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.2026.77716

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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

Meet Doc: The Telemedicine Solution for Redefining Healthcare Access

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Abstract: ***Efficient appointment scheduling is essential for improving healthcare service delivery and reducing administrative workload in medical practices. This paper presents a Smart Appointment Booking System, a web-based application designed to streamline doctor–patient appointment management. The system enables users to view available time slots and book appointments according to their preferences, while automatically restricting booked slots to prevent conflicts and double bookings. It also supports appointment cancellation toenhanceuserflexibilityandexperience. Inadditiontoscheduling,thesystem incorporatesafinancial managementmodule that allows doctors to record daily earnings and automatically generate monthly income reports. The application is implemented using ASP.NET for the user interface and an SQL database for secure and reliable data storage. The proposed system improves operational efficiency, minimizes manual errors associated with traditional scheduling methods, and ensures accurate appointment tracking and financial reporting.Overall, the Smart Appointment Booking System provides a scalable and user-friendly solution for modern healthcare appointment and revenue management.***

Keywords: Appointment Booking System, Healthcare Management System, ASP.NET, Online Scheduling, Medical Information System, SQL Database, Web-based Application*.*

I. INTRODUCTION

Intraditionalhealthcaresystems, patientswhoneedmedicalconsultationarerequiredtovisithospitalsor clinics inpersonand wait until the doctor becomes available. This process often involves long queues and uncertainty in obtaining appointments.

Furthermore, if a doctor cancels an appointment due to emergencies or unforeseen circumstances, patients usually remain unawareuntiltheyphysicallyarriveatthehospital,resulting ininconvenience,wastedtime,andreducedservice efficiency.

With the rapid advancement of mobile and web communication technologies, digital healthcare solutions have emerged as effective tools to address these limitations. Online appointment booking systems enable patients to schedule consultations remotely,reducingwaitingtimeand improvingaccessibilitytohealthcareservices.Suchsystemsalsohelphealthcareproviders manage appointments more efficiently and maintain accurate patient records.

This paper proposes a Smart Online Hospital Management and Appointment Booking System designed to simplify and automate the process of scheduling doctor appointments. The system allows patients to register, login securely, view hospitals anddoctors,andbookappointments basedonpreferreddateandtime slots.Onceanappointment isconfirmed,theselectedslot is reserved to prevent double booking, and the patient receives confirmation notifications. Additional features include viewing hospital location on maps and contacting doctors or hospitals through phone or email.

From the practitioner's perspective, the system provides secure storage of patient information and supports efficient appointment management. Doctors can access the portal using unique credentials and maintain their schedules effectively. Comparedwithtraditionalmanualschedulingmethods,theproposedsystemimprovesoperationalefficiency,enhancespatient experience, and reduces administrative workload.

II. RELATED WORK & SHORT COMINGS

1) Zhangetal.(2014)–Web-BasedMedicalAppointment System:

Zhangandcolleaguesdevelopedaweb-basedmedicalappointmentschedulingsystemthatallowedpatientstoregister online, view doctor availability, and book appointments remotely. The system reduced manual scheduling workload and improved hospital service efficiency.

Limitation:Thesystemlackedreal-time synchronizationofappointmentslotsanddidnotprovideautomated notifications for cancellations or schedule changes. It also offered limited mobile accessibility.

2) GuptaandDenton(2016)–AppointmentSchedulinginHealthcareSystems:
GuptaandDentonstudiedhealthcareappointmentschedulingmodelsandhighlightedthebenefitsofelectronicbookingsystemsinreducingwaitingtimesandimprovingresourceutilization.Theirworkprovidedtheoretical frameworks for efficient patient–doctor scheduling.
Limitation:Theresearchfocusedmainlyonmathematicalschedulingmodelsratherthanimplementingacomplete patient-accessibleonlinebookingapplication. Practicaldeployment and user interfaceaspectswerenot addressed.

3) Prasadetal.(2018)–Android-BasedDoctorAppointmentApplication:
Prasad and associates developedan Android-baseddoctorappointment applicationthat enabledpatients tosearch hospitals,viewdoctors,and requestappointmentsthroughmobiledevices.Thesystemimprovedaccessibilityand convenience for users.
Limitation:Theapplicationlackedsecuredatamanagementanddidnotincludeadvancedfeaturessuchasreal-time slot locking, financial tracking, or integrated hospital management modules.

4) Rameshetal.(2019)–OnlineHospitalManagement System:
Rameshandcolleaguesproposedanonlinehospitalmanagementsystemintegratingpatientregistration,appointment booking, and basic medical record storage. The system digitized hospital administrative processes and reduced paperwork.
Limitation:Thesystemdidnotsupportautomatednotifications, cancellationhandling,ordynamicschedulingbasedon doctor availability. Scalability and multi-hospital support were also limited.

5) KumarandSingh(2021)–Cloud-Basede-HealthAppointmentPlatform:
KumarandSinghintroducedacloud-basede-healthappointmentplatformthatenabledremoteappointmentbooking and centralized patient data storage. The cloud architecture improved data accessibility and system reliability.
Limitation:Theplatformrequiredcontinuousinternetconnectivityandlackedofflinesupport.Securitymechanisms and role-based access control were insufficient for sensitive healthcare environments.

