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Medi-Point: Multi Hospital Healthcare Collaboration and Appointment Management System

Amala Princeton X.[1], Ahash Micheal S.[2], Anto Raja Jainson J.[3], Gnana Raja Kishore J.[4], Madasamy S.[5]

[1]Assistant Professor, [2,3,4,5]Student, Department of Computer Science and Engineering, V V College of Engineering, Tisaiyanvilai, Thoothukudi, India.

E-mail: [1]princecardoza@gmail.com, [2]ahashmicheals@gmail.com, [3]antojainson403@gmail.com, [4]rajakishore282@gmail.com, [5]samy18052005@gmail.com

Abstract

The digital revolution in the healthcare industry has emphasized the critical requirement of an efficient, cohesive, and intelligent hospital management system. Conventional appointment scheduling and patient record systems lack cohesive data management practices, experience delays, ineffective interdepartmental collaboration, and inefficiency in resource allocation. This paper proposes Medi-Point, which is a Multi-Hospital Healthcare Collaboration and Appointment Management System that aims to streamline healthcare operations by introducing an all-in-one platform. The proposed healthcare system will include the appointment scheduling, digital prescription generation, laboratory scheduling, billing management, and collaboration among various hospitals through an integrated and robust framework. Designed using Python Flask and MySQL, the system will adopt a three-tier architecture and Role-Based Access Control (RBAC). An Artificial Intelligence (AI) based hybrid chatbot will be integrated into the system to help analyze symptoms and provide recommendations to patients regarding the relevant departments. The system will offer real-time appointment availability checking, digital health record storage and management, and healthcare operations analysis. Experimentation and analysis will prove increased efficiency in

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appointment scheduling, decreased administrative overheads, optimized resource allocation, and increased accessibility to medical facilities.

Keywords: Medical Appointment, Web-based Healthcare, Artificial Intelligence (AI), Multi-Hospital System, Scheduling Optimization.

1. Introduction

There is an observable trend towards digital transformation in the healthcare industry as the need for fast and quality treatment grows. The use of old hospital management systems that utilize such processes as manual appointments booking, paperwork, and isolated operational procedures often results in extended waiting periods and poor administration in hospitals, fragmentation of information, and poor coordination between the hospital departments [1], [4]. This problem becomes even more urgent amid the global spread of the coronavirus infection, when numerous hospitals have to face the extra load.

The modern healthcare industry requires advanced digital platforms for convenient communication between healthcare professionals and patients, as well as for the organization of efficient appointment management, and quick access to all required information. The existing standalone hospital management systems cannot operate together effectively; therefore, the interaction between various institutions of the health sector (hospitals, laboratories, doctors, patients) becomes impossible [5]. Moreover, the absence of patient guidance software often causes errors in appointments booking and creates additional pressure on hospitals employees and their resources [6].

To solve these problems, this paper proposes Medi-Point: Multi-Hospital Healthcare Collaboration and Appointment Management System, which is an online healthcare management system aiming to streamline and enhance healthcare accessibility, operational efficiency, and service experience. The main components of this healthcare system include appointment scheduling, digital prescription management, laboratory coordination, billing services, and multi-hospital collaboration features. These components are integrated into one system that will be created on the Python Flask framework with the use of MySQL database using three-layer architecture.

One of the core functions of this healthcare system is the AI-based chatbot that uses NLP techniques for analyzing patients' symptoms and determining an appropriate department

where the patient should visit. Recently, many researches proved the usefulness of AI-based health care systems in improving service accessibility and efficiency in terms of managing resources and interacting with patients [2], [3]. Also, role-based access control is implemented in this solution, which makes healthcare information available only for authorized persons. Through integrating all aspects of healthcare services in one platform, this system can provide a wide range of benefits including reduced administrative costs, improved appointment management capabilities, and enhanced communication between healthcare stakeholders [7], [11].

