Q-bot Executive Summary

Problem:

Patients have to wait a long time in busy hospital. Doctors and hospital managers know about the problem but think it’s something that’s bound to happen with high demand among patients and comparatively fewer number of doctors

Solution:

The patients book their slot in a virtual queue by calling the hospital’s Q-bot number. The patient is instructed that he will be called when it’s his turn and should report to the hospital when he is called. The patient can relax peacefully until it’s his time to go.

There is also an option to be redirected to the hospital’s reception staff. None of the hospital’s existing functionality is disturbed.

The patient can also check the how long it will approximately take to receive the call back from the hospital. So, for more sophisticated patients, an app can check availability and book a slot automatically on behalf of the patients, so that the appointment is at a desirable time for the patient.

Advantages:

1. Uses Phone as primary interface. No additional software setup for the patient who unsuspectingly calls the hospital’s number
2. No installation for the doctor or the hospital since it’s a web application.
3. No complicated appointment system to follow for the doctor
4. Accommodates walk in patients and appointment patients equally well

Competitors:

1. Skiplino