III. LITERATURE SURVEY

Efficient doctor–patient interaction and appointment scheduling systems have been widely studied to reduce patient waitingtime and improvehealthcareservice quality. Traditionalhospital appointmentsystems relied onmanualscheduling and queuing models, often prioritizing doctor utilization over patient convenience. With the advancement of web and mobile technologies, onlineappointmentsystemshaveemergedtoenhanceaccessibility,reducewaitingtime,andstreamlinehealthcaremanagement.

Early research on patient waiting time defined it as the duration from patient registration to consultation with a physician and receiptofmedication.StudiesbyFernandesetal.andJamaiahemphasizedthatexcessivewaitingtimenegativelyaffectspatient satisfaction and healthcare efficiency. Subsequent works categorized waiting time into two components: time to consult a physician and time to obtain treatment or medication. These studies highlighted the need for improved appointment scheduling mechanisms in healthcare centers.

Healthcare appointment scheduling models were later explored using mathematical queuing theory to minimize waiting timeand optimize doctor utilization. Harper and Gamlin developed simplified queuing and scheduling models for patient appointments, while Wijewickrama noted that traditional appointment systems primarily minimizeddoctoridletime rather than patientwaitingtime.Takakuwa laterproposedbalancedschedulingapproachesconsideringbothpatientconvenienceanddoctor availability, emphasizing the importance of integrated appointment management systems.

Computerizedpatientappointment managementsystems wereintroduced toautomate schedulingandreduceadministrative workloadinhealthcarecenters.Dexter describedsuchsystemsasapplicationsdesigned tomanageappointmentsandreduce patient waiting time through structured scheduling. Healthcare facilities adopting computerized appointment systems demonstrated shorter waiting times compared to those without automated scheduling.

Withthegrowthofinternettechnologies,web-basedand onlinehospitalappointmentsystemsweredevelopedtoallowpatients to book appointments remotely and accesshealthcare services more conveniently. Rohleder proposed appointment scheduling models based on stochastic patient arrival patterns; however, these models assumed exponential arrival distributions that were difficult to validate in real healthcare environments. Klassen further emphasized that appointment scheduling must align with practical healthcare workflows and clinical constraints rather than purely theoretical models.

Despitetheseadvancements,manyexistinghospitalappointmentschemesremainlimitedbystaticscheduling,lackofreal-time updates,andinsufficient integrationbetween patientaccessanddoctoravailability. Therefore,there isaneedforasmartonline doctor appointment booking system that supports real-time scheduling, efficient waiting-time management, and improved doctor–patient interaction.

IV. PROPOSED SYSTEM

Traditional hospital appointment methods suffer from several limitations. Most existing systems rely on manual scheduling, which leads to long waiting times, double bookings, and inefficient utilization of doctors' time. Some digital solutions focus only on appointment booking without providing real-time schedule management, notifications, or integrated patient record storage. In many cases, systems lack usability, automation, and centralized data handling. Therefore, a complete end-to-end solution that supports both efficient appointment scheduling and practical healthcare data management is required.

The proposed system, named Smart Doctor Appointment Booking System, addresses these challenges by integrating appointment scheduling, real-time availability management, automated notifications, and patient record storage within a single web-based platform. Thesystem is designedto provideaconvenientand reliableinterfacefor patientswhile enabling doctorsto manage their schedules efficiently.

One of the key strengths of the proposed system lies in its web-based features. The application allows patients to register, search for doctors based on area or specialty, view schedules, book appointments, and receive confirmation and reminder notifications. Doctors can accept or reject appointment requests, adjust their working hours, and track patient appointments through adedicated dashboard. Allappointment and patient dataaresecurely stored in acentralized database, enabling efficient retrieval and management.

Theproposedsystemconsistsoftwomainmodules:

- PatientModule–registration,login,doctorsearch,appointmentbooking,cancellation,andnotifications
- DoctorModule–schedulemanagement,appointmentapproval/rejection,andpatienttracking

Bothmodules areintegrated into thesame webplatform, enabling seamlessinteraction between patients and doctors. Whena patient submits an appointment request, the system checks the doctor's availability, reserves the selected time slot, and updates thedatabaseautomatically. Thisintegrated schedulinganddatamanagementapproachimprovesaccuracy,reduceswaitingtime, and enhances healthcare service efficiency.

