC) where one could get the patients record fingertip. This technology has helped the doctors to improve the results of any disease accuracy as well as the communication with the patient. But the storage has always been a concern.

Though the technology for storing the data was changed but the author (Nasaruddin & Izzatdin Abdul Aziz, 2018) thought of developing a web-based application where one could provide a feedback based on the service provided by the healthcare provider. The main objective behind this was to improve the facilities and services provided by the Staff. For example, an e-commerce website has various type of products where there’s a section of feedback that has been provided by the customers which therefore help the other customer to decide on that product. Similarly, if a patient provides feedback for that healthcare staff and facilities provided, this will help the other patients decision making. The authors (Nasaruddin & Izzatdin Abdul Aziz, 2018) have conducted research on websites and review systems, including Doctor2U E-commerce, Australian digital My Health Record, Rating, review, chat box, and feedback techniques, as well as gaps discovered in related work on the trust factor, which have given them a better understanding of the methodology used to obtain the feedback. When implementing their ideas, firstly the use case model for the patient (Refer Appendix, 10.1- e) doctor admin (Refer Appendix, 10.1- d) and staff admin (Refer Appendix, 10.1- b) were designed which helped to get an idea about the system. The Graphic User interface was in HTML and CSS format and the data was stored locally in the MySQL. Further, the testing of the application was done and the method used was Unit testing and integration testing.

Back in 2015, there was an increase in patients demand for the medical services, where healthcare system might not have been advanced in countries such as Iraq, India, Yemen, Myanmar. A handful of hospitals and private clinics may have computer-based systems that would enable them to maintain data, but there was no mechanism for sharing the information. Inorder to implement an advanced e-healthcare system there are significant components that need to be considered: Personal Health Record (PDR), Medical Health Record (MDR) and Electronic Health Record (EHR).

This research paper written by (Cloud\_02) Rasha Talal Hameed informs us about the healthcare system of Iraq and the model that has been designed by them, which is based on the service-orientated architecture and cloud computing. One of the most efficient solutions to tackle the digital problems is with the help of cloud computing. In other words, provision of services over the internet (Mohammad Mehrtak, 2021) Currently, the technologies of the cloud are being used in the healthcare industry in order to maintain the electronic records, which would help the patients to easily access their respective information. However, the cloud's storage, real-time information exchange, infrastructure and operating costs, and security are its most worrisome aspects. On the contrary, perks include scalability, flexibility, speed enhancement, cost reduction, and user cooperation ease (Mohammad Mehrtak, 2021) The proposed system management system makes use of computing with REST (Representational State Transfer), Amazon Relational Database Service (RDS), the cloud, SOA and services for web patients (Refer to Appendix, 10.1-10 f). The use-case diagram for this project has users’ doctors, pharmacists, laboratory admins, employees, administration and radiologists, where each of them has various functions (Refer to Appendix, 10.1-10 g).

## 2.2Existing Applications.

General Practitioners (GP) in the United Kingdom have their website which helps the patient to know about the services they provide. Most of the common services include registering with a general practitioner, scheduling an appointment, viewing prescriptions, and many more. Some websites even offer their own pages about injuries. During the period of research, I have viewed number of websites with the help of google inorder to find the cons which I could focus on and improve in my system.

### 2.2.1 Website 1

The Queens Road Surgery is a General Practitioners who have their clinic located at 282 Queens Rd, Knighton, Leicester. The official link of the website was provided on Google maps, which would help the patients to know about the services provided. However, upon clicking on the link, the website displayed an error message “This site can’t be reached.”. Therefore, this type of websites leaves a negative impression to the patients of the services that they might provide.

### 2.2.2 Website 2

The Leicester Holistic GP is another clinic of general practitioners located at 158 Upper New Walk, Leicester, United Kingdom. The official website has advanced services that they provide, such as remote consultation, home visits, face-to-face consultation, and various types of injections for vitamins. Though the website offers multiple services, the website lacks a user-friendly interface.

As reflected in the image, the colour combinations are poor, with no consistency in the alignment of contents, unequal font style, and inconsistent design language for the website, which makes the readability of the website poor. Additionally, the information provided is lengthy, which makes it difficult for the reader to find or locate the required information. A skilfully designed website is as equally important as a broad range of services since both offer the overall impression of the clinic. Working on the cons would give the website a user-friendly interface and help the patients with the easy navigation of the website.

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### 2.2.3 Website

The Highfield Surgery is a clinic of general practitioners situated at 25 Severn St, Leicester, United Kingdom. The website (https://highfieldsurgerysevernstreet.co.uk/ ) has essential features that include updating the profile, registration of new patients, access to online prescriptions, booking appointments, and much more. However, there’s a gap in advanced features not provided by the clinic.

As reflected in the image, the website has a handful of areas to improve. The website has plenty of white space, making it appear unevenly balanced. Additionally, the layout of the tile is improper, making it difficult for the poor user experience and the colour combination used for each tile. Furthermore, the colour and the typography used for the website don’t align with the modern website, which is simple and easy to use. The overall website lacks professionalism, which can have a negative impact on the patients.

# System Architecture & Design

## Backend Architecture

### Microservice Architecture Overview.

This section would hold the microservice architecture overview. How it has been implemented / used in this project.

