CASE STUDY 01

(E channeling WebApp)
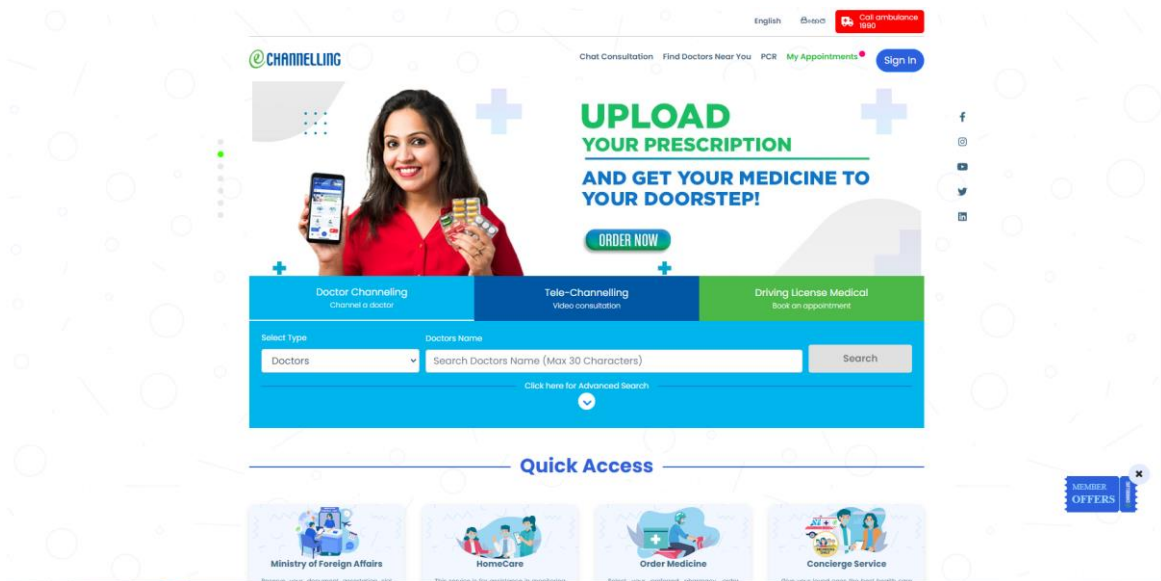
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Slasscom Bootcamp

TECH SKILLS

Introduction

A web tool called e channeling was created to give patients a quick and easy way to make appointments with medical professionals. E-channeling enables people to conveniently schedule appointments with physicians, dentists, and other healthcare providers from the convenience of their own homes. The software allows users to search for healthcare providers based on their location, specialty, and availability, making it easier to choose the right physician at the right time. E-channeling also gives patients quick and simple access to real-time updates on appointment availability, enabling them to change or cancel appointments as needed. Overall, E-channeling is a potent tool that makes it easier to schedule and manage medical visits, assisting patients in staying on top of their wellness and health requirements. In this document I'm going to a do a full site report

Take your seat ready and drive through my document.

Why E-channeling WebApp invented?

E-channeling app was invented by Mobitel (PVT). As you already know, as a company, Mobitel wanted to make Sri Lankan's lives easier. Prior to the invention of the E-channeling web App, mobitel saw a significant inconvenience and inefficiency in traditional healthcare appointment scheduling. Patients must spend a lot of time calling doctors' offices to schedule appointments. Which can make patients worry about their lives. Mobitel, on the other hand, notices the issue and decides to address it. After many months, they came up with a solution called-channeling," which has been stable for more than 10 years.

What other problems E-channeling WebApp solved?

In Sri Lanka It's really hard to move to an IT platform because of people's lack of knowledge about IT platforms. However, by providing user-friendly design/architecture to their applications, an e-channeling company was able to successfully solve this problem.

Same time they give users full permission to manage their time. They give us specific time slots that can help us to take a decision to mange our time according to that.

Also, some companies were charging too much by increasing their bills day by day. After E-channeling was invented. Lots of companies have to stay within a price limit, which helps patients not worry about their cost.

And few years ago. They introduced a new technology called Tele Channel. It wasn't new technology we already use video conference technology before. But they introduced it to do a specific task. That can doctor check patients without having physical meetup.

Who are the users of the system?

Well, well, well, It's a simple thing. Their mission is to help patients, so their target audience is patients. When patients are unable to touch a screen, the user frequently switches to their relators.