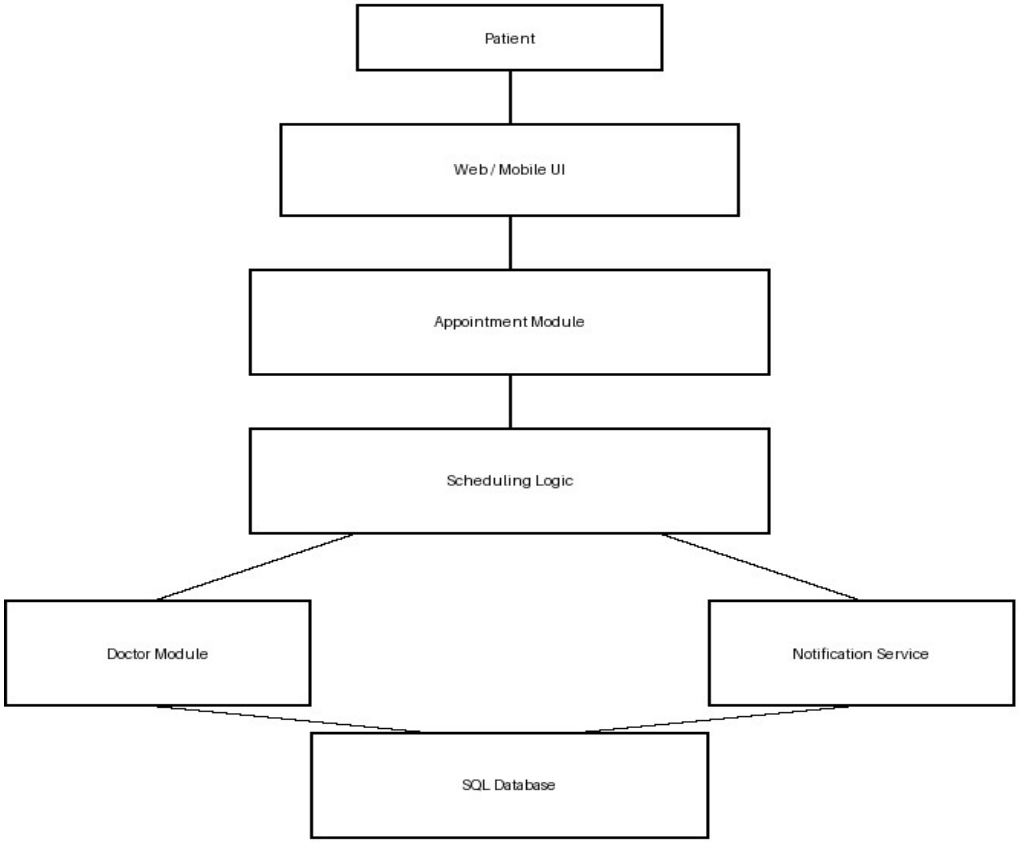

Fig.1.SystemArchitectural Flow

The system architecture of the proposed Smart Doctor Appointment Booking System is designed to automate appointment schedulingand healthcareinteraction inan efficientand user-friendly manner.

ISSN: 2321-9653; IC Value: 45.98; SJ Impact Factor: 7.538
Volume 14 Issue III Mar 2026- Available at www.ijraset.com

The workflow begins when apatientaccessesthe web application and logs into the system. The interface, developed using ASP.NET technology, serves as the primaryinteraction layer between users and the application.

After login, the patient selects a doctor using filtering options such as area-wise or specialty-wise search. The application retrieves doctor profiles and schedules from the database and displays available time slots. When the patient selects a preferred slot, the appointment management module verifies availability and temporarily locks the slot to prevent double booking.

The request is then forwarded to the doctor module. The doctor can accept or reject the appointment based on schedule feasibility. Once a decision is made, the system updates the database and sends a confirmation or rejection notification to the patient. Additionally, the system automatically generates a reminder notification prior to the appointment time to reducemissed consultations.

All appointment details, user information, and schedule data are stored in the database storage and retrieval module. This component enables doctors to view daily appointments, track patients, and manage schedules efficiently. Patients can also view appointment history and cancellation status. The centralized database ensures data consistency, security, and accessibility.

Overall, the architecture demonstrates interaction between user input, scheduling logic, database processing, and notification delivery. The system reduces waiting time, eliminates scheduling conflicts, and improves healthcare workflow efficiency.