### Service Description.

**Users Account**

This service manages essential functionalities related to users, including registration and login. It enables the patient, nurse, doctor and admin to login with their credentials, and according to the user role, the user would be navigated to the dashboard. Additionally, the admin has the key right to manage the staff, either to add or delete. This ensures that the users are appropriately managed across the system.

API endpoint

POST/patient/register: Register a patient.

POST/patient/login: Authenticate patient and generates a token.

POST/staff/login: Authenticate staff and generates a token.

POST/staff/registration: Admin Registers staff.

POST/gp-patient/registration: Admin registers the patient.

The associated entity relationship diagram includes tables such as patient, doctor and nurse. The password for each of the users has been protected with the help of hashing. The sessions are being maintained, and tokens are generated in a way that they should expire within a few hours inorder to reduce the risk in terms of security. To maintain integrity and safety, the tokens are generated based on the email of the users, plus the cookies are being set to manage the sessions.

**Appointment Service**

This service handles the key functionality of the website, which is appointment booking. The patient books the appointment by selecting the type of disease. According to the selection of disease, the specialized doctor has been displayed for the selected date and the slots available will be displayed. The patient then selects the convenient slot and books the appointment. Additionally, the patient can cancel the appointment if required.

On the doctor’s side, the scheduled appointment could be viewed and cancel the same if incase of uncertain circumstances. This ensures clear communication and flexibility between the patient and doctor.

API endpoint

GET/ get\_diseases: Retrieves the list of disease.

POST/get\_doctors\_list: Displays the list of doctors.

GET/ get\_doctor\_availability/<int:doctor\_id>/<string:date>: Retrieves the availability of the doctor on a specific date.

POST/book\_appointment: Books an appointment with the doctor.

GET/my\_appointment: Displays the appointment booked for patient.

DELETE /cancel\_appointment/<int:appointment\_id>: Delete the booked appointment.

GET/ get\_patient\_bookings/<string:date>: Retrieves the patient booking on a specific date.

DELETE/cancel\_doctor\_appointment/<int:appointment\_id>: Doctor cancels the appointment.

POST/set\_doctor\_availability : Sets the availability for the doctor.

DELETE/ cancel\_doctor\_availability/<int:doctor\_id>/<string:date>/<int:slot\_id>: Deletes the availability for the doctor for a specific date..

POST/ set\_nurse\_availability: Sets the availability for the nurse.

DELETE/ cancel\_nurse\_availability/<int:nurse\_id>/<string:date>/<int:slot\_id>: Deletes the availability for the nurse for a specific date.

This service has the most complicated entity relationship diagram that includes tables such as appointment, availability, and slots. These tables are interlinked to each other as they share relationship between them. For instance, the doctor must set their availability with the help of slots. Upon adding the availability, if incase the doctor or nurse wants to cancel the availability, they can cancel the same. The available slots are then displayed to the patient inorder to book the appointment. This process needs to be handled with utmost care, since the details displayed on the patient and doctor dashboard need to be accurate and up to date, without any misinformation.

**Prescription Service**

This service helps the doctor to provide digital prescription to the patient. The doctor verifies the patient, then prescribes the medicine to the patient which includes fields such as medicine name, dosage and instruction. The doctor then verifies if the patient is student or general inorder to apply any applicable discount on the medicine. Further, the doctor sends the prescription to the pharmacy and the type of delivery according is selected based on their personal choices.

On the patient dashboard, the system helps the patient to view the prescription provided by the doctor including all the details. If incase, the patients has opted for the home delivery, it gets an option to buy the prescription, where the payment is done online and the medicine is delivered to the home.

API endpoint.

GET/prescription: Receives the prescription provided by the doctor.

GET/medicines: Retrieves the medicine.

GET/pharmacies: Retrieves the pharmacies.

GET/patients/verify: Verifies the patient.

POST/providePrescription: Doctor provides the prescription to the patient.

The associated entities involved in this service are the pharmacy, patient and payments. The backend uses the structed SQL to store the data of the pharmacy, patients and payments. However, the prescription data is being stored in NOSQL, specifically the Azure Cosmos DB emulator. For instance, the doctor prescribes the medicine to the patient and sends it to the pharmacy. The relationship involved in these are the doctor, patient, payment, medicine, pharmacy making the structing of the database much more complicated.

Additionally, this service assures secure payment and seamless transfer of prescription between the patient and pharmacy, making this as the crucial functionalities of the system.

### ER-Diagrams.

The entity relationship diagram is a frequently used diagram for structured analysis and conceptual modelling (Song, Mary Evans , & E.K. Park, 1995). Numerous entities, attributes, and relationships between them are used in the ER model (Begum & C. P. Indumathi, 2016). As a foundational step towards the designing, the ER model is the initial step in the project that aids in modelling the database (Begum & C. P. Indumathi, 2016). The ER model is easy to understand, helps to solve the issue related to the real world, and can be easily translated to a relational database structure (Song, Mary Evans , & E.K. Park, 1995).

**The essential entities identified for this project are admin, patients, appointments, doctors, nurses, specialisations, nurse specialisations, doctor availability, nurse availability, medicine, disease, pharmacy, slots and payments. The relationship between these entities and the attributes to which each corresponds is depicted in the diagram which is designed with the help of draw.io**. With the help of the ER diagram, designing the database becomes much easier. For instance, the nurse and doctor availability is linked to the slots, while the book appointment is associated with the patient, doctor and the slots.