Benefits users get?

- Users don't have to worry about hospital cost because e-channeling giving enough space to choose a cost-friendly hospital.
- Users don't have to go to a hospital to book their time.
- Users can stay in their home and meet their doctor online.

Alternative systems to e-channeling system?

E-channeling app is a doctor channeling app for patients. It's a normal thing having competitors.

To e-channeling system there was Doc.lk, 1docway.com, asirihealth.com, nawaloka.com etc.

However, to my aspect e-channeling have so many features than other competitors have. For example e-channeling have tele channeling feature user friendly UI which help users can easily understand the system and work. Also e-channeling provide strong solutions to future problems that can happen when channeling a doctor.

Also, I liked to see a feature like patients can pay in method called cash on counter. Because some of users haven't facility to pay online. That will be a good solution to those people too. I know there is a payment option that we can pay by reloading. But some users can't use that facility too.

Understand the process of channeling a doctor from E-channeling app?

First step to channel a doctor via e-channeling:

Click on the following link : https://www.echannelling.com/

Then you can see a Web App with a unique interface. Now you will see an input box where you can input doctor name (refer following photo).
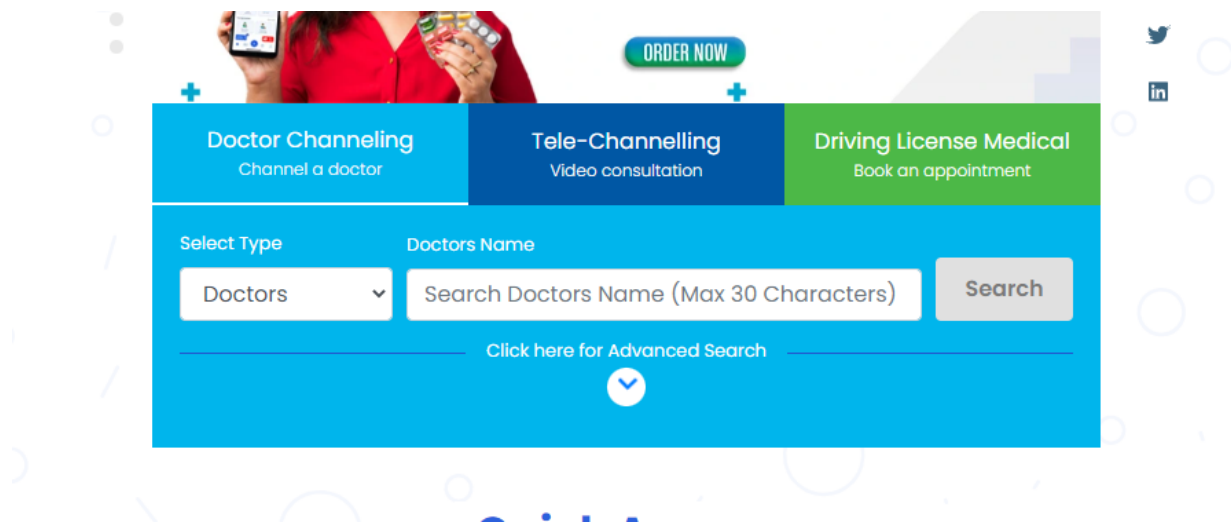
Now you must enter your doctor's name. using select type drop down menu you can choose specialization , hospital or doctor. If you select doctor then you must enter doctor's name into the input box otherwise you should input data according to you type of selector. Sounds cool right.

After you touch or click on the search button you will transfer to a page which contains doctor name his specialization and available hospitals (showing in the following photo)

Now you can choose your hospital by clicking book now button on your favorite hospital.

Once you clicked on it. It will again transfer you a page like in below photo.

Now you can see his available time slots in a green outline with available button. Choose your time slot and click on the available button.

Now it will transfer you to a check out page. Refer below photo to get better understanding.

Now you can login as a member or fill this check out details page as a guest. Once you finished filling it and press on pay button, they will ask you for a payment method.

Now choose your payment method and click on I accept the terms and condition button and proceed to payment. After you did these steps successfully it will send you a message to your phone number which you entered on the check out page.