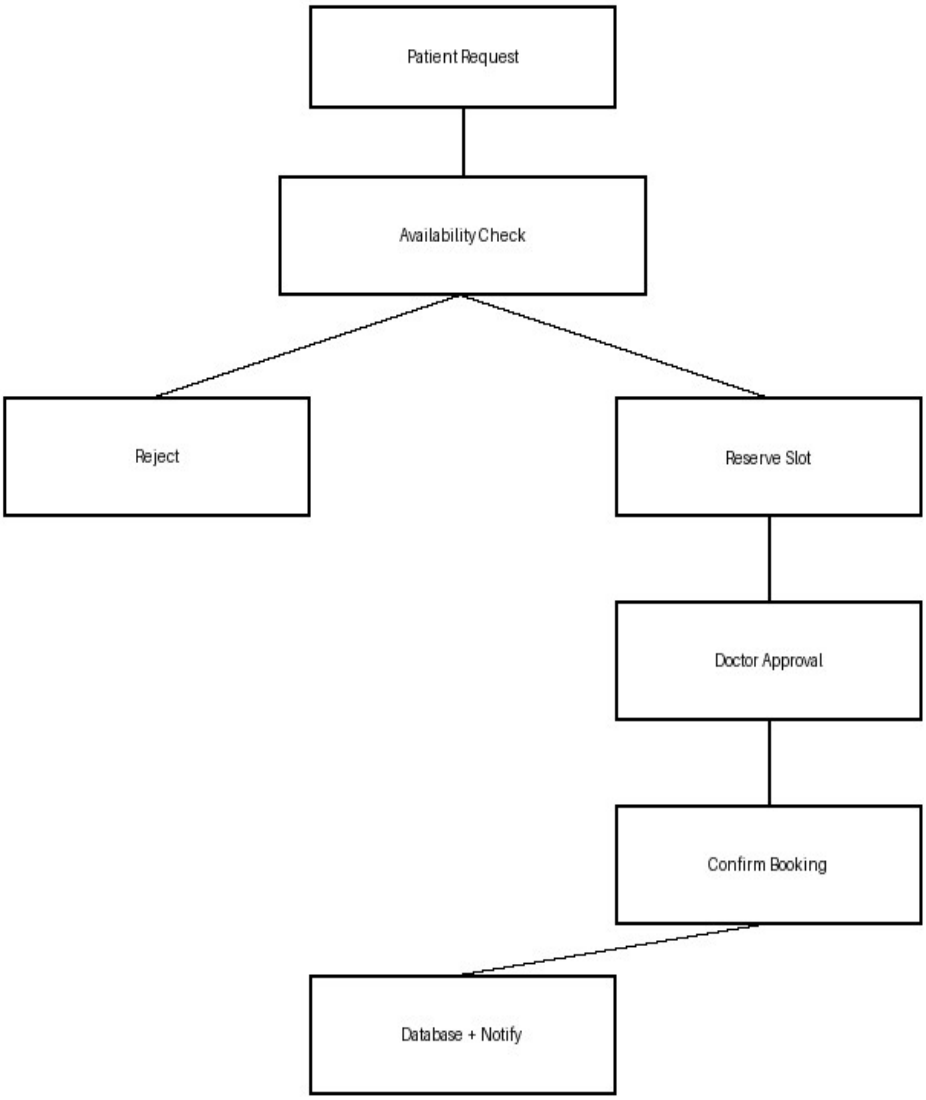

Fig.2.AppointmentSchedulingModuleArchitecture

The appointment scheduling mechanism forms the core of the Smart Doctor Appointment Booking System. It is responsible for managing doctor availability, preventing slot conflicts, and ensuring efficient time allocation.

Unlike traditional manual scheduling, the proposed system automatically validates appointment requests against real-time doctor schedules.

The scheduling process begins when the patient selects a desired date and time. The system checks the database to determine whether the slot is available. If available, the slot is reserved and marked as booked, preventing further selection by other patients. This real-time slot-locking mechanism eliminates double booking and scheduling errors.

Theschedulingmoduleincludesthreemaincomponents:

- AvailabilityVerificationLayer–checksdoctorscheduleandslotstatus
- AppointmentProcessingLayer–handlesbooking,approval,andcancellation
- NotificationLayer–sendsconfirmationandreminderalerts

The doctor dashboard displays daily appointment counts, enabling doctors to adjust working hours or manage patient load effectively. Hospitals can also utilize this information to optimize resource allocation and reduce idle time.

The database stores appointment records including patient ID, doctor ID, date, time slot, and status. This structured storage enables efficient retrieval of appointment history and reporting. The scheduling architecture ensures reliable appointment allocation, improved doctor time utilization, and reduced patient waiting time.