### Class Diagram.

The class diagram describes the structure of the system that’s static where it displays the classes and relationship between them. The figure () highlights the name, attributes and operations performed by each of the class.

For instance, the doctor class performs the operations such as cancel appointment, login, profile and delete doctor. Other instances such as the patient, nurse, doctor availability, nurse availability, appointment, admin performs operations such as the book appointment (), set availability () and get list of nurse and doctor.

### Use- Case Diagram.

Upon completion of the ER and the Class diagram, the use case diagram was introduced. The use case diagram in this context helps to represent the functional requirements of the webapp, in another words, it provides information about the behaviour of the application rather than how’s its going to be implemented.

The actors in this are admin, doctor, nurse and patient. However, the figure (), highlights the actor as admin, patient, doctor and nurse, where the admin has the right to adds / remove doctors, nurse and patient. Additionally, the admin can view the list of patients and staff. If incase, any of the patient contact to book the appointment, the admin can book one for them.

On the contrary the second figure (), the patients register themselves and can also books an appointment. The doctor and nurse set the availability two months prior, where the doctor provides the prescription to the patient and also can access the medical history of the patient. Upon prescribing the medicine, the patient could view the prescription and buy the same.

## Frontend Architecture.

### UI design (Wireframes and High-Fidelity Prototype).

Upon successful completion of the technical diagrams (ER, Class and Use case diagram), the **initiation for the designing of webapp has taken place**. This section focuses on user interface and user interaction starting from drawing the wireframes, where the layout would be done with the help sketch, followed by **the high fidelity, which means the final design of the website would look similar, considering the layout, image, font size and typography.**

The main objective of designing the wireframe was to identify the placement of Navigation bar, left side panel, booking appointment form, upload medical history and view the prescription**. The wireframes were completed to get feedback on the same by explaining the ideology and motive behind the same**.

Following the successful completion of the wireframes, the high-fidelity prototype were designed with the help of Figma, where the colour contrast, layout, look and feel were considered for different age group. As a result, this section has aided in achieving successful frontend design while taking the application's features into account.

### 3.2.2 Core Functionalities.

Before heading towards the challenges, it is necessary to outline the core functionalities. As mentioned prior, this website mainly focuses to improve the user experience plus provide a user-friendly interface for the staff, admin and patient. The following are the key dashboards along with their respective function in this project:

Patient dashboard: Designing the dashboard specially for the patient which includes features as book appointment, medical records, prescriptions and profile. Inorder to access these features there was the left side panel and the top navbar where one could logout from the website.

Admin Dashboard: This dashboard was the crucial one as the admin handled adding the patient and staff plus could book the appointment for the patients and get the list of staff and patients.

Staff Dashboard: The dashboard would be accessed by the doctor as well as the nurse where the nurse only the option to set availability and view their profile. On the contrary, the doctor had the function as set availability, cancel availability, view the previous medical history of the patients and provide prescription.

Below mentioned are the functionalities of the dashboards:

Login Screen:

The login page is the main screen of the website, as it has two input fields where one should enter the email address and the password. Upon entering the details, one should click on the login button and then accordingly the patient would be navigated to the dashboard.

On the contrary, the staff also have to login screen. The staff would be the admin, doctor and nurse where the input fields of the form are the same as patient but a twist in this is that for each of the staff there’s a condition as .doctor@, .nurse@, .admin@ where according to this the staff would be navigated to their respective dashboard.

Book appointment:

Displays a form which has an input field as disease description. Also, the patient must select the type of disease from the drop down. Upon selecting the disease, the patient must opt for the appointment date and following to that the specialized doctor in that disease would be displayed. Additionally, after selecting the doctor, the slots available would be seen and the patient could select the most convenient one.

Once the appointment is booked, the details of the appointment would be seen on the same page in the form of a card. If incase, due to any inconvenience the patient wants to cancel the appointment, there a cancel button where one could just click and receive a pop and confirm the cancellation.

Medical Records:

This page would display a drop-down box where the patient has to select the type of record they prefer to upload. Upon selecting, one should select the files from the system and click on upload, this will successfully upload the file. The uploaded files would be seen on the same page.

On the contrary, the doctor would be able to access the same, but firstly they need to verify the patients details by entering their first name, last name and date of birth. Upon confirming the details, the doctor would be able to view the uploaded files.

Set availability:

Displays a calendar upon selecting the select date, the staff is able to set their availability for two months prior and select the slots that they’ll be available. If incase, available for the whole day one could opt for the select all button and then add the availability. But incase, if they aren’t available for a specific time, then one could select the time they are available for and add availability.

The availability set by the staff would be seen on the same page. Additionally, if incase the staff wants to cancel their availability, they could cancel without any hassle by clicking the button cancel.

Provide Prescription:

Display the verify patients page first where the doctor has to enter the patients first name , last name and dob. Upon verifying the details, the doctor is able to provide the prescription by selecting the medicine, dosage and instructions. The doctor also selects the type of patient and the delivery option according to the patient such as if the patient is student they get some discount on the medicine unlike the normal patient. Upon providing the prescription, according to the patients needs the doctor select the pharmacy available and send it to the pharmacy.

View Prescription:

This screen displays the prescription provided by the doctor with details such as medicine name, dosage, instructions along with the type of delivery mode. If incase the patient opted for home delivery, the patient could do the payment online and the medicine would be delivered at their doorstep.

