

ES COLLEGE OF ENGINEERING AND TECHNOLOGY

Team name : Tech phenix

Team Members: I.Tamilvanan
H.Devakrishnan
B.Vijayakumar
K.Kishore
L.Umarali

1. Introduction

Project Name: Smart Healthcare Appointment System

Goal: To create a user-friendly web platform for patients to find doctors, book appointments, and make online payments easily and securely.

Role: UI/UX Designer & Developer

Tools Used: Figma

2. Problem Statement

Patients often face challenges in booking doctor appointments due to long waiting times, lack of transparent information about specialists, and difficulty in managing online consultations.

DocConnect solves this by offering an integrated platform to search doctors, view availability, schedule appointments, and make payments online.

Target Audience / Personas

- **Primary Users:** Patients (adults, elderly, families) seeking medical consultations.
- **Secondary Users:** Doctors and hospital administrators.

Pain Points:

- Time wasted in manual appointment booking.
- Uncertainty about doctor specialization and availability.
- Inconvenient payment and confirmation process.

User Research

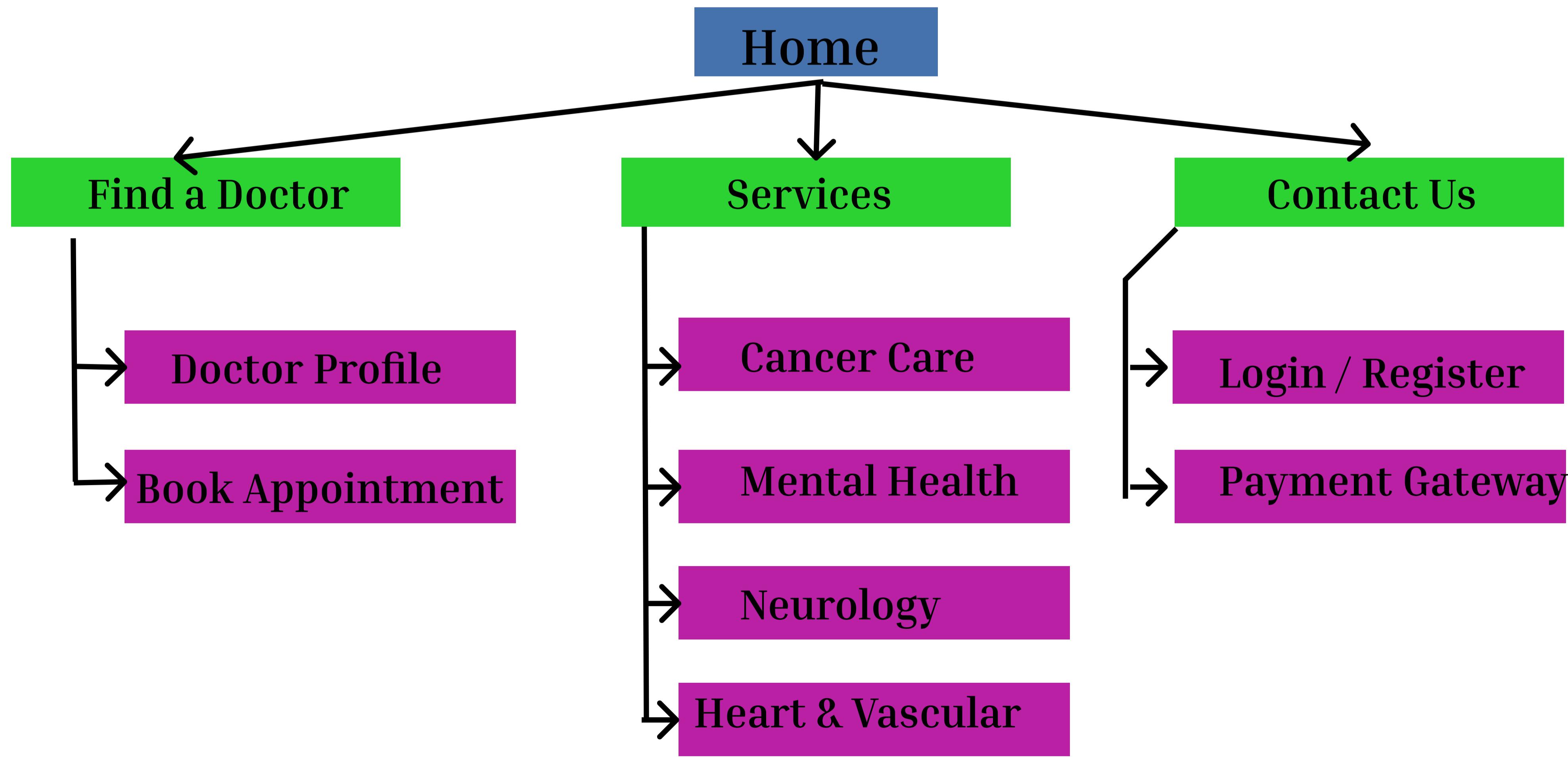
Methods Used:

- Online surveys among hospital patients.
- Interviews with doctors and clinic staff.

Key Findings:

- 80% prefer digital appointment booking.
- 70% find traditional methods inconvenient.
- Patients want transparent doctor profiles and ratings.

5. Information Architecture



User Flow / Journey

User visits DocConnect homepage.

Clicks “Find a Doctor.”

Searches by specialization (e.g., Neurologist).

Views doctor profile → Selects available time slot.

Confirms and pays online through Stripe.

Receives appointment confirmation via email.

Wireframes

Homepage layout (navigation bar, hero section, service highlights).

Doctor listing grid and booking form.

Contact and login/register pages.

UI Design

High-fidelity screens with:

- Color Palette: Blue & White (healthcare trust theme).
- Typography: Clean sans-serif fonts for readability.
- Components: Cards, buttons, and dropdowns for booking and payments.
- Doctor images, service icons, and feedback sections enhance user trust.

Prototype & Interactions

- Smooth navigation transitions.
- Clickable elements for booking and payment flow.
- Animated “Thank You” screen post-payment.

Usability Testing

Method: Internal testing with 5 users.

Feedback:

- Users appreciated clarity of doctor info.
- Minor issues: alignment on mobile, slower load time

Improvements:

- Optimized responsive layout.
- Simplified booking form inputs.

Final Outcome & Impact

DocConnect successfully offers a complete digital appointment experience from doctor discovery to secure online payment.

Impact:

- 60% faster appointment process.
- Increased transparency and patient satisfaction.
- Improved efficiency for both users and healthcare providers.

Conclusion

DocConnect bridges the gap between patients and healthcare professionals through intuitive design and efficient digital workflows.

Thank You!