V. RESULT

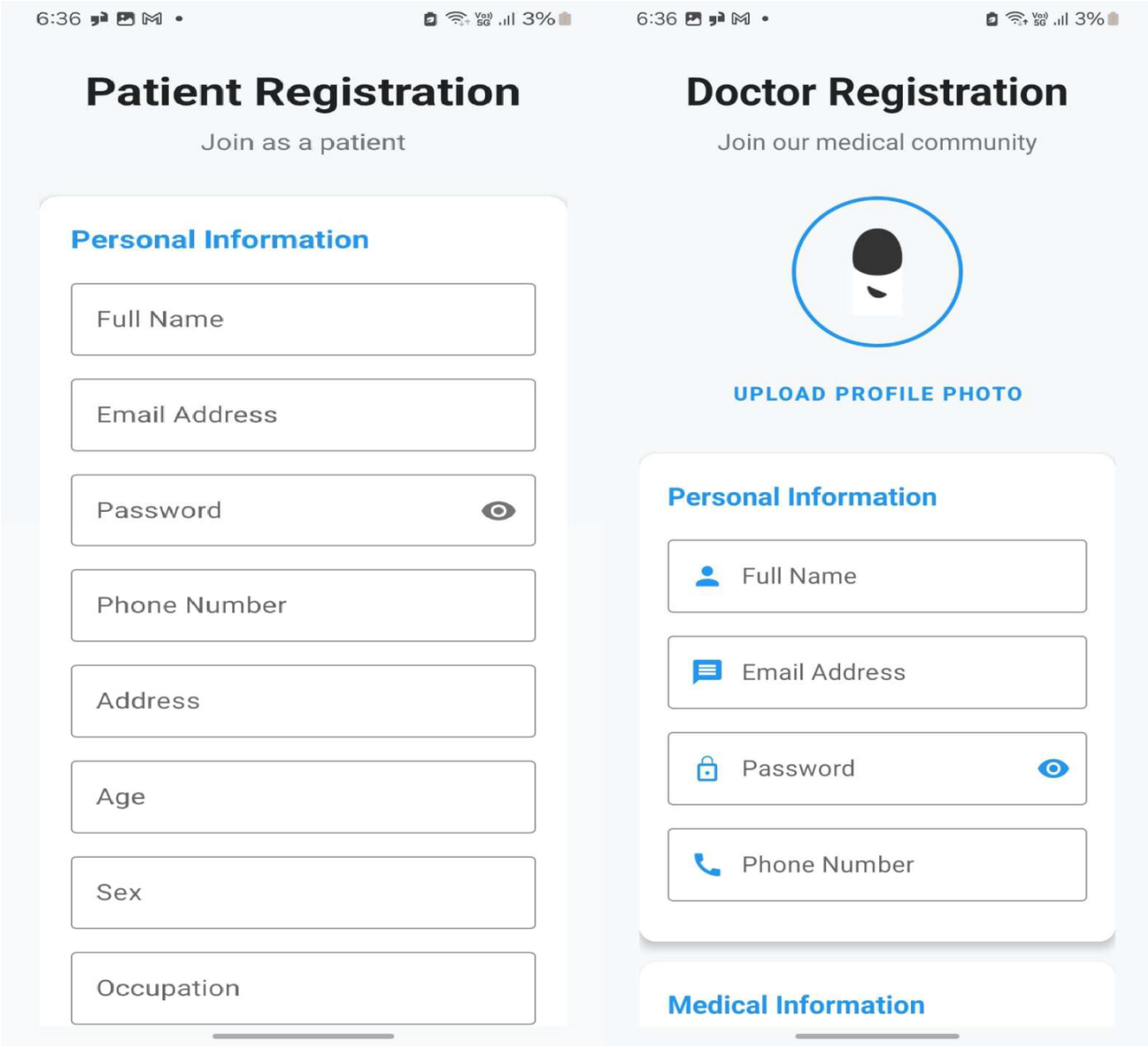

Fig.1RegistrationPage