2. Literature Survey

The healthcare management system has undergone significant changes after the development of innovative technology that seeks to increase efficiency and improve the quality of services offered. The previous hospital management systems involved simple appointments registration and information storage without intelligent scheduling and coordination of healthcare activities in hospitals. Due to such inadequacies, some hospitals had scheduling conflicts, ineffective allocation of resources, and inefficiencies in offering patient care [4]. Appointment scheduling models have proven to be important to optimize patient and doctor schedules in health facilities. The use of probabilistic scheduling and overbooking is common in order to minimize appointment no-shows and improve efficiency of healthcare resources usage [6], [9], [10].

In such scenarios, appointments are scheduled in an attempt to balance the number of patients seeking treatment and the doctors offering consultations at any particular period. Further developments of artificial intelligence technology and machine learning have seen a great change in healthcare management system. Intelligent healthcare systems that rely on AI and machine learning have greatly improved and now seek to offer intelligent suggestions to patients through symptoms analysis, guidance, and appointment booking [2]. Recent developments in IoT and AI integration have improved healthcare accessibility, communications, and monitoring of healthcare services [3].

Digital prescription systems help enhance prescription accuracy, standardize medical records, and share information securely across different healthcare departments. Additionally, researchers have highlighted the need for healthcare ecosystems capable of fostering effective interaction between hospitals, labs, billing companies, and diagnostics providers. The existence

of fragmented healthcare systems makes it difficult to access patient history and coordinate medical activities across many institutions [5].

Using centralized healthcare systems with adequate access controls will make healthcare management more efficient. Though many current technologies deal separately with various functions within healthcare management processes, there is still a need for a comprehensive system able to support all aspects, including smart scheduling, collaboration with multiple hospitals, lab management, digital records, and artificial intelligence for communicating with patients [7], [11].

3. Proposed System

The Medi-Point system to be proposed is an integrated web-based health management system which provides for multi-hospital integration, intelligent scheduling, electronic medical records management, and secure health communications. The system overcomes the constraints associated with standalone hospital management systems by incorporating patients, doctors, administrative staff, and laboratories into a single framework. The application is built using Python Flask for backend services and MySQL for data management. The three-tier architecture pattern has been used in order to enhance scalability, modularity, and maintenance of the application. The tiers include the Client Layer, Application Layer, and Data Layer, as shown in Fig. 1 below.

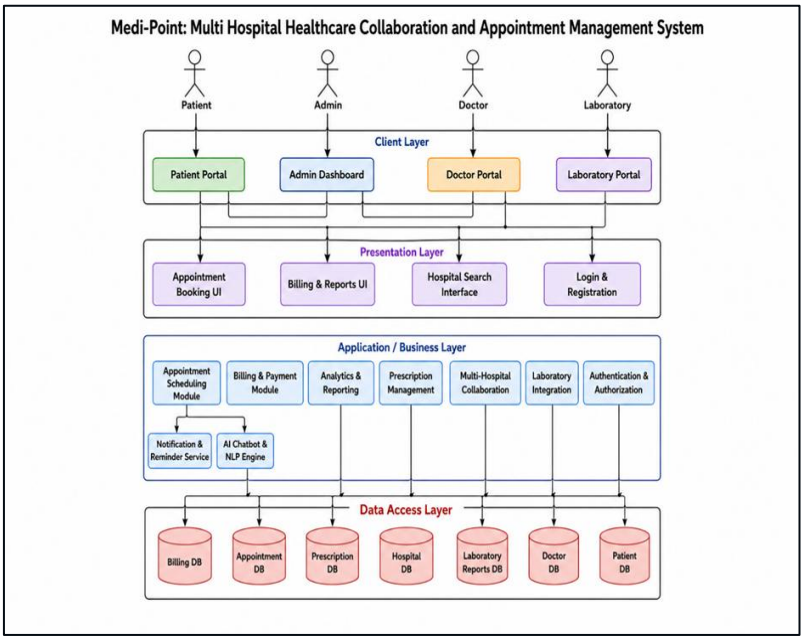

Figure 1. Overall System Architecture of Medi-Point Platform

Role-based interfaces for patients, doctors, administrators, and lab staff are provided by the client layer. Patient can look up hospitals, schedule an appointment, get prescriptions, and view lab reports. Doctors can perform appointment management, prescribe medicines digitally, and check patient history. Administrators take care of managing hospitals registration, departments, users, and billing processes. Lab personnel uploads lab reports of diagnosis.

