iJRASET
International Journal For Research in Applied Science and Engineering Technology

INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 13 **Issue:** V **Month of publication:** May 2025

DOI: https://doi.org/10.22214/ijraset.2025.70762

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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 13 Issue V May 2025- Available at www.ijraset.com

V-Connect Health

Dr.Nikita Hatwar[1], Meghratan Meshram[2], Pushpak Janjalkar[3], Manthan Padir[4], Piyush Dhore[5], Parth Chaoji[6]
[1]*Assistant Professor,* [2, 3, 4, 5, 6]*UG Student, Department of Information Technology, Priyadarshini College of Engineering, Nagpur, Maharashtra, India*

Abstract: ***This study presents the development of a full-stack telemedicine web application aimed at improving the accessibility and efficiency of healthcare services through digital means. The platform includes separate login options for patients and administrators, enabling users to book appointments and allowing admins to oversee doctor management and address patient inquiries and confirm bookings through email notifications. To ensure accessible care, the system integrates in-app video consultations using the Zegocloud API, supporting real-time remote interaction between patients and doctors. Secure payment transactions are handled via the Stripe gateway, and a built-in chatbot offers 24/7 assistance, enhancing user engagement and support. The frontend is developed using HTML, CSS, JavaScript, and React, while the backend employs Node.js and Express, with MongoDB as the database for efficient and scalable data management. The system was built following a structured development model to ensure reliability, security, and ease of use. Analysis of the system demonstrates its ability to streamline the healthcare process, reduce operational burdens on administrators, and deliver a seamless experience for users. This project highlights how modern web technologies can be harnessed to address evolving healthcare challenges in a digitally connected world.***

Keywords: Telemedicine, Doctor Appointment System, Email Notifications, Video Conferencing, Secure Payments, Web Application.

I. INTRODUCTION

A. Introduction

The healthcare industry has experienced a major shift toward digitalization in recent years, with online platforms becoming essential tools for improving the accessibility and efficiency of medical services. The growing reliance on technology has opened new avenues for improving patient care, especially through telemedicine. As people increasingly seek convenient, contactless, and timely healthcare options, the demand for digital solutions that bridge the gap between patients and healthcare providers has become more prominent. Current research in this field highlights the potential of online appointment systems, video consultations, and AI-powered support to not only reduce the burden on physical infrastructure but also enhance the overall patient experience. However, many existing systems still lack integration, user-friendly design, or scalability.

To address these challenges, our project introduces V-Connect Health, a full-stack telemedicine web application developed to streamline the process of booking doctor appointments, conducting virtual consultations, managing healthcare providers, and offering round-the-clock assistance through a chatbot. By combining modern technologies with a patient-first approach, V-Connect Health aims to provide a comprehensive, scalable, and secure solution for both users and administrators. This paper presents the design, development, and potential impact of the system in today's evolving digital healthcare landscape.

B. Need for the system

While healthcare continues to advance technologically, many patients still face common hurdles—long waiting times, limited access to doctors, and inefficient communication between clinics and patients. These challenges are even more pronounced in rural and underserved regions, where access to timely medical care can be limited. The COVID-19 pandemic further emphasized the importance of remote healthcare, pushing both patients and practitioners toward digital alternatives for consultation and treatment. Despite this shift, many healthcare platforms remain fragmented, lacking streamlined features or comprehensive management systems. There is an urgent need for a unified solution that simplifies the appointment process, enhances remote consultation capabilities, ensures secure communication, and minimizes administrative burden. V-Connect Health is designed to meet these needs by offering a reliable, all-in-one platform that makes healthcare more accessible, efficient, and patient-centric.

C. Objectives of the project

The main aim of V-Connect Health is to build a contemporary, safe, and intuitive telemedicine system that improves both the patient journey and administrative operations. The detailed goals are as follows:

1) Design a patient-friendly interface that simplifies appointment scheduling and enables smooth communication with healthcare professionals.
2) Develop a protected administrative panel to oversee doctor profiles, manage user bookings, and handle incoming communications efficiently.
3) To create a secure admin dashboard for managing doctors, user appointments, and incoming messages.
4) To allow administrators to manually send email confirmations for booked appointments.
5) To enable real-time virtual consultations using the Zegocloud API.
6) To ensure secure and smooth payment processing via the Stripe payment gateway.
7) To incorporate a chatbot that provides instant guidance and support to users, 24/7.

D. Scope of the project :

V-Connect Health is designed with scalability and real-world implementation in mind, making it suitable for use in hospitals, clinics, and healthcare startups. The platform aims to simplify daily healthcare operations while extending the reach of medical services to patients who may not have access to in-person consultations. It offers a centralized admin system for managing appointments, doctors, and communication, ensuring streamlined and secure operations. Looking ahead, the system can be expanded with advanced features such as electronic health record (EHR) integration, AI-driven health recommendations, multilingual support, and mobile application development. Additionally, future enhancements may include more sophisticated automated email systems for reminders, follow-ups, and health tips, further improving user engagement and administrative efficiency. As digital healthcare progresses, V-Connect Health stands out as an adaptable and future-ready platform, designed to evolve alongside emerging technologies and the changing needs of patients.

II. LITERATURE SURVEY

As digital healthcare solutions gain momentum, several research studies have contributed valuable insights into the development of web-based doctor appointment systems.

1) S. Srinivasan et al. (2024) presents a system developed using PHP to automate the traditional, manual scheduling process. The authors highlight how digital solutions can reduce wait times and improve healthcare delivery by offering a structured approach to system design and architecture—elements essential for building robust web applications like ours.
2) Karthikraj H and colleagues (2021), who proposed a cloud-based appointment system. This model emphasizes scalability and real-time scheduling features like SMS confirmations, which inspired the integration of cloud-based APIs and real-time alerts in our application.
3) 3.Peng Zhao et al. (2017) conducted a systematic review of various web-based medical appointment systems. Their findings show consistent improvements in patient satisfaction and staff efficiency, but also highlight challenges such as low digital literacy and system cost—critical considerations during our development.
4) Cao W et al. (2011) evaluated a web-based appointment system's impact on outpatient waiting times. Their study reinforces the importance of user awareness and system promotion, both of which were factored into our platform's chatbot and interface design.
5) Xiaojun Zhang et al. (2012) tackled the issue of interoperability by proposing a web services-based architecture to integrate diverse healthcare systems. This aligns with our long-term vision of expanding the platform to include electronic health records and external data sources.
6) Niloofar Yousefi et al. (2019), who used machine learning to prioritize appointments based on patient urgency. Their clustering and scheduling methodology offered inspiration for potential future integration of intelligent scheduling in our system.
7) Sai Poojitha Nainala and team developed a comprehensive appointment booking platform with features like browsing by specialization and secure transactions. Their emphasis on intuitive design aligns closely with the frontend goals of our project.
8) Sunil Kumar Yadav et al. (2022) introduced a multi-user online appointment platform addressing the need for remote consultations and role-based access control. Their study provided useful guidance in designing our system's patient-admin-doctor interaction modules.

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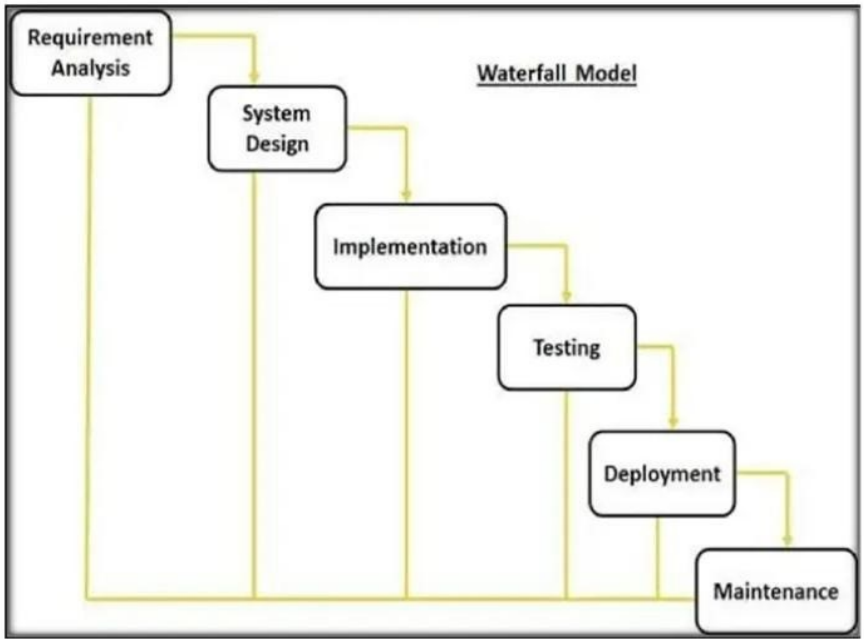
III. PROPOSED WORK

The proposed work centers around building a smart and efficient online doctor appointment web application that addresses the growing need for accessible and streamlined healthcare services.

This system is designed to simplify the appointment process for patients while giving doctors and administrators a powerful backend to manage schedules, user interactions, and consultations more effectively. To maintain structure and clarity throughout development, the Waterfall Model was adopted. This model guides the project through a series of well-defined phases: Requirement Analysis, System Design, Implementation, Testing, Deployment, and Maintenance—ensuring thorough documentation and methodical progress at every stage.Technically, the application is built using modern, scalable web technologies. The frontend is developed with HTML, CSS, JavaScript, and React, creating a clean, responsive interface that works smoothly across devices. On the backend, Node.js and Express.js are used to handle logic and requests securely and efficiently. Data is stored using MongoDB, which supports flexible and dynamic management of user and appointment records. To extend functionality, the system integrates Zegocloud API for real-time video consultations and Stripe API for secure online payments.

Waterfall model :