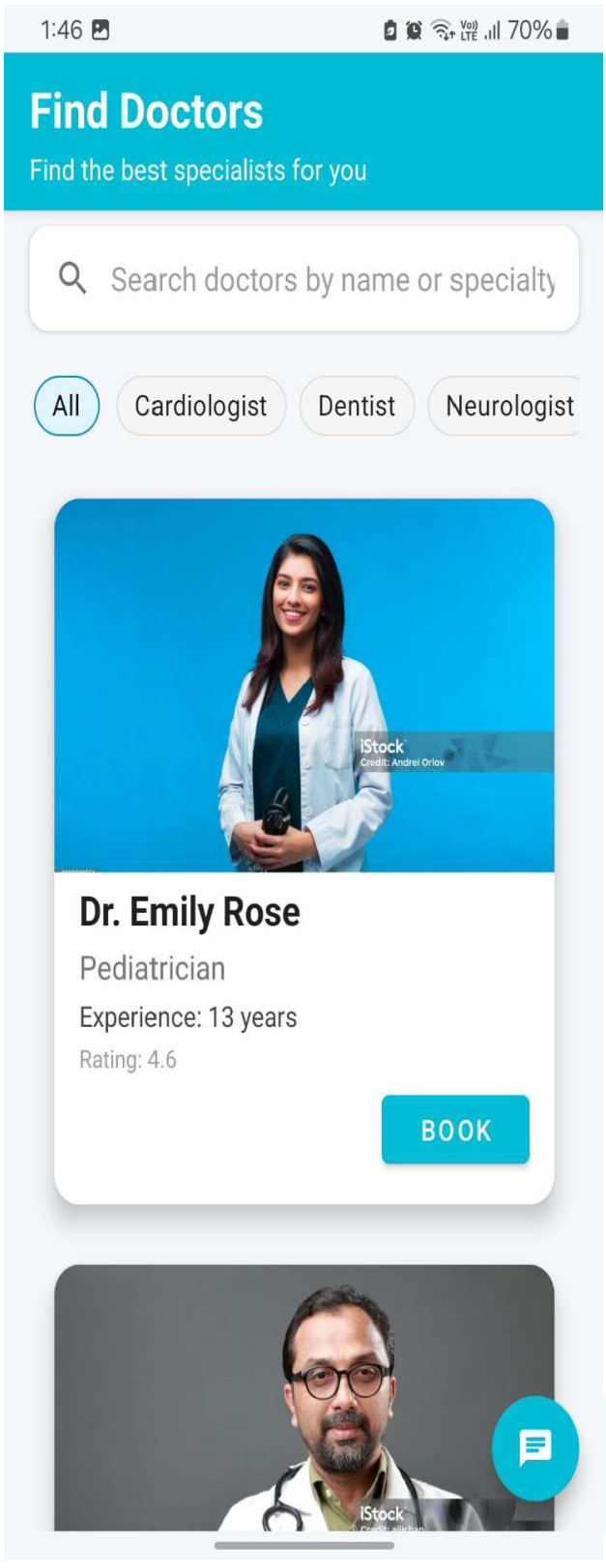

Fig.2FindDoctors

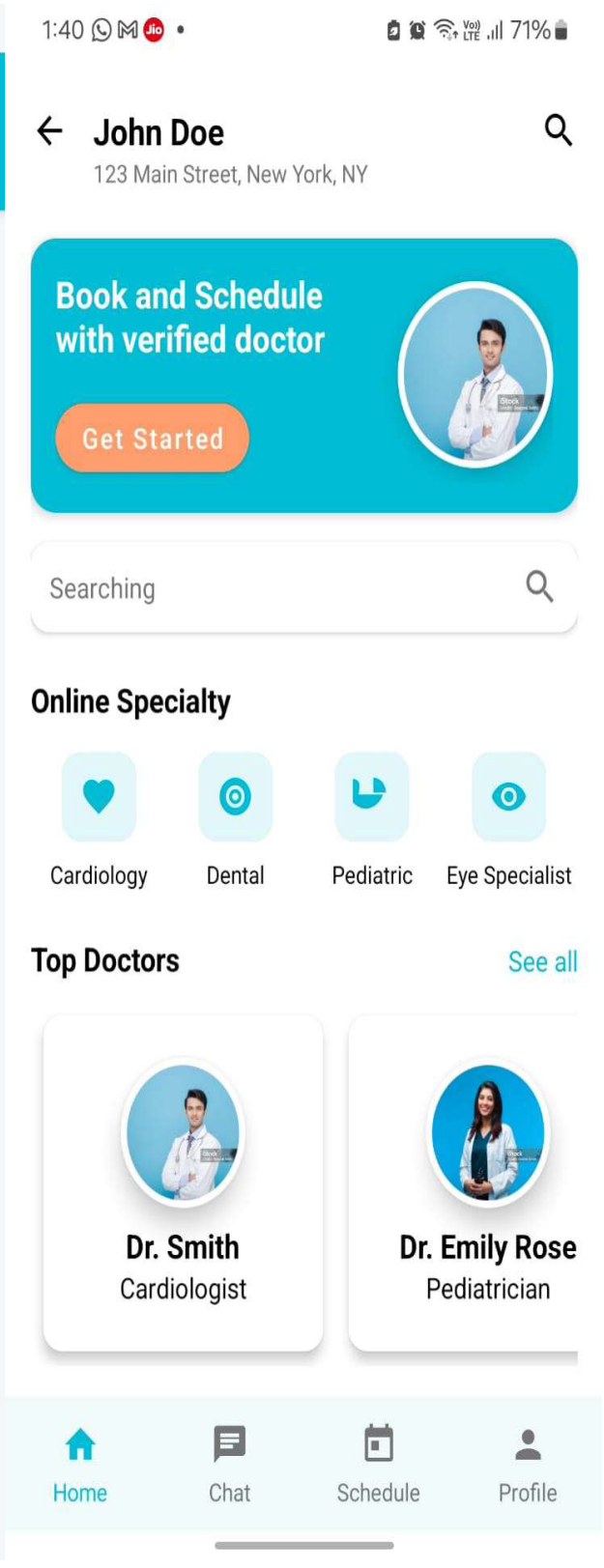

Fig.3HomePage