User interfaces in E-channeling App
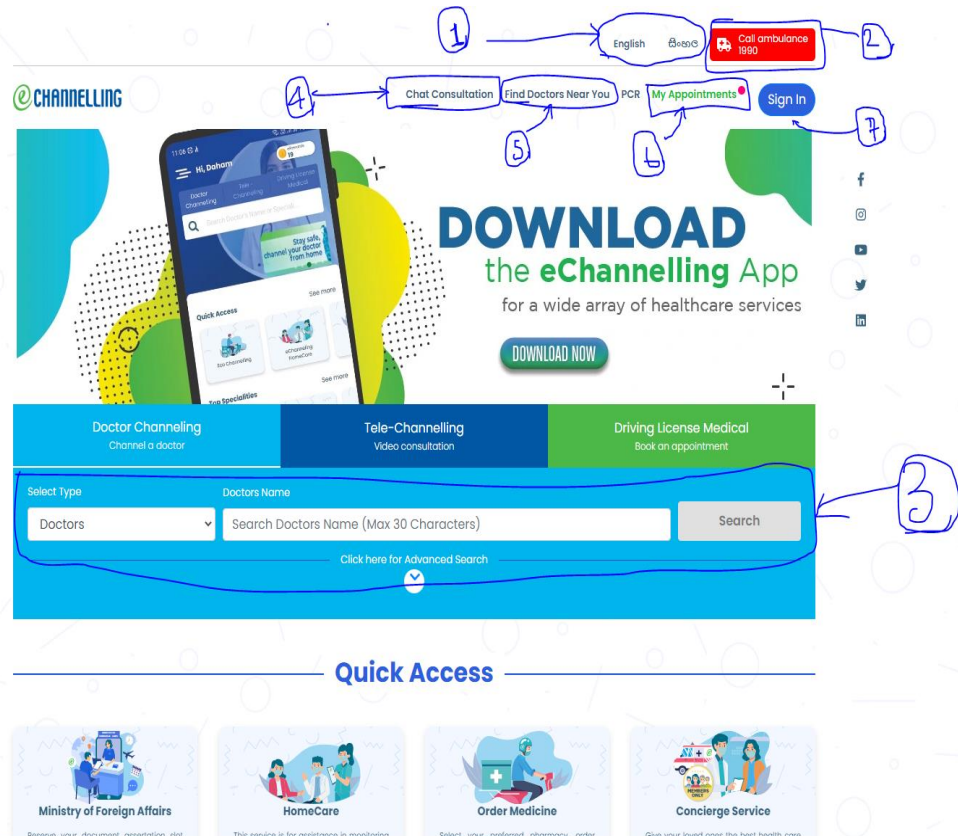
1. To Change the language
2. To call an ambulance
3. To Search for a Doctor, Specialization, or a hospital
4. To chat with a consultant
5. To find a doctor available near to you
6. To check user's appointments
7. To sign into e-channeling app which provide features like rewarding.

What is the type of solution is e-channeling.

E-channeling applications work as either web-based or mobile applications. A web browser like Google Chrome, Mozilla Firefox, or Safari is required to access a web-based application of any kind. By inputting a certain URL or web address in their browser, users can access the program. In this instance, a web browser on a desktop computer, laptop, tablet, or smartphone can be used to access the e-channeling application.

