

SPECIFY BUSINESS PROBLEM

Healthcare currently relies on a manual appointment booking process for patients seeking healthcare services. This manual process poses several challenges and inefficiencies that hinder the smooth operation of the healthcare centres:

1. **Inefficiency in Appointment Scheduling:** The manual appointment scheduling process is time-consuming and prone to errors. Receptionists or administrative staff must manually check the availability of healthcare professionals and coordinate with patients to find suitable appointment slots, leading to delays and scheduling conflicts.
2. **Risk of Errors:** Human errors such as double-booking appointments, inputting incorrect patient information, or scheduling appointments at unavailable times are common with manual processes. These errors can lead to confusion, frustration among patients, and disruptions in the healthcare service delivery.
3. **Limited Accessibility:** Patients may face challenges in accessing the healthcare center during operational hours to book appointments. This limitation can result in missed opportunities for patients to schedule appointments, impacting their access to timely healthcare services.
4. **Lack of Real-Time Updates:** The manual process lacks real-time updates on appointment availability, making it difficult for both patients and healthcare professionals to manage schedules efficiently. Patients may not be aware of any sudden changes or cancellations in their appointments, leading to further inconvenience.
5. **Customer Dissatisfaction:** Cumulatively, these inefficiencies and challenges contribute to poor customer experience and satisfaction. Patients may perceive the appointment booking process as cumbersome and unreliable, negatively impacting their perception of CURA Healthcare Services.