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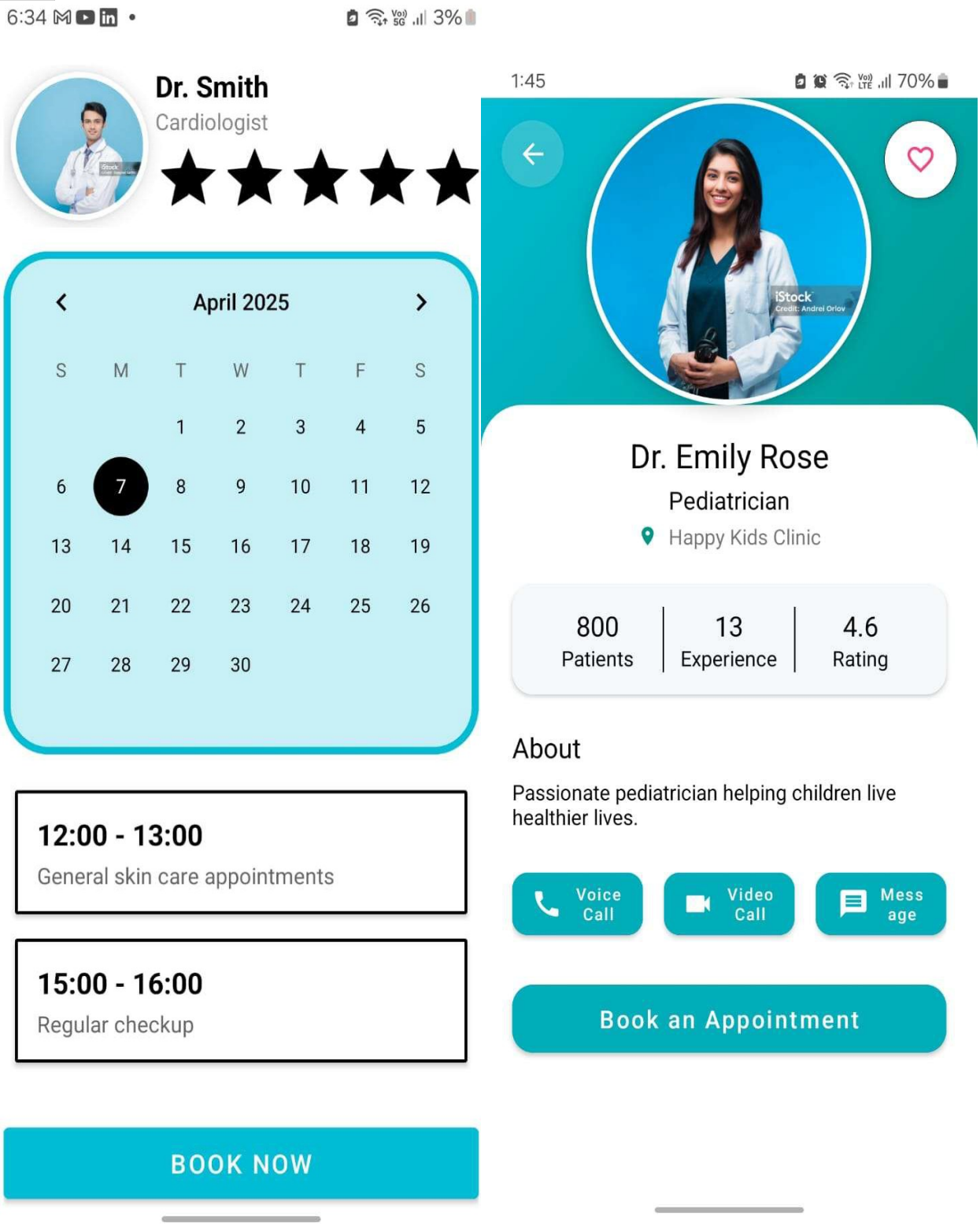

