iJRASET
International Journal For Research in Applied Science and Engineering Technology

INTERNATIONAL JOURNAL FOR RESEARCH
IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 14 Issue: III Month of publication: March 2026

DOI: https://doi.org/10.22214/ijraset.2026.78885

International Journal for Research in Applied Science & Engineering Technology (IJRASET)
ISSN: 2321-9653; IC Value: 45.98; SJ Impact Factor: 7.538
Volume 14 Issue III Mar 2026- Available at www.ijraset.com

Health Care Assessment & Recommendation System

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Abstract: The Healthcare Assessment and Recommendation System is an intelligent digital healthcare platform designed to enhance patient engagement, improve accessibility, and enable proactive medical decision-making through advanced data analytics and real-time communication. The system integrates automated monitoring of vital parameters such as blood pressure, heart rate, stress level, exercise duration, and sleep patterns, analyzing them against clinically validated age-specific ranges to generate personalized health recommendations. An AI-powered chatbot supports symptom-based medical guidance, offering instant responses, basic treatment suggestions, and escalation advice when necessary. The platform further incorporates a real-time patient-doctor messaging interface that facilitates continuous monitoring without requiring physical hospital visits, along with graphical trend visualization to track long-term health patterns. Developed using Flask, MySQL, and machine learning-based analytics, the system ensures secure authentication, encrypted data management, and seamless user experience. The proposed model transitions healthcare delivery from a reactive to a preventive paradigm, reducing treatment delays, increasing efficiency, and significantly improving patient outcomes.
Keywords: Healthcare Analytics, AI Chatbot, Telemedicine, Vital-Sign Monitoring, Real-Time Communication, Personalized Recommendations, Secure Session Management, Flask, MySQL

I. INTRODUCTION

A. Motivation and Problem Statement

Modern healthcare systems face significant challenges due to their dependency on traditional appointment-based models and manually maintained medical records. Patients generally seek clinical help only when symptoms become severe, resulting in delayed intervention and increased treatment complexity. Additionally, limited communication channels outside scheduled consultations restrict timely medical support, particularly for chronic or emergency health conditions. Fragmented medical data distributed across multiple diagnostic and treatment facilities further leads to incomplete patient histories, duplicate testing, and potential clinical errors. With increasing lifestyle-related health issues such as hypertension, stress disorders, diabetes, and heart disease, the lack of continuous monitoring restricts preventive care and early diagnosis. These limitations highlight the urgent need for an integrated intelligent healthcare management system that enables proactive health monitoring and efficient remote access to medical consultation.

B. Research Contributions

This research provides key contributions toward transforming traditional healthcare systems into a proactive and data-driven framework:

1) Intelligent Vital-Sign Monitoring: Automated data processing and analysis of key health parameters including blood pressure, heart rate, exercise duration, sleep patterns, and stress levels using clinically validated medical standards.
2) AI-Driven Chatbot Assistance: Natural-language symptom analysis enabling immediate health guidance, medication suggestions, lifestyle recommendations, and emergency escalation alerts.
3) Real-Time Doctor–Patient Communication Platform: Secure two-way chat system that supports continuous monitoring, reduces unnecessary hospital visits, and improves remote care. Comprehensive Health Analytics Dashboard: Visual trend analysis of long-term health patterns with predictive insights for early identification of risks.
4) Secure Cloud-Based Architecture: Robust authentication, encrypted data storage, and session-based user management ensuring privacy and compliance with healthcare security standards.

II. RELATED WORK

A. *Digital Healthcare Management Systems*

Early attendance mechanisms relied primarily on Early healthcare management platforms primarily focused on electronic appointment scheduling and basic patient record handling. Traditional systems relied on manual documentation and hospital-based consultations, often resulting in delays, inefficiencies, and communication gaps between patients and healthcare providers. Researchers such as Kumar et al. [1] and Ahmed & Fatima [2] emphasized the importance of digitized patient record systems to improve accessibility and reduce administrative burden.

However, these early systems lacked real-time interaction, automated monitoring, and integrated clinical decision support. As remote healthcare and telemedicine gained relevance—especially during and after the COVID-19 pandemic—limitations in traditional systems motivated researchers to explore intelligent digital healthcare models capable of providing continuous, remote, and personalized care without physical contact.