Business logic of the entire application is implemented in the application layer. Appointment management, prescribing medications and bills, lab integration, login/authentication process, notifications service, and AI-based symptoms identification are part of this module. Slot validation checks for double booking of appointments in real-time. Transactional validation ensures appointments consistency for simultaneous booking processes.

A normalized relation database is utilized as a persistence store in data layer. Tables for patients, doctors, hospitals, appointments, prescriptions, labs, and billing operations have been created separately. Foreign keys help in establishing referential relationships. Atomic operations on appointments and prescriptions are ensured using database transactions.

In order to enhance interaction between patients and the platform before scheduling an appointment, an intelligent chatbot supported by AI is added to the system. The chatbot utilizes a rules-based approach for analyzing the inputted symptoms via NLP technology and matching them to relevant medical departments. The symptom keywords are fed into a pre-programmed classification engine and classified based on symptoms to specific specialties such as Cardiology, Neurology, Orthopedics, and Pulmonology. Emergency symptom recognition is another task performed by the chatbot. If the entered symptoms indicate the presence of critical health conditions like chest pain, significant bleeding, or breathing difficulties, the user is directed to seek urgent care rather than scheduling an appointment.

Appointment management module is provided for the management of both face-to-face and online consultation procedures. Physicians schedule the timeslots of consultations, available timeslots, length of consultations, and appointment limitations. While scheduling an appointment, the system conducts live validation of timeslots based on database-level queries to prevent overlapping appointments. Following the confirmation of the appointment, an appointment code will be issued and connected to billing details as well as the consultation record. Physicians will be able to generate structured electronic prescriptions and order

laboratory investigations from the same system. Diagnostics reports by laboratory personnel can be stored in the central database.

Role-based access control is implemented within the system, whereby access to sensitive health care data is limited. Authentication and authorization services are implemented at the application layer as well as at the database layer level. Patients have access to their personal health records, whereas doctors can only access patient health records that have visited them for a consultation. Laboratory personnel have access to the assigned diagnostic test results and administrators have system management privileges. Moreover, there are additional security services such as encryption of passwords, secure session management, input validation from the back-end server, and use of parameterized SQL queries to avoid SQL injections.

4. Results

The performance of the Medi-Point system was assessed in a multi-hospital setting simulation for studying the performance of the system. It showed better coordination among health organizations along with the proper scheduling of patients' appointments, prescription, lab results, and billing activities.