Profile:

This page is for both the staff and patient. For the patient, the screen displays the first name, last name, date of birth, email address, gender, contact number, street address, city and postcode. On the contrary, for the staff the screen displays first name, last name, date of birth, contact number, specialization, email address and registration number.

## 3.3 Design challenges.

During the design phase of this project, there were several challenges encountered that required thoughtful consideration and evaluation. The challenges faced were both technical and non-technical.

Starting with the technical design challenges, Entity relationship diagram was the first step towards the database. Designing the complex ER diagram and integrating the same in the SQL database was a challenging part, since the entities were the admin, book appointment, patient, doctor, setting the availability. One of the key challenges in this was the linking the entities along with the attributes considering the primary key and foreign key. For instance, a patient wants to book an appointment with the doctor, where the appointment table would have the primary key as appointment id and foreign key as the doctor id and the patient it. The entity relationship diagram required maximum attention, as many iterations were done inorder to get the required structure of the database and the endpoint, plus the relationship between them.

Secondly, the non – technical challenge was designing the layout for the dashboard of admin, staff (doctor and nurse) and the patient. One of the key points while designing, was the look and feel of the website and keeping the user interface as simple as possible since there would be different age group patients accessing the website. Also choosing the colour combination and typography was also a tricky part. The colours do have their own psychology as calm, emergency, growth, nature, trust and many more. Since the website was being designed for medical purpose, the colour psychology plays an important role, and the chosen colour were red, green, blue, white and off white as the color itself informed the patients about each of the features.

Additionally, easy navigation through the website with the required information was a key point to provide the users a straightforward experience without much of re-routing or confusion through the website.

# Development Process.

## Backend Development

The backend was developed in Flask API, Python, ensuring maintainability and scalability. The services were designed as a self-standing endpoint, having its associated serviceability and business logic.

The database-first approach was employed where designing the database for each of the entity was done, followed by the endpoints. Each of the endpoints was built according to the features and later were tested in Postman to confirm the desired output.

The folder structure of the backend was organized considering the best practices, ensuring scalability, maintainability, understandability, and readability of the application. Under the application folder, sub-folders were created for models, routes, and utils. The model’s folder defined the admin, the routes folder was subdivided into patient routes and staff routes, each of them having their respective endpoints and functionalities, and lastly, the utils had the helper functions.

Additionally, a Docker file, environment file, and main file were also created, which would handle the configuration, development and deployment of the application. In order ensure security and cross-origin request, CORS origins and JWT tokens have been implemented which ensures that data is allowed only from the authorized domain.

### Patient Routes/ API endpoints.

This section provides thorough information about the endpoints that are used for the functionalities of the patient, which are authentication, booking appointments, prescriptions, and buying prescriptions.

### Authentication (auth.py)

The patient register endpoint is a POST method that includes the required parameters. In case any of the fields are missing, a 400-error message is displayed. The database also checks if the patient is already registered based on the email or phone number and accordingly displays a 400-error message. In this, a blob storage is introduced, which is assigned to each of the registered patients and generates a unique ID. The blob storage has been used to upload the medical records.

The patient login endpoint is a POST method that validates the entered credentials. In case any of the fields are missing or invalid credentials are entered, error messages 400 and 401 are presented. Upon successful login, the cookies and refresh cookies are produced.

The patient profile is protected with a JWT token. This endpoint is a GET method where the patient details are retrieved from the patient email ID and maps the details of the patient from the database to the dictionary. If, in case the patient is not found with the email ID, it displays an error message.

Additionally, for all the endpoints, if there’s any database connection failure or any exception error 500 error message is displayed.

The utility functions used in this section were the password hashing done in the SHA256 algorithm and the blob storage access rights, which were made public when the patient was registered.

### Book Appointments

The get disease endpoint is a GET method used to retrieve the list of disease based on the doctors specialization.

The doctor list endpoint is a get method, where a list of specialized doctors for the selected disease is displayed. The endpoint is secured by jwt token. In this endpoint the slots table, appointment table, availability table and disease table are considered to execute the SQL query. Upon successful execution, a status code 200 is displayed along with list of doctors.

The doctor's availability is a GET method. This endpoint executes the availability of the selected doctor for a particular date. In other words, the endpoint displays the slots available for the doctor for the specific date.

The book appointment is a post method mainly used to schedule the appointment for the patient. The endpoint fetches the details sent by the patient and checks if the slot selected by the patient is already booked. If booked, it displays a status code 400. Additionally, for the selected date, the backend sends the request to the database to check if any slots are available. If unavailable, it sends a 400-status code.

Further, the details of the booking sent by the patients are sent to the database, and the appointment is successfully booked.

The my appointment endpoint is a GET method that displays the details of the appointment, including the appointment ID, doctor's name, specialization ID, date, time, and status. In order to retrieve these details, the appointment table, doctor table, slots table, and patient table were involved.

The delete appointment endpoint manages to delete the appointment based on the appointment ID. If the appointment is cancelled, a status code 200 is displayed.

### Prescriptions

The prescription is a GET method that fetches the prescription of a specific patient. For this endpoint, the patient ID has been used as a query param, and the endpoint is secured with JWT authentication, which ensures that only the authorized users can access the prescribed medicine.

The endpoint retrieves the prescription data from the Azure Cosmos DB, which is a NoSQL database. In order to retrieve the data from Cosmos DB, the setup of the database includes the Cosmos endpoint, Cosmos key, database name, and container name. In the database, the prescriptions are being linked with the patient id.