Fig.4BookDoctorAppointment

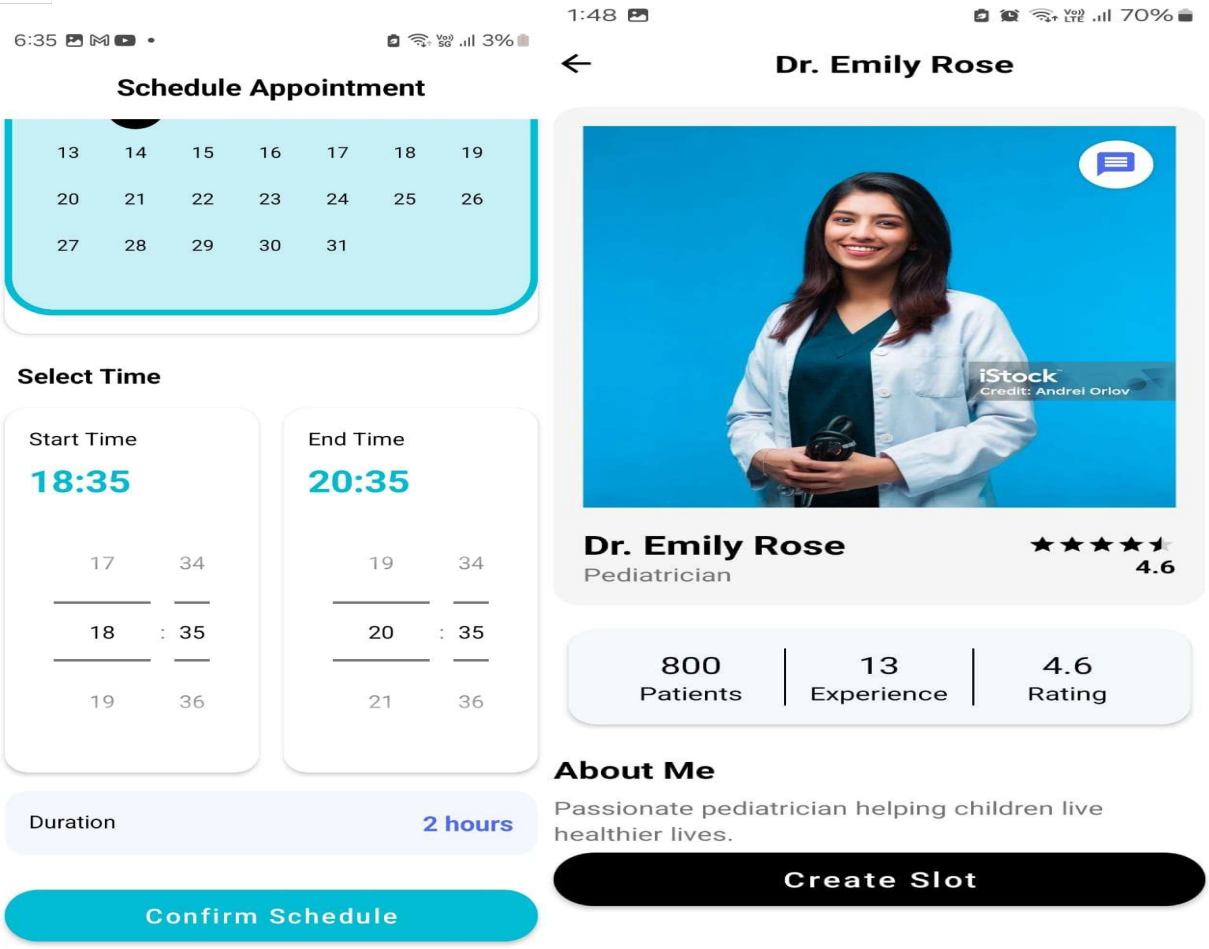

Fig.5ScheduleConfirmation&SlotCreate

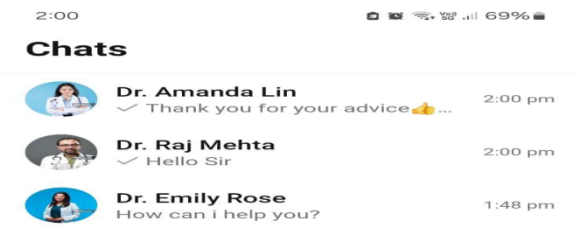

Fig6.Chats

VI. CONCLUSION & FUTURE SCOPE

This work presents an online doctor appointment booking system that streamlines the process of scheduling medical consultations through a centralized digital platform. The system enables patients to search specialists, view doctor availability, and book appointments efficiently while preventing scheduling conflicts. The implementation demonstrates that a lightweight web-based architecture can effectively support clinic-level appointment management with improved usability and reduced waiting time.

Future enhancementsmay includemobileapplicationdeployment,automatedreminders,telemedicine integration, andsecure cloud-based health record management to increase accessibility, scalability, and healthcare service quality.

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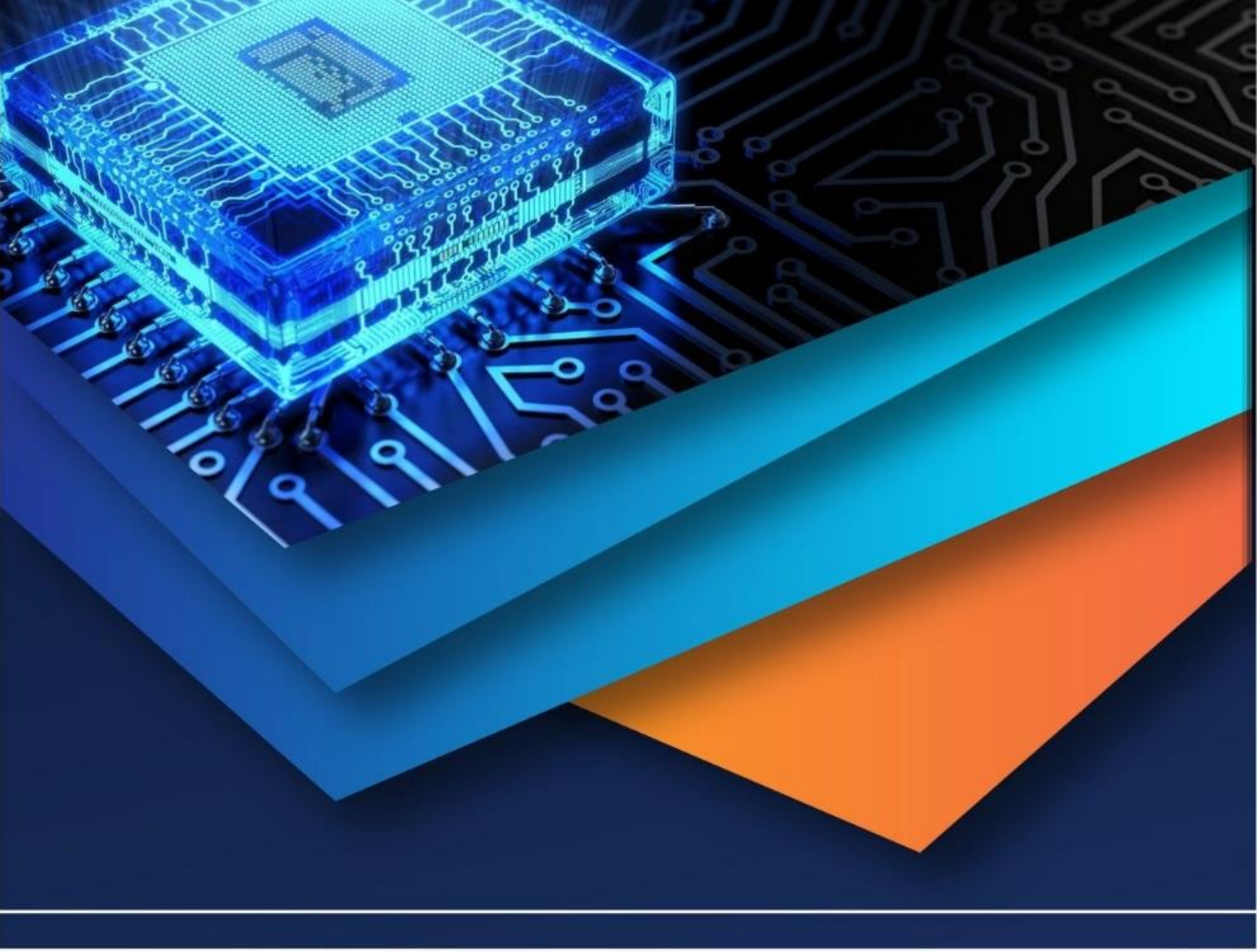

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