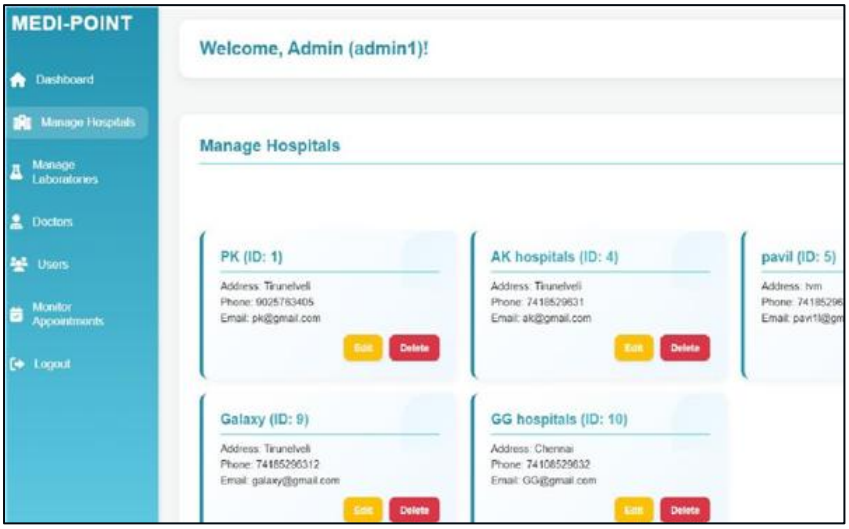

Figure 2. Admin Dashboard for Hospital Management

The Admin module was successful in managing the registration of hospitals, setting up departments, management of users, and integration with laboratories using a dashboard that is represented in Fig. 2. The patient portal allowed the searching of hospitals, checking of

availability of specialists, and scheduling of appointments without visiting the hospital physically (as seen in Fig. 3).

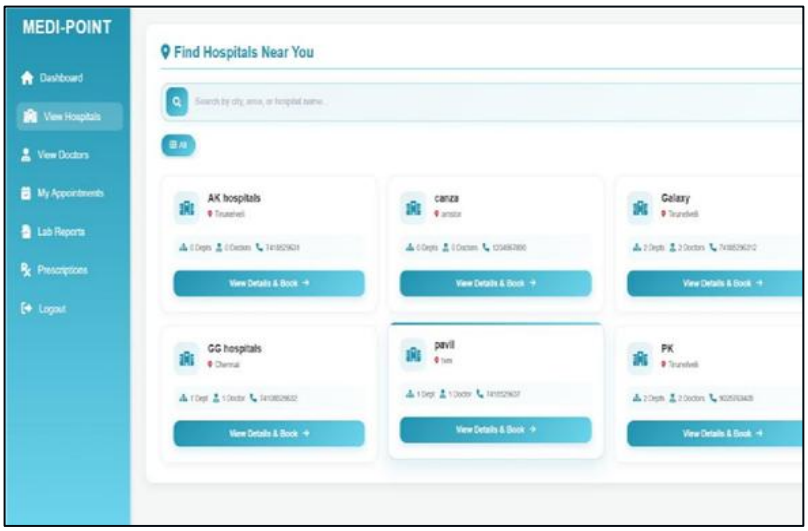

Figure 3. Patient Portal for Hospital Search and Access

A dashboard for patients made it possible for access to information about appointment dates, prescription details, bills, and laboratory results at one place (Fig. 4). In real-time appointment scheduling with slot validation, there were no possibilities of duplication or conflicting appointments when making appointments concurrently (Fig. 5).