### Buy Prescriptions

The buying of prescriptions was one of the crucial endpoints, as it included the Stripe integration. Firstly, the payment sessions (create-payment-session) endpoint checked whether the patient had done the payment or not with the help payment table. If the payment was not done, a Stripe checkout session was created, including the total amount. By default, theon ID (stripe\_payment\_intent\_id) and payment status pending were stored in the payment table.

Upon successful payment, Stripe provides secure webhooks that confirm the payment status. If the payment is successful, the webhook sends a message that includes the session ID, prescription ID, stripe\_payment\_intent\_id and updates the payment status. The update payment status is a helper function that updates the payment table when the webhook sends the response; until that time, the payment status is displayed as pending. This ensures that the transactions made are secure using the JWT authentication and the Stripe signatures.

### Staff Routes/ API endpoints.

This section outlines the endpoints developed for the staff functionalities, including registration of staff and patients, prescribing medicine prescriptions, availability setting, and managing the booking appointment.

### Admin Routes

### Doctor Manage Appointments

### Prescription

### Staff Authentication

### Staff Availability

## Frontend Development.

The main aim behind the frontend development is to design a user-friendly interface. This section provides a details frontend process, including the development process and the features of frontend application. This application is built using the React bootstrap, which helps to reuse the components and minimise the code duplication.

### Development Process

The frontend development is a web application that primarily focuses on developing a responsive and user-friendly interface. The high priority during this process was to ensure an interactive and simplified design, as there would be different age group patients accessing the website.

Starting the development with the navigation system, a key component that’s been responsible for managing the redirection between the pages/ screens. This component was reused within all the dashboards, but the naming tags were different, as each of the dashboards had different features. This system was the base component for the app’s functionality.

The Top Navigation bar is designed to be responsive for all types of screens and had the logout button. The logout button was highlighted in a white box background with black text. The layout for the nav bar was horizontal with a dark blue background, which made it highlight the button.

The code snippet has the logic of the Navbar. The integration of the hamburger icon was initiated, since this would be displayed for the small screens. This was done with the help of the react bootstrap class d-md-none, a predefined utility, that hides icon for larger and medium screen but displays for the small screen. The logout button was imported from the logout component, which had its own functionalities to handle the logout sessions smoothly.

A screen shot of a computer code

AI-generated content may be incorrect.

The left side panel is been designed as a unique reusable component, as it would be used across the dashboard. The background colour of the panel is dark blue, with white text and an icon .

The code snippet utilizes the React props which means the props could be reused through the dashboards. A React hook (useEffect) has been defined inorder to handle the smaller screen. When clicked on the hamburger icon as defined in the top navbar, the side panel would open and display a list of options for navigation. In order to improve the usability, implementation of the event listener are been done. This would help to close the left panel whenever the user clicks outside, as this would ensure easy interaction for mobile devices.

Going ahead towards the icons, they are defined in the code, and the names HAVE been mapped as Appointment booking, Prescriptions, Medical Records and Profile. The icons are being imported from react icons fa and styles are been applied.

The Nav.Link is been defined, which has several props defined, including id, href, onClick, originalName and displayName, plus the style. The key difference between the original name and the display name is that the names defined for icons are mapped to the original name. For instance, in the patient dashboard, the left panel has a button called Appointment booking. Inorder to display an appropriate icon, the original name defined should be referred to.

Additionally, the role-based restrictions are been implemented inorder to control the access of functionalities. The nurses are restricted from using certain features, due to which the implementation of the link.disabled property takes place. When the link is disabled, the React bootstrap classes are used to style the opacity, transparency, and aria disabled.

### Login Page

The login screen is the start the application, where the users can authenticate themselves. It has two input fields named email and password. The user enters the details and upon clicking submit, the API endpoint verifies sends the data to the database to check if the details are correct. If the details are matched, the tokens are generated which are stored in the cookies and the patient is navigated to the Dashboard. In case of incorrect details or network problem, the error is been displayed which helps the user to understand the issue.

Additionally, there has been two buttons namely Register here and Staff login.

Appendix , displays the entire implementation of the login screen along with the layout and the navigations. The styling has been done with the help of React bootstrap classes and is made responsive for all screen types.

Fig. displays the image of the login page.

### Register Page

The register page helps the new users to create an account. It includes fields as first name, last name, date of birth, gender, contact number, email address, street address, postcode, city and password. All of these fields have the tag required.   
The register form is been divided into two halves named step1 and step2. Unless the step 1 is completed one cannot click the NEXT button. Once entered all the details in step1, the Next button activates and the step 2 form is been seen. Upon successfully entering all the details, the Register button is been clicked. If incase, one wants to check the details before clicking Register button, a Back button is been implemented which helps the user to go back to step 1. This setup enables a user-friendly interface with clear information been conveyed to the user along with buttons.

After successfully registering, the user is navigated to the login screen and the data is been sent to the database with the help of API call and been stored successfully.

Appendix, shows the implementation of register page, where the register form is been imported as a component along with the login.css file plus the image being imported from the assets.

Fig, shows the register page.

### Staff Login Page

The staff login page authenticates the staff and the admin to login with their credentials. It includes input fields as email address and password.

The staff submits their credentials, where the system sends data to the database to verify the credentials and upon successful validation, the tokens are generated and navigated to the dashboard. The validation of the staff type is been done based on the email address. Additionally, the page has a highlighted text with a link saying “Are you a patient? Login here”. This has been implemented, if incase any of the patient clicks on the staff login.

