

Specifying Business Problem

The business problem for this project revolves around the inefficiencies and challenges faced by patients in accessing healthcare services, particularly in terms of doctor consultations. In the past, there was no provision for scheduling appointments with doctors for consultations. Patients had to endure prolonged waiting times, and even upon reaching the hospital, doctors were not always accessible.

Healthcare institutions frequently deal with prolonged patient wait times and the difficulty patients face in accessing precise and current information regarding doctor availability leading to:

1. Patient Impediments:

- Frustration and discontent stemming from extended wait times, leading to negative patient experiences.
- Elevated anxiety and stress levels for patients requiring immediate care.
- Ambiguity and time wastage due to challenges in discerning when a doctor will be available.

2. Operational Challenges:

- Challenges in managing patient expectations and fostering effective communication.
- Inefficient scheduling and workflow practices causing bottlenecks and delayed appointments.
- Potential revenue loss due to patients seeking care elsewhere or missing scheduled appointments.

3. Overall Implications:

- Diminished patient satisfaction and loyalty.
- Adverse reputation for the healthcare establishment.
- Increased operational expenses tied to handling inefficiencies.

4. Problem Breakdown:

- *Mitigating Patient Waiting Time:* Involves identifying the root causes of delays, implementing streamlined patient flow systems, and enhancing scheduling procedures.
- *Enhancing Doctor Availability Information:* Requires real-time updates on doctor schedules, accessible scheduling tools, and transparent communication channels for patients.

5. Potential Solutions:

- *Telehealth Alternatives*: Leveraging virtual consultations to reduce the necessity for physical visits, thereby freeing up doctor time and diminishing patient wait times.
- *Flexible Appointment Types*: Offering shorter consultations for specific concerns, urgent care options, and follow-up appointments via telehealth to enhance efficiency.
- *Dynamic Workflow Management*: Implementing tools and analytics to optimise scheduling, predict patient flow, and allocate resources efficiently.
- *Technology-Driven Appointment Scheduling*: Utilising online booking systems, mobile applications, and patient portals to empower individuals to conveniently schedule appointments and receive timely updates on wait times.
- *Enhanced Communication*: Providing regular updates on delays, clear information about doctor availability, and notifying patients in advance to minimise anxiety.

Addressing this business problem necessitates a comprehensive strategy that combines technology, operational enhancements, and effective communication. By tackling both patient concerns and operational obstacles, healthcare facilities can establish a more effective and patient-centric experience.