

Business Problem of CURA HealthCare Services

The business problem that the CURA Healthcare Service project aims to address is the inefficiency and inconvenience in the traditional healthcare appointment system. The key issues include:

1. Long Waiting Times:

- Traditional systems often lead to long waiting times for patients seeking medical consultations. Without a prior appointment system, patients may have to wait for extended periods before seeing a doctor.

2. Unpredictable Doctor Availability:

- In the absence of a structured appointment system, patients may arrive at the hospital only to find that the preferred doctor is unavailable. This unpredictability can lead to frustration and wasted time for both patients and healthcare providers.

3. Lack of Appointment Prioritization:

- The absence of a prior appointment system means that patients do not have a way to prioritize or plan their healthcare visits. This can result in delays in receiving necessary medical attention.

4. Inefficient Resource Utilization:

- Without an organized appointment system, healthcare resources, including doctors' time and hospital facilities, may not be utilized efficiently. This can impact the overall effectiveness and productivity of the healthcare service.

5. Increased Patient Discontent:

- Long waiting times, uncertainty about doctor availability, and inefficient processes can contribute to patient dissatisfaction. This discontent may affect the reputation of the healthcare service and impact patient trust.

6. Limited Accessibility to Healthcare Information:

- Patients may face challenges in accessing information about the availability of doctors, especially specialists in specific health conditions. This lack of transparency can hinder informed decision-making.

7. Health Condition Prioritization:

- Certain health conditions, such as cardiac or heart diseases, may require urgent attention. Without a system that prioritizes appointments based on the urgency of health conditions, patients with critical needs may experience delays.

By addressing these issues through the implementation of a prior appointment system, CURA Healthcare Service aims to enhance the overall efficiency, accessibility, and patient satisfaction within the healthcare delivery process.