An application that is created specifically for a mobile device, like a smartphone or tablet, is known as a mobile application. The e-channeling app is available for download and installation from the Google Play Store or the App Store for iOS devices (for Android devices).
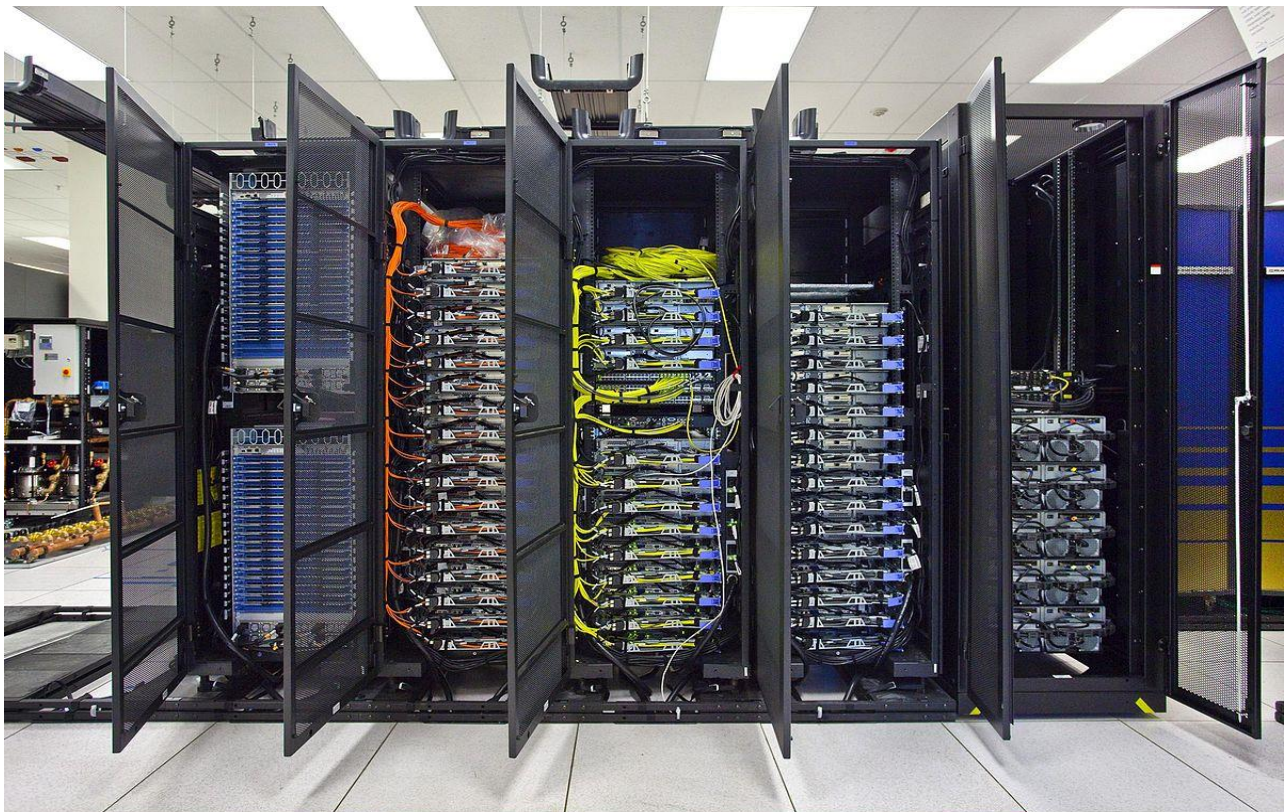
The e-channeling app would likely run as a client-server application, regardless of the implementation type. Users would interact with the application's user interface through the client component, which would handle request processing, data management, and any necessary external system communication.
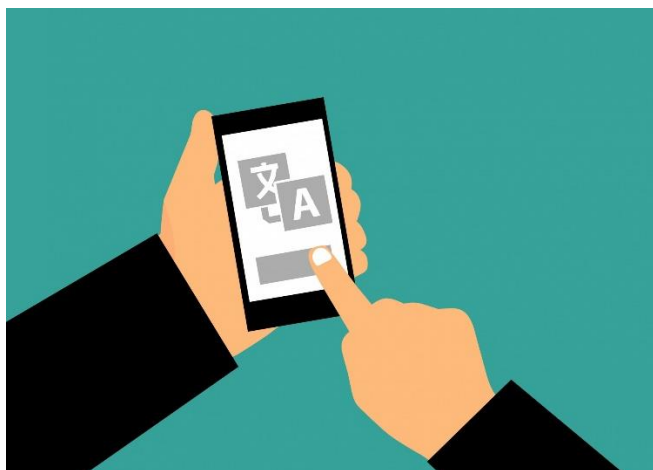
What should be the data inputted in the database?

Probably it can be doctors details, their available time slots and hospitals and their fees. User's order details. User details. Member details.

They are saving those data in their databases because they must use those data to continue their whole process. For a example if e-channeling data base failed to save or didn't save patients order details. That cloud be a big problem when patient goes to meet the doctor. Every data that required to whole process behind channeling a doctor through e-channeling app they save it on their databases.