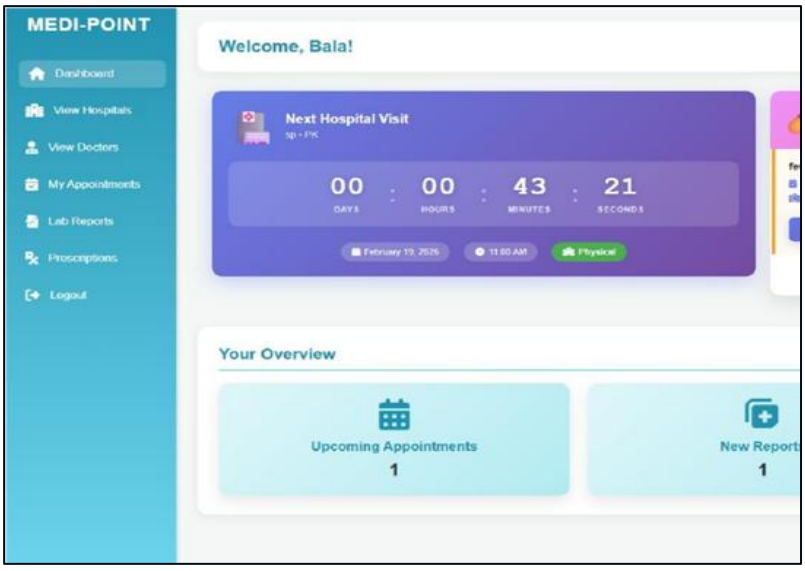

Figure 4. Patient Dashboard with Appointment and Prescription Details

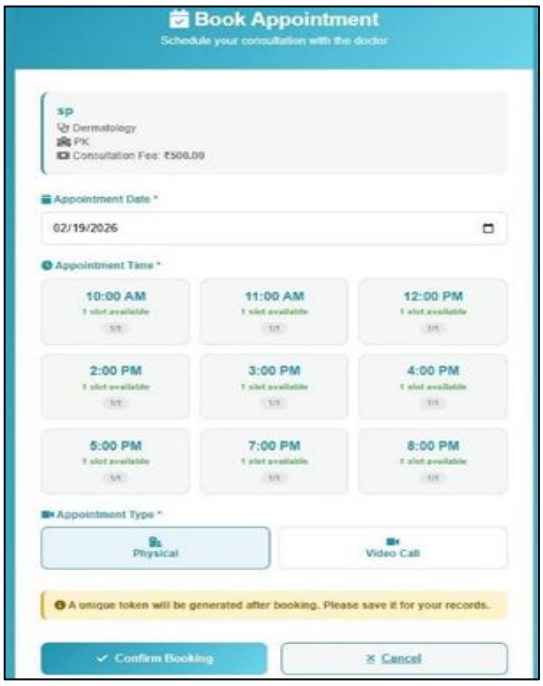

Figure 5. Real-Time Online Appointment Booking Interface

Appointment confirmation created unique appointment IDs while incorporating billing into consultations (Fig. 6). A dashboard for doctors showed appointment schedules, details about the patient, consultation types, and prescription management tools (Fig. 7). Prescription module had digitized all medicine records and minimized ambiguities caused by handwritten prescriptions (Fig. 8).