Appendix, shows the implementation of the register page, including the login form components and the responsiveness achieved with the React bootstrap.

Fig, shows the register page.

### Patient Dashboard Page

The Patient Dashboard page is displayed upon successful login. This is the central point of contact for the patients to access the functionalities.

The dashboard includes the top navbar and left side navbar/panel. The top navbar displays the logout button and the left side navbar contains pages such as appointment booking, medical records, prescriptions and profile.

Each of the pages are implemented with the React component and work independently according to their functionalities.

In this dashboard, the components are being placed inside the React Bootstrap Containers, as it helps to organize the alignment of the content. To achieve the responsiveness, the rows and columns are being defined, to ensure smooth transition between the screen size.

By default, the my\_appointment API is triggered upon successful login and the patient views the scheduled appointment. Th appointment is viewed inside the React Card, which has a cancel button. If incase due to any circumstances the patient is not able to make it for the appointment one can cancel it. Therefore, this makes the patient access the functionalities without much of hassle and redirection through the website.

Appendix. Shows the implementation of the Patient Dashboard page.

Fig. displays the page

### Appointment Booking Component

The booking appointment components has a short form imported from the BookignAppointmentForm component. This form includes short description, selection of the type of disease. If incase of minor injuries, articles are being displayed.

The components is divided into four steps

Step 1: The patient enters the details in the form and selects the type of disease. During the selection of disease, the get disease API is executed.

Step 2: A calendar is displayed where the patient has to opt for the convenient date to schedule the appointment.

Step 3: The specialized doctor for the selected disease is been displayed for the date opted by the patient, if available. During this the get\_doctors\_list API is triggered.

Step 4: Lastly, the time slots available for doctor are displayed. After selecting the time slot, the appointment is scheduled.

The scheduled appointment is then viewed on the patient’s dashboard with my\_appointment API call, if required the patient can also cancel the appointment with the help of cancel button.

### Prescriptions Component

The prescription component has been designed to view the prescribed medications by the doctor. Upon clicking Prescription button, API call is triggered, where the patient id is retrieved from the local storage which helps to view the prescriptions details on the system.

The prescription includes doctor's email, medicine prescribed, collection method, and a payment button displaying the total cost.

To initiate the payment, a Stripe API has been implemented where the API endpoints get triggered upon clicking the pay now button and is directed to the payment page. The Stripe key is provided in the component, which is retrieved from stripe dashboard, which generates secure payment.

The prescriptions are displayed inside the React Card. If, in case, the patient has multiple prescriptions, a vertical scrolling is applied.

### Medical Records Component

The medical records component's aim is to upload the medical-related documents. The patient firstly selects the type of the folder ( X-ray, Prescription, Reports and other) and uploads the file where the upload API call is triggered. If incase the patient selects the wrong file, the remove button is triggered. The uploaded files are viewed in the table format where the API call is executed(patient/files?patient\_id=${patient\_id}).

### Profile Component

The profile component fetches the GET API call (patientProfile), which displays the data in the form of a card. The details displayed on the system are first name, last name, date of birth, gender, email address, and phone number, with a read only constraint.

### Staff Dashboard Page

The staff (doctor and nurse) are able to view the Staff dashboard page, upon successful login. The dashboard has the top navbar and the left navbar which are imported as a component. For the left navbar there’s a condition that has been implemented, if the staff type is nurse the features prescriptions, medical records and patient bookings won’t be accessible. On the contrary, the doctor would have the permit to access all the functionalities including the appointment, medical records, prescription and profile.

In this dashboard, components such as SetDoctorAvailability, StaffProfile, GetPatientBooking, providePrescription and ViewMedicalHistroy has been imported. Each of the pages have their own functionalities and work independently. All these components are placed inside the React Container, with a padding style.

Additionally, the rows and columns are been defined for better visuals and alignment of the website.

### Set Availability Component

The component was developed to set the availability for the doctor/nurse. Firstly, the staff type along with their ID is retrieved from the local storage. In case due to any error the staff type or ID isn’t being fetched, the error message “Please Login again” is displayed.

To set the availability, the slots were defined. The official working hours configured were from 9:00 AM to 5:00 PM, where each of the slots were divided into 30-minute time intervals. A constraint applied to availability is that, it can only be set two months prior.

The staff then selects the slots and receive a modal that would display “Are you sure you want to add the availability?” with two buttons, Cancel and Confirm. The modal has been imported named SetAvailabilityModal, where the modal has a header, body, and footer with the buttons. This would help the staff to set the availability without any hassle. The added availability would then be sent to the database with the help of the API call (set\_doctor\_availability / set\_nurse\_availability) and stored successfully.

The availability set by the staff would be displayed under the set availability section. Additionally, in case due to any unforeseen circumstances the availability needs to be cancelled, a cancel button has been implemented, which would help the staff to cancel the availability without any hassle. This has been handled by the API calls, and the database has been updated with the current changes.

### Get Patient Booking

The component main aim is to fetch the bookings done for the particular date and doctor. The doctor selects a date, which then retrieves the appointment scheduled and the system displays the appointments.

The data is being displayed in the form of a table including the header and columns name. Each of the column’s name is mapped to the table body having stripped layout. The table body displays the patient’s name(first and last name), appointment id, disease name, appointment start time and end time.