Technical Diagram to illustrate Communication from browser-server-database

SEND REQUEST

OUTPUT

BROWSER

SERVER

SEND RESPONSE

Checking Data Related to the process

INPUT

USER

DATABASE

if data available giving the response that server want. otherwise sending a error message to the server
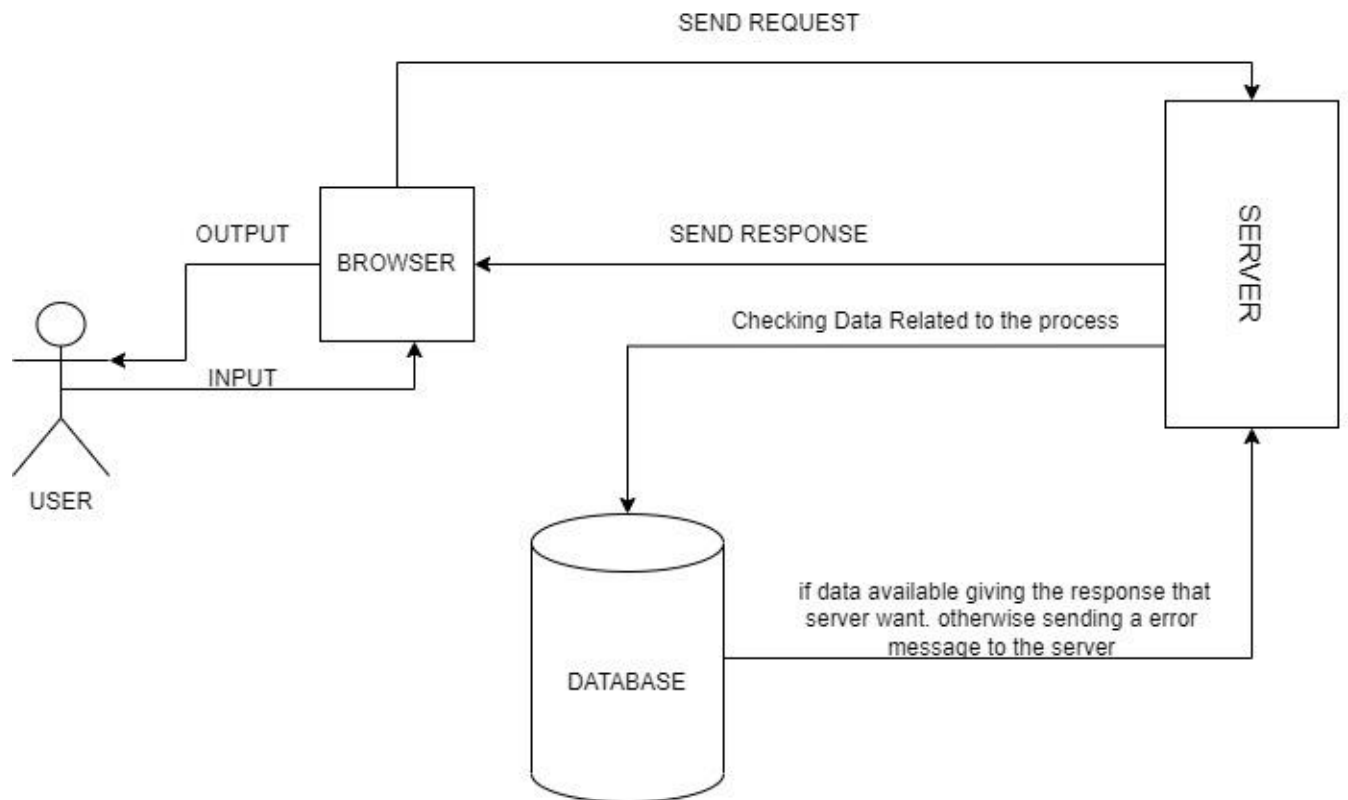
Done by Thidas Kaveesha Senavirathna

Administrative users in e channeling WebApp?

1. ## System Administrator

   His responsibility is managing the whole system and ensuring the process doing efficiently and effectively.

2. ## Reporting Administrator

   His responsibility is providing reports based on data collected through e-channeling system.

3. ## User Administrator

   His responsibility is managing user accounts.

What activities / process we cannot achieve using e channeling system and my solutions to it?

- In my opinion, patients can't do their tests online. Yeah, I know maybe it's not a practical thing for you. But I have a good solution that lets users order the test that he or she wants, and as an organization, we can communicate with hospitals and deliver the test tools with a doctor to his or her house.
- E-channeling WebApp not accepting on counter payment method. I'm not saying that there are not good payment options. But we are living in a Asian country which is extremely hard to take a decision to turn money into other platform and use it. Some of old generation people are still liking that cash on counter thing. They liked to pay in case in printed material.

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