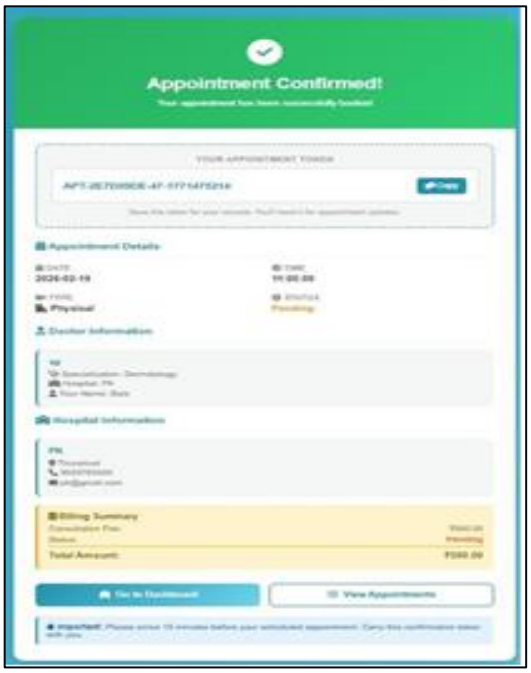

Figure 6. Appointment Confirmation and Billing Summary Interface

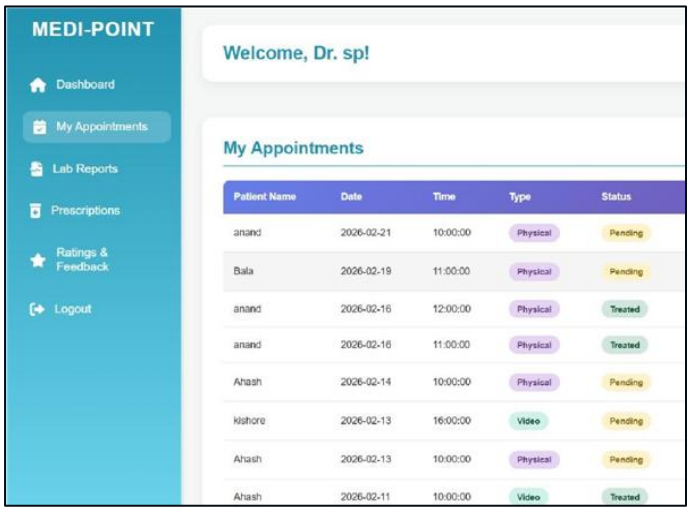

Figure 7. Doctor Dashboard for Appointment Management

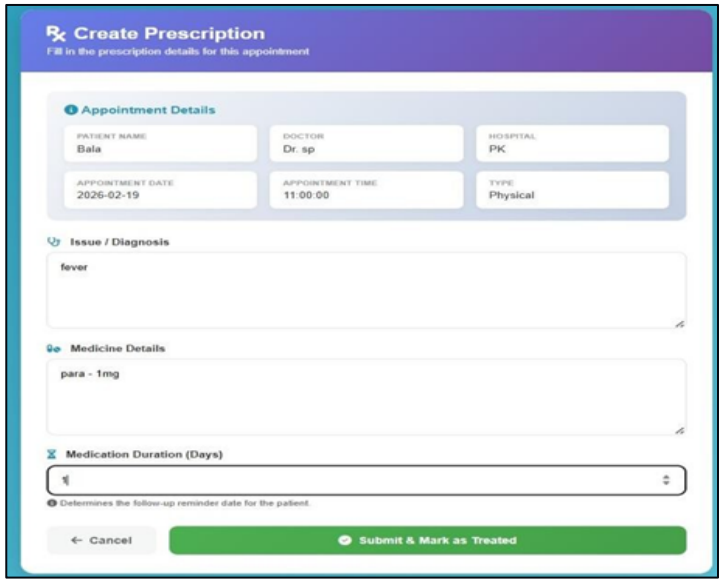

Figure 8. Digital Prescription Management Module

Medi-Point system was assessed through unit, integration, performance, and security testing. The test on unit testing involved authentication, appointment, prescriptions, laboratory, and billing functionalities. Appointment testing was done by simulating simultaneous requests for booking in order to confirm slot allocation while avoiding duplicate appointments. Integration test involved the verification of communications between system modules and relationship between appointments, prescriptions, laboratory reports, and billing documents. Performance tests were carried out with the system being used simultaneously by several users in terms of response time and database transactions stability. In terms of security tests, it involved the assessment of authentication, sessions management, RBAC, and the protection

from SQL injection. White box testing was conducted in order to analyze the backend processes, query execution, and error handling.

Medi-Point was implemented with a server that utilizes Flask with MySQL database. Secure HTTPS protocol and encryption techniques for secure session management were used to safeguard health information during transit. Back-up and restoration features were set up to provide reliable and robust data storage. Maintenance tasks after deployment involve system monitoring, security patches, database optimization, and continuous improvement of AI symptom-mapping data sets. The modular nature of the system facilitates future additions and extensions to the functionality offered by the system.

5. Conclusion

The Medi-Point Multi-Hospital Healthcare Collaboration and Appointment Management System offers a solution that integrates the processes of optimizing appointments, electronic prescriptions, laboratories, billing management, and multi-hospital collaboration into a single scalable web-based solution. This software automates all relevant processes and provides structure for managing all operations in an effective way using the latest digital technology. The introduction of the Role-Based Access Control principle guarantees that data is safe, while the AI-assisted chatbot allows the system to interact effectively with patients by guiding them to visit the appropriate department. The solution allows better communication between all parties involved in the healthcare process and facilitates management of the medical records across various hospitals. In the future, one can consider implementing such features as predictive analytics, telemedicine solutions, and cloud-based healthcare network interoperability into the existing system. Furthermore, there are numerous other solutions to develop such as a multilingual chatbot feature, Internet of Things sensors, and medical records protection based on blockchain. Overall, the proposed platform offers great opportunities to design modern and smart healthcare management systems for future application.

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