If incase, the doctor wanted to cancel the appointment, a delete button was added where upon cancellation an email would be sent to the patient.

The API calls handled in this component are get patient bookings and delete the appointment. Further, if any appointments were cancelled, the appointment table instantly gets updated. Additionally, for a particular date if there aren’t any appointments scheduled there a message displayed “No appointments found for this date.”.

### Prescription Component

The prescription component was designed to prescribe the medicine to the patient. Along with the prescription component, the pharmacy form plus prescription form component was introduced and were integrated into the provide prescription component.

The provide prescription component starts by verifying patient where the doctor enters first name, last name and date of birth. Upon clicking verify, the patients details including the address are retrieved and displayed on the system. Once verified, the doctor clicks on provide prescription button which displays the prescription form component (Step ==2) and lastly the (step ==3) pharmacy form component .

The prescription form component displays the patient information as the patient’s name , date of birth and the address. The form is been displayed on the system which has fields such as select medicines, quantity, instructions, patient type and collection method. When the doctor selects the medicines from the drop down, the API call is been performed the get medicines and then further the quantity and instructions are provided on when to consume them. Additionally, the doctor can prescribe multiple medicines to a patient. A key point in is that the type of patient that’s either student or normal plus the collection method (In store or home delivery)of the medicine has been introduced here. This helps the patient to get the medicine at their home without any time invested to travel inorder to buy the medicine.

The pharmacy form component, display a form where the doctor selects the pharmacy from the dropdown which is populated with the help of API call. Upon selecting the pharmacy according to the Patients choice, the doctor then sends the prescription to the pharmacy using the API endpoint(providePrescription). Additionally, an alert with a green variant is displayed which includes the prescription Id, upon successful submission of the prescription.

### Medical Records

The medical record component was introduced inorder to view the medical documents uploaded by the patients. To view the medical records, the doctor firstly need to enter the details of the patients that’s first and last name and date of birth inorder to check if any medical records are uploaded. If uploaded, a list of folders with the respective files are being displayed. This has been achieved with the help of the post API call where the medical records are fetched based on the patients id. Inorder to access the files, a URL link is provided where the doctor can click and view the documents. Furthermore, if no files are uploaded a text has been displayed “no files in this folder.”

### Profile

The profile component displays the details of the staff such as first name, last name, registration number, specialization, email address and phone number. This has been achieved with get API call for the StaffProfile. The details seen on the system has a readOnly constraint where the doctor cant incorporate any changes.

### Admin Dashboard Page

The admin dashboard page has restricted access only to the admin. The dashboard also has the left navbar and top navbar. The left navbar includes the functionalities Add Staff, Add Patient, Book Appointments, and Get the List of Patients and Staff.

The components used in this dashboard are being imported as separate React components, which are placed inside the React container. Moreover, the rows and columns are being defined not only for better user experience but also for the dashboard to be responsive across various devices. However, each of the components utilized in this page has been explained below.

### Manage Bookings Component

The appointment booking component is the same component implemented in the patient dashboard with a minor addition. The form has introduced an input field labelled: Enter the patient ID. The would require the admin look for patient's ID in the patient list page and schedule the appointment for patient accordingly.

### Add Staff Component

The admin has the key right to register the staff that are nurses or doctors. The system displays the form where the admin firstly selects the staff type, including the first name, last name, specialization, email, phone, registration number, and password. After entering the details, the admin clicks on the add staff button, which triggers the register staff API, and the data is sent and stored in the database.

### Add Patient Component

The admin has the right to add the patients. The admin needs to fill the form with patients’ details, including first name, last name, email, phone, password, date of birth, gender, street address, city, and postcode. Upon entering all the details, the admin clicks the Add Patient button, which triggers an API call, where the data is sent to and stored in the database.

### Patient List Component

The patient list component helps the admin to view the list of registered patients. The patients are filtered based on their email address and first name. The list of patients is being displayed in a table format with the columns named ID, name, email, gender, DOB, and phone, which have been retrieved with the help of an API call.

Further, there’s an additional column named Action where each of the rows has the remove button. Upon clicking "remove, the patient will be deregistered from the general practitioner clinic, and the delete API call will be initiated.

### Staff List Component

The staff list components help the admin to view the staff that are currently registered. The admin has two options to search the staff: firstly, by entering the name in the search box, and secondly, by selecting the role that’s either nurse or doctor, where the details are retrieved by the GET API call.

In case any of the staff is currently not working at the healthcare facility, the admin can click on the remove button, which would trigger the API call to delete the staff, and a delete confirmation modal would be displayed with the header and the body message, ensuring that the admin confirms the deletion of the staff.

## Payment Implementation and Challenges Faced.

In this section, the implementation of the payment (Stripe payment) would be explained, and the challenges would be highlighted.

## Challenges Faced during Integration.

In this section the challenges that were faced during integration would be explained.

# Testing.

## API Testing (Postman).

The testing of the API with the help of postman would be done and screenshot would be shown in the Appendix.

## System Testing.

In this section, the testing of the entire system would be done where the test cases would be written.

## Usability testing.

# Deployment.

## Architecture.

In this section, the architecture would be explained.

## Azure Services Used.

In this section, the azure services used that would be explained.

## 6.3 Deployment Process.

In this section, the deployment process would be explained.

## 6.4 Deployment challenges faced.

In this section, the challenges faced during the deployment would be explained.

