Social or Business Impact:

Social Impact Evaluation for CURA Healthcare Service:

Objective:

This section aims to evaluate the societal influence of incorporating precise and current information regarding medical appointments and patient history within the CURA Healthcare Service platform.

Key Observations:

1. Informed Decision-Making:

Users gain the advantage of accurate information, empowering them to make well-informed choices about health centres, insurance plans, and appointment scheduling.

2. Enhanced User Experience:

The refined user interface contributes to an elevated overall user experience, delivering an intuitive and user-friendly platform for the seamless booking of medical appointments.

3. Knowledge Empowerment:

Users are equipped with knowledge about available health centres, insurance plans, and appointment history, fostering confidence and trust in the healthcare platform.

4. Customized Recommendations:

The system's ability to tailor health centre suggestions and insurance plans based on user preferences fosters a personalized experience, aligning with individual healthcare needs.

5. User Engagement:

Users are likely to engage more actively with the platform, exploring healthcare options and appointment history due to the relevance of the presented information.

6. Positive Perception:

The social impact extends to the perception of CURA Healthcare Service as a platform prioritizing patient needs, contributing to positive word-of-mouth within the healthcare community.

Recommendations:

1. Continuous Monitoring:

Establish mechanisms for ongoing monitoring of user feedback and engagement metrics to ensure a sustained positive impact on the medical appointment booking interface.

2. User Education:

Initiate user education efforts to emphasize the advantages of the improved interface, encouraging users to make optimal use of the available healthcare information.

3. Accessibility Considerations:

Guarantee that the enhancements do not unintentionally introduce accessibility challenges. Regular accessibility testing should be conducted to address any potential issues and promote inclusivity.

Business Impact Assessment for CURA Healthcare Service:

Objective:

This section evaluates the business implications of the current functionalities within the CURA Healthcare Service website, focusing on login, appointment booking, and viewing appointment history.

Key Findings:

1. Enhanced Appointment Booking:

The appointment booking feature allows users to conveniently select from three available health centres, indicating preferences for readmission, choosing insurance plans, and specifying the appointment date. This streamlined process contributes to improved user satisfaction.

2. Comprehensive Patient History:

The ability to view the history of appointments provides users with a comprehensive overview of their healthcare interactions. This feature facilitates informed decision-making for both patients and healthcare providers.

3. Increased Efficiency in Operations:

The login functionality ensures secure access to individual accounts, enhancing the overall security of patient information. The structured appointment booking process contributes to increased operational efficiency within healthcare centres.

4. Patient-Centric Approach:

By allowing users to choose health centres, insurance plans, and appointment preferences, the system demonstrates a patient-centric approach, aligning services with individual healthcare needs.

5. Data-Driven Insights:

Although not explicitly mentioned, the captured data from appointment history, user preferences, and health centres choices can potentially contribute to data-driven insights. These insights may inform future enhancements and strategic decisions.

Recommendations:

1. Continuous User Feedback:

Implement mechanisms for continuous user feedback to understand the user experience and identify areas for improvement. This can be achieved through surveys, feedback forms, or user interviews.

2. Security Enhancement:

Strengthen security measures for user logins to ensure the protection of sensitive healthcare information. Regular security audits can help identify and address potential vulnerabilities.

3. Efficient Data Utilization:

Explore ways to leverage the data gathered from appointment history and user preferences for enhancing personalized healthcare services. This could include refining appointment recommendations or tailoring communication.

Conclusion:

While the current functionalities of the CURA Healthcare Service website do not include a notification feature, the existing features contribute positively to

the user experience, operational efficiency, and a patient-centric approach. Continuous user feedback and strategic enhancements based on captured data can further optimize the business impact of these functionalities.