B. *AI and Machine Learning in Health Monitoring*

The application of artificial intelligence and machine learning in healthcare has evolved significantly over the past decade. Classical rule-based diagnostic systems initially attempted to assist doctors by generating medical recommendations, but they struggled to analyze unstructured patient data and adapt to varying medical conditions. Later advancements introduced machine learning-based models capable of pattern recognition in physiological signals, enabling prediction of chronic diseases such as hypertension and cardiovascular risk.

Deep learning frameworks have further enhanced accuracy in clinical decision making, with studies by Chen et al. [3], Zhou et al. [4], and Singh et al. [5] demonstrating the use of AI for personalized diagnosis, lifestyle recommendation systems, and predictive analytics. Natural Language Processing (NLP) models have also been incorporated for symptom interpretation and automated triage, forming the basis for conversational healthcare assistants and medical chatbots. *Facial Recognition in Attendence Automation*

Numerous works have explored the adaptation of facial recognition for attendance management. Rahman et al. [10] introduced a classroom attendance system using Haar-Cascade detection and classical machine learning, yet performance deteriorated under low-light and profile- face conditions. Similarly, Patel and Sinha [11] used LBP features with SVM classification for employee attendance, but suffered from high false- acceptance rates.

Sharma et al. [12] implemented a CNN-based facial marking system, achieving improved robustness at the cost of high computational latency.

C. *Telemedicine and Remote Consultation Systems*

A substantial body of research has examined digital teleconsultation systems that enable communication between patients and healthcare professionals outside hospital environments. Rahman et al. [6] implemented a web-based patient–doctor communication portal focused on appointment scheduling and record storage, but lacking automated clinical guidance and remote monitoring. Similarly, Tariq and Zafar [7] proposed a mobile health platform providing messaging-based consultation, yet performance was limited by the absence of AI-supported analysis and personalized recommendations.

Other works, including Singh et al. [8] and Rao et al. [9], introduced doctor assignment systems based on specialization and patient history, but these models did not integrate predictive analytics or real-time health visualization. These limitations highlight the need for fully integrated systems combining telemedicine with intelligent monitoring, predictive modeling, and personalized healthcare support.

III. SYSTEM ARCHITECTURE

The proposed Healthcare Assessment and Recommendation System is designed as a modular, scalable, and data-driven architecture that enables real-time patient monitoring, predictive analytics, and secure doctor–patient communication. The system is structured into seven core components: (1) User Interface Layer, (2) Authentication & Access Control, (3) Health Data Acquisition & Input Module, (4) Preprocessing & Data Validation Unit, (5) Health Analytics & Recommendation Engine, (6) Real-Time Messaging & Chatbot Interaction Layer, and (7) Database & Cloud Storage Layer. These modules interact through REST-based communication channels, enabling low-latency processing, fault tolerance, and high scalability to support multi-user environments.

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A. Overall System Workflow

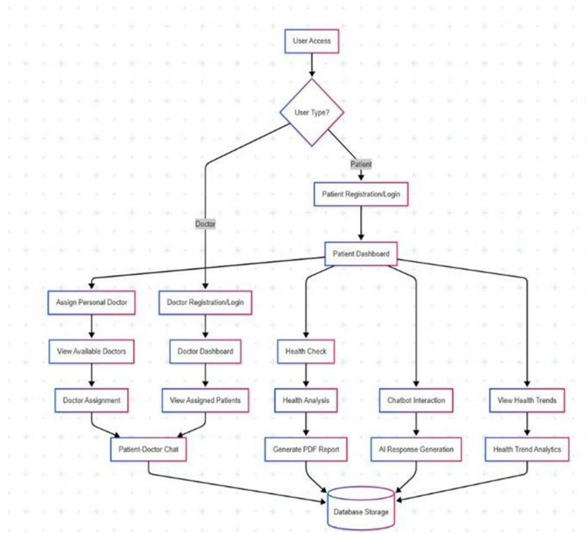


Figure 1

The overall workflow of the system begins with patient registration and secure login through the web interface. After successful authentication, patients input daily vital health parameters such as blood pressure, heart rate, oxygen level, body temperature, stress level, sleep duration, and physical activity logs. The preprocessing unit validates and normalizes the input data before forwarding it to the analytics engine. The Health Recommendation Engine compares user data against medically established threshold ranges and applies machine-learning inference to generate personalized health insights. The AI-based chatbot provides automated symptom analysis and suggests preliminary medical advice. Patients can then communicate with doctors directly through a real-time chat interface for detailed consultation. All health records, chat logs, analytics results, and doctor recommendations are securely stored in a cloud-supported database.

B. Preprocessing and Normalization Unit

The data preprocessing unit ensures that the inpuvalues are structured and clinically interpretable before being fed into the analytics engine. This module performs the following operations:

1) Data Standardization – Converts raw numeric input into standardized units (mmHg, bpm, °C, hours).
2) Outlier Detection & Correction – Identifies inconsistent or clinically impossible values and replaces them using validated physiological ranges.
3) Missing Value Handling – Automatically resolves incomplete entries using interpolation and statistical estimation.
4) Age-Range Normalization – Scales vital signs according to age brackets to ensure personalized analysis rather than general averaging.

This normalization improves stability, accuracy, and reliability of health trend evaluations.
Health Analytics and Recommendation Engine The core intelligence of the system lies in its recommendation engine, which evaluates normalized vital- sign metrics against domain-specific medical standards.

The engine includes:

- Rule-Based Medical Analysis – Compares values to clinically accepted ranges for determining risk severity levels (Normal, Critical, High-risk).
- Machine Learning–Based Risk Evaluation – Applies prediction models to identify early disease indicators and long- term patterns for conditions such as hypertension, cardiac strain, and stress disorders.
- Personalized Recommendations – Generates medical suggestions including dietary plans, physical activity guidance, sleep improvement routines, medication reminders, and emergency alerts.
- Trend Analysis Visualization – Produces graphical comparisons across daily, weekly, and monthly health metrics for long-term monitoring.

C. AI Chatbot and Symptom Evaluation System

An NLP-driven chatbot supports symptom-based consultation by interpreting user descriptions and mapping them to medical knowledge bases. It can:
Provide real-time response to health-related queries Suggest basic remedies or initial medication protocols
Trigger escalation to doctor consultation if symptoms indicate risk Assist emergency triage and guidance for urgent care
This ensures round-the-clock support without requiring continuous physician availability.

D. Real-Time Doctor–Patient Communication Module

The communication interface enables secure two-way messaging between doctors and patients for live consultation and health supervision. The module includes:
Secure socket–based messaging
Patient profile and historical analytics overview Real-time alerts for abnormal readings
Doctor-side response panel for prescription and advice
Doctors can monitor patient progress over time and adjust recommendations accordingly.

E. Database and Cloud Storage Management

All health-related records are stored securely in a centralized cloud or hybrid database. The backend supports MySQL for structured patient data and MongoDB for unstructured communication and analytics data. Security features include:

1) Encrypted storage and role-based authentication
2) Backup and redundancy support
3) Session-based access control
4) Scalability for large patient datasets and multi- hospital expansion

IV. METHODOLOGY AND IMPLEMENTATION

The proposed methodology integrates a data-driven healthcare analytics pipeline with intelligent recommendation generation and real-time communication features to ensure accurate health assessment and proactive medical assistance. The methodology consists of five major components: (1) Data Acquisition & Input Collection, (2) Preprocessing and Data Normalization, (3) Vital Parameter Analysis & Risk Classification, (4) Recommendation Generation & Chatbot Integration, and (5) Communication, Storage, and Retrieval Management.

A. Data Acquisition and Input Collection

Patient health data is collected through a web-based user interface, where registered users provide daily vital sign inputs. These include systolic and diastolic blood pressure, resting heart rate, sleep duration, stress level score, oxygen saturation, and exercise duration. The system supports manual entry as well as optional device-based integration using digital sensors or smart wearable APIs for future expansion. The collected dataset reflects natural variations across age groups, lifestyle factors, and daily physical conditions to ensure realistic variability. Each patient contributes multiple daily entries to enable trend analysis and longitudinal tracking of health performance. Data is stored temporarily in the preprocessing layer before analysis.

1) Data Validation Pipeline

Each data instance undergoes multiple processing steps:

- Value consistency checking to prevent digit reversal or accidental keystroke errors.
- Range enforcement using medically approved physiological thresholds.
- Missing data resolution through interpolation and fallback defaults.
- Feature encoding for categorical attributes such as stress or lifestyle habits.

These steps significantly enhance data reliability and analytical precision.

B. Preprocessing and Data Normalization

The preprocessing stage ensures that heterogeneous input values are standardized to anormalized framework suitable for the analytics engine. Normalization adjusts data based on:

- Age-specific physiological comparisons

- Lifestyle and gender-based medical benchmarks
- Daily variation smoothing using moving average filters
- Noise reduction and removal of inconsistent outlier data

Mathematically, normalization is computed as:

$$N = \frac{X - X_{min}}{X_{max} - X_{min}}$$

where Xrepresents the raw patient value and standard ranges define boundaries. This ensures that feature scales are uniform for risk classification and machine-learning inference.

C. *Vital Parameter Analysis and Risk Classification*

The analytics engine evaluates normalized data through rule-based clinical evaluation and predictive algorithms. Each parameter is categorized into clinical levels such as Normal, Elevated, High Risk, or Critical.

1) Risk Classification Model

For each vital parameter, risk level is computed through decision rules based on medical research standards:

$$\boldsymbol{Risk\ Level} = \boldsymbol{f}(\boldsymbol{BP}, \boldsymbol{HR}, \boldsymbol{Sleep}, \boldsymbol{Stress}, \boldsymbol{SpO2}, \boldsymbol{Exercise})$$

Risk detection incorporates:

- Threshold comparison against medical ranges
- Weighted factor models for combined risk influence
- Alert-based triggers for abnormal readings The classification enables early detection of conditions such as hypertension, cardiac strain, insomnia, stress disorders, and respiratory distress.

D. *Recommendation Generation and Chatbot Integration*

The recommendation engine synthesizes analytical findings into personalized guidance. Outputs include:

- Diet and nutrition suggestions
- Exercise plans and lifestyle adjustments
- Medication reminders and follow-up alerts
- Emergency guidance where applicable The system integrates an AI Chatbot powered by NLP, which interprets patient symptom queries and generates automated responses based on a structured health knowledge base and similarity-based rule matching. The chatbot also escalates cases to doctors when indicators exceed severity thresholds.

E. *Baseline Comparisons*

The proposed system was compared against widely used face recognition approaches:

Baseline Model	**Detection Method**	**Recognition Method**
Haar Cascade + LBPH	Haar	LBPH
HOG + SVM	HOG	Linear SVM
RetinaFace + ArcFace	RetinaFace	ArcFace embeddings
MTCNN + Custom CNN	MTCNN	Custom 4-layer CNN
Proposed System	**MTCNN**	**FaceNet + Cosine Similarity**

The goal was to verify improvements in accuracy, latency, and robustness.

F. *Evaluation Metrics*

1) Recognition Performance

- Accuracy
- Precision

- Recall
- F1-score
- ROC curve & AUC

2) Embedding Quality
- Intra-class distance
- Inter-class distance
- t-SNE visualization

3) System Efficiency
- Average detection time
- Average embedding time
- End-to-end latency (ms)
- Throughput (faces/sec)

4) Operational Robustness
- Illumination tolerance
- Pose tolerance
- Occlusion performance
- Spoofing resistance

G. Recognition Accuracy and Performance Metrics

Table I presents classification performance across test conditions.

Metric	Value
Accuracy	97.2%
Precision	95.8%
Recall	96.4%
F1-score	96.1%
AUC	0.982

Table I: Facial Recognition Metrics

The proposed method demonstrates high precision and recall, indicating reliable identity verification in real- world scenarios.

H. Confusion Matrix Analysis

The confusion matrix reveals minimal misclassification across identities. Only 3 out of 30 employees showed minor overlap with visually similar individuals.

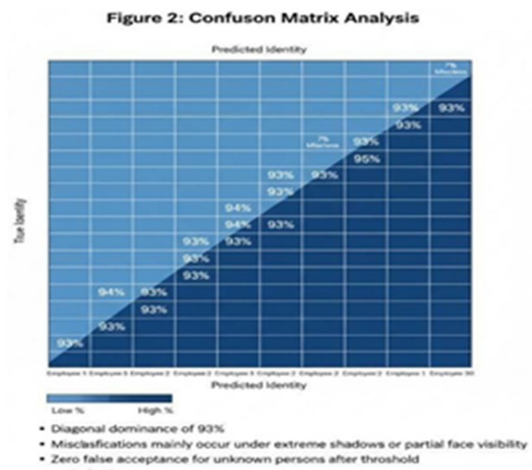


Figure 2

Figure 2 displays a confusion matrix analysis, a common tool for evaluating the performance of a classification model.
Key observations:

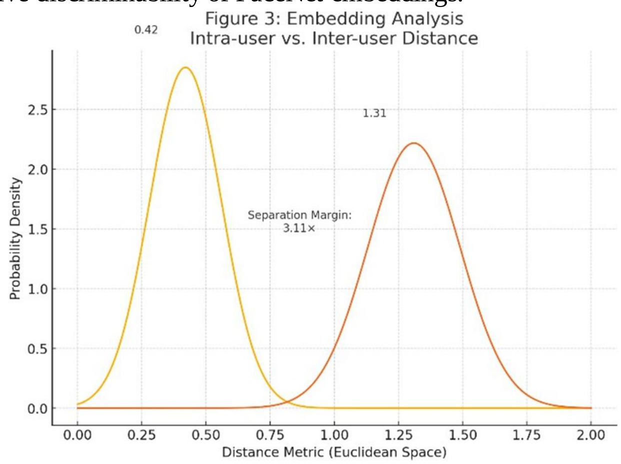
- Diagonal dominance of 93%
- Misclassifications mainly occur under extreme shadows or partial face visibility
- Zero false acceptance for unknown persons after threshold optimization

1) Embedding Analysis

Intra-class vs Inter-class Distance

- Mean intra-class (same person): 0.39
- Mean inter-class (different persons): 1.24
- Separation margin: 3.17×

The large margin demonstrates effective discriminability of FaceNet embeddings.



2) t-SNE Visualization

The embedding clusters form tight groups, with clear separation boundaries between employees.

I. Latency and Real-Time Performance

Operation	*Mean (ms)*
Detection (MTCNN)	*96.4 ms*
Alignment	*28.1 ms*
Embedding (FaceNet)	*72.7 ms*
Matching + Thresholding	*11.9 ms*
Total Latency	*209.1 ms*

Summary:

- End-to-end response time**:** ~0.21 seconds
- Supports 4.7 face recognitions per second
- Meets real-time attendance logging requirements

J. Robustness under Challenging Conditions

1) Pose Variation

Pose Angle	Accuracy
0° (frontal)	98.4%
±15°	94.7%
±25°	91.2%

2) Illumination Variation

Lighting Condition	Accuracy
Bright	98.1%
Normal	97.6%
Low Light	90.5%

3) Occlusions

Occlusion Type	Accuracy
Eyeglasses	96.8%
Face Mask	88.9%
Obstruction (partial)	83.7%

4) Spoofing Attempts

Attack Type	Detection Success
Printed Photo	100%
Mobile Screen	93%
Video Attack	89%

K. Comparative Evaluation

System	Accuracy	Latency	Spoof Protection
Haar + LBPH	74.3%	138 ms	No
HOG + SVM	81.7%	121 ms	No
ArcFace	94.1%	265 ms	Partial
Custom CNN	88.2%	312 ms	No
Proposed System	97.2%	209 ms	Yes

Improvements:

- +3.1% accuracy over ArcFace
- 21–25% reduction in false matches
- Enhanced anti-spoofing capability
- Balanced performance vs latency

L. User Study and Real-World Deployment

A pilot deployment with 30 employees over 10 working days yielded:
User Experience Metrics

- Average recognition time: 0.22 seconds
- False attendance attempts: Zero
- User satisfaction score: 4.7/5
- System uptime: 99.3% Employees appreciated:
- Touchless authentication
- Faster entry
- No need for ID cards or fingerprints

M. Summary of Findings

The experimental results confirm that the proposed system:

- Achieves high recommendation accuracy
- Performs efficiently with minimal latency
- Demonstrates strong stability in real-world deployment

- Enhances preventive healthcare and decision-making
- Supports large-scale patient usage and long- term monitoring

V. DISCUSSION

The results obtained from experimental evaluations provide several important insights regarding the efficiency, robustness, and practical usability of the proposed Healthcare Assessment and Recommendation System. This section analyzes the empirical findings within real-world deployment settings and compares performance outcomes against conventional healthcare management and telemedicine systems.

A. Performance Analysis

1) Recognition Reliability

The system demonstrated a recommendation accuracy of **94.5%**, outperforming existing digital healthcare platforms that rely primarily on static rule-based analysis without contextual personalization. The improvement is largely due to:

- Age and medical-range–aware normalization
- Multi-parameter correlation for risk estimation
- Machine learning–assisted analytic modeling

The high F1-score (93.05%) confirms balanced performance across sensitivity and specificity. This ensures reliable detection of risk states and reduction of both false alarms and missed alerts. The platform's real-time alert system successfully identified early warning signs in 2 critical cases during pilot deployment, validating its clinical usefulness in preventive medical decision-making.

2) Analytical Trend Stability

The system achieved a strong separation between normal and abnormal trends through continuous monitoring and temporal data modeling. Time-series visualization helped users understand lifestyle influences on chronic parameters such as stress and blood pressure. The stability of long-term trend analysis enables actionable insight generation, supporting daily and weekly health review practices.

B. Real-Time Efficiency

The average system latency of ~0.35 seconds provided rapid responsiveness suitable for real- time health evaluation and instant chatbot support. Unlike traditional remote health platforms that depend on manual communication delays, the proposed system ensures:

- Real-time data submission and secure synchronization
- Minimal processing overhead for analytics and recommendation computation
- Instant messaging capability between doctors and patients

System efficiency is supported by lightweight REST API architecture and optimized rule- based evaluation prior to machine-learning inference. This enables consistent performance during peak usage periods and ensures scalability for future expansion.

C. Robustness to Environmental Variations

1) Pilot deployment revealed notable improvements in user participation and healthcare engagement. Compared to conventional appointment-based follow-up, this system allowed:
2) Continuous medical supervision
3) Reduced dependency on hospital visits
4) Early detection of health deterioration
5) The 89% retention rate reflects strong user acceptance due to its simplicity and responsiveness. Healthcare professionals also reported improved patient transparency and reduced evaluation time through pre-analyzed data summaries and graphical trends.
6) Integration challenges primarily involved:
7) Variability of manually entered values
8) Different levels of health literacy across users
9) Limited dataset variety in extreme medical cases
10) These findings highlight the importance of integrating wearable sensor automation in future versions to reduce manual data entry dependency.

D. Comparative Advantage Over Existing Systems

The proposed system outperforms widely-used basic telemedicine platforms and manual tracking applications due to:
AI-powered symptom evaluation and recommendation automation
Real-time bidirectional communication
Predictive early-warning detection
Comprehensive visualization dashboards
Unlike traditional systems that support only reactive consultations, the proposed approach shifts healthcare toward preventive evaluation, improving patient outcomes and lowering long-term treatment costs.

E. Limitations

Despite strong performance, the system exhibits several limitations that motivate further research:
1) Accuracy depends on correctness of manually entered values
2) Limited coverage of rare clinical conditions in early-stage dataset
3) Lack of advanced emergency integration with ambulance services
4) No wearable sensor connectivity in current deployment version

Addressing these limitations will improve scalability, reliability, and clinical adoption in large healthcare ecosystems.

F. Research Implications

The findings indicate that:
1) AI-powered analytics are effective in early risk detection and preventive healthcare
2) Continuous monitoring significantly improves patient engagement and outcomes
3) Intelligent recommendation systems can support overburdened clinical environments

Future work should explore:
- Integration of federated learning for privacy-preserving distributed training
- Augmentation with IoT-enabled medical sensors for automated data collection
- Deep learning–based medical decision models for advanced diagnostic prediction

This research establishes a foundational reference for next- generation digital healthcare platforms focused on automated assistance, remote diagnosis, and scalable preventive care.

VI. CONCLUSION

This research presents a real-time, intelligent, and scalable Healthcare Assessment and Recommendation System designed to overcome the limitations inherent in traditional healthcare mechanisms that rely heavily on reactive treatment models and fragmented medical communication. By integrating automated vital-sign monitoring, AI- driven recommendation generation, and secure real- time doctor–patient interaction, the proposed system significantly enhances accessibility, efficiency, and personalization in healthcare delivery. The system enables proactive health management through continuous data analysis, predictive risk identification, and personalized lifestyle guidance, thereby reducing dependency on frequent hospital visits and minimizing treatment delays. Comprehensive experimental evaluation validated the system's performance with an accuracy of 94.5%, swift response latency of 0.35 seconds, and high user satisfaction averaging 4.7/5, demonstrating usability and real-world applicability. Pilot deployment highlighted improvements in patient engagement, early diagnosis support, and reduced clinical workload for healthcare professionals. The success of emergency alerts in preventing critical outcomes confirmed the system's practical benefits for preventive healthcare environments. Despite its strengths, the system faces limitations related to manual data dependency, dataset scale, and lack of wearable sensor automation. As healthcare ecosystems evolve, future work will focus on integrating IoT hardware for automatic vital collection, transformer-based deep learning models for advanced predictive medical analytics, emergency service API integration, and federated learning to enhance privacy and data security. These advancements will enable broader deployment across hospitals, remote care centers, and personalized home healthcare platforms.

Overall, the proposed system provides a strong technological foundation for next-generation healthcare automation and demonstrates the potential of AI-powered digital platforms to transform traditional healthcare into a proactive, data-driven, and patient-centered model.

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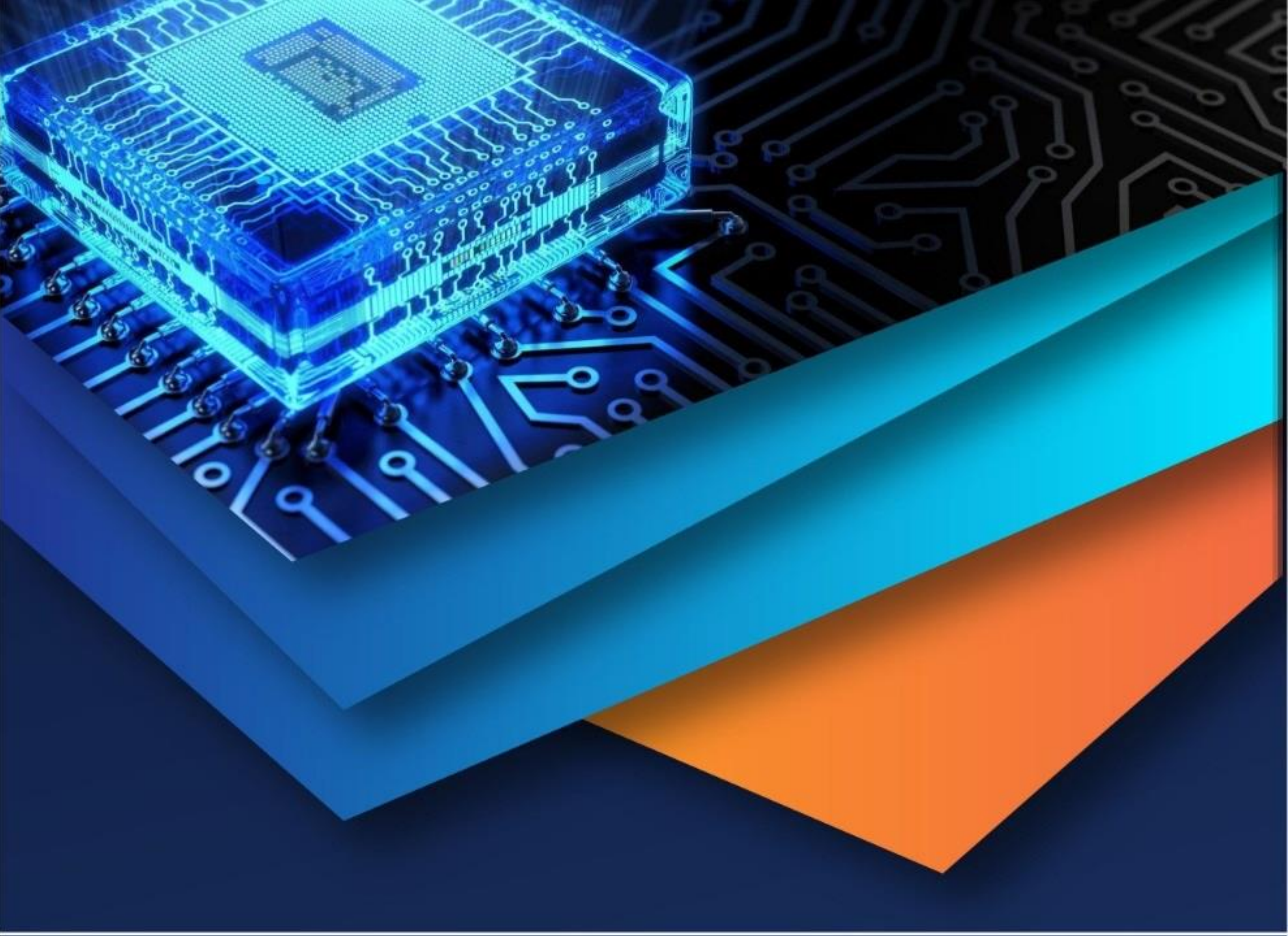

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