# Results.

## Achievements.

In this section, the achievement would be explained.

## Lesson Learned.

In this section, the lesson learned by me would be explained.

## Limitations

In this section, the limitation would be of the project would be explained.

# Conclusion.

## Future Scope.

In this section, the future scope that would be explained.

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# Appendix.

## 10.1 Background Research

A screenshot of a computer

AI-generated content may be incorrect.

Literature Review 10.1‑10‑a: Major points that remain the same for the approaches.

A screenshot of a computer

AI-generated content may be incorrect.

Literature Review 10.1‑10‑b: Use Case Diagram for Staff Admin.

A diagram of a company structure

AI-generated content may be incorrect.

Literature Review 10.1‑10‑c: Web application Development Model with security Concerns

A diagram and diagram of a diagram

AI-generated content may be incorrect.

Literature Review 10.1‑10‑d: Use Case Diagram for Doctor Admin.

A screenshot of a document

AI-generated content may be incorrect.

Literature Review 10.1‑10‑e: Use Case diagram for patient.

A diagram of a diagram of a cloud computing system

AI-generated content may be incorrect.

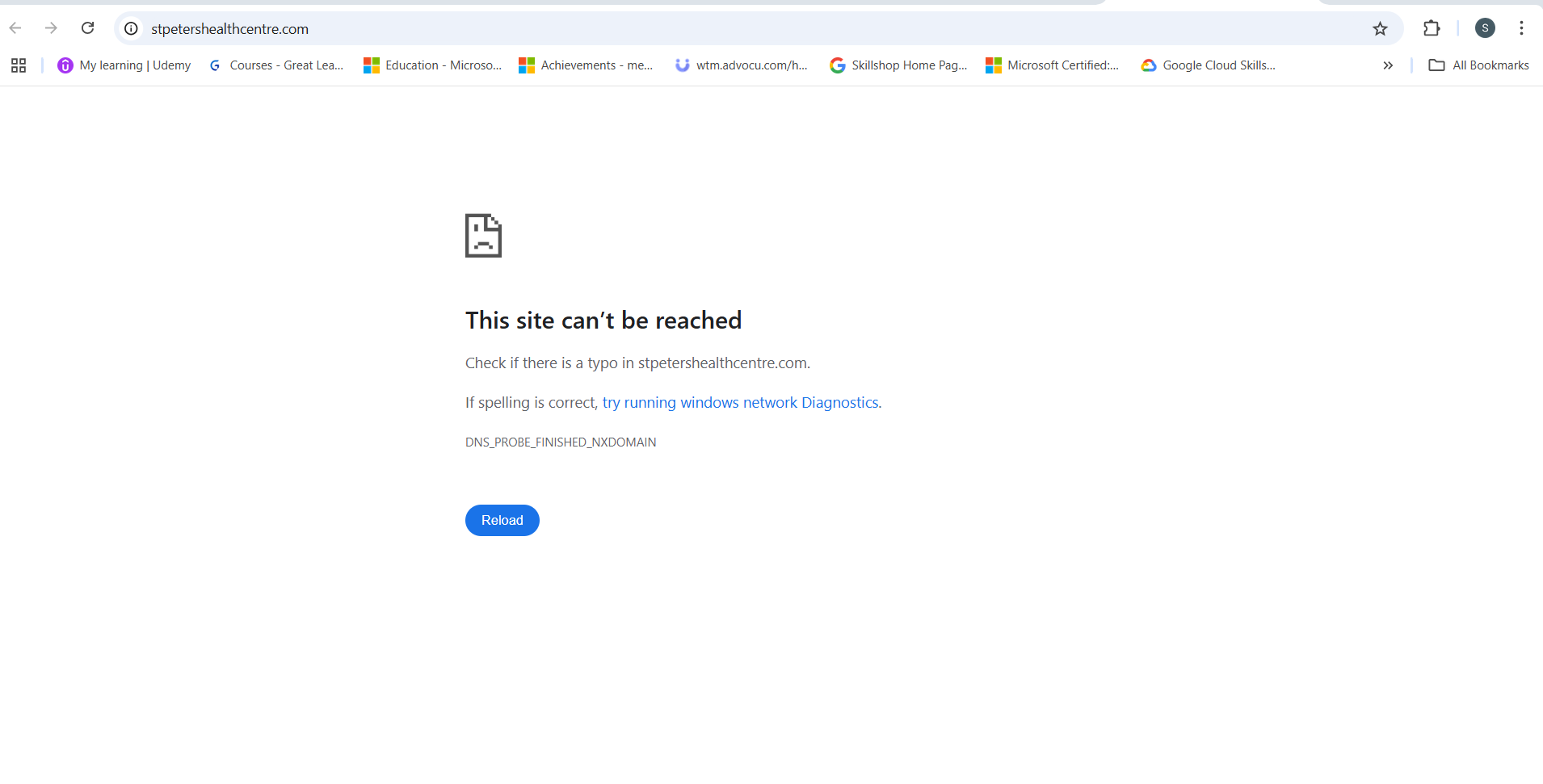
Literature Review 10.1-10‑f: Proposed System Architecture.

A diagram of a patient

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Literature Review 10.1-10‑g: Use Case Diagram

## 10.2 Existing Websites



Existing Websites 10.2 - a: Website 1



Existing Websites 10.2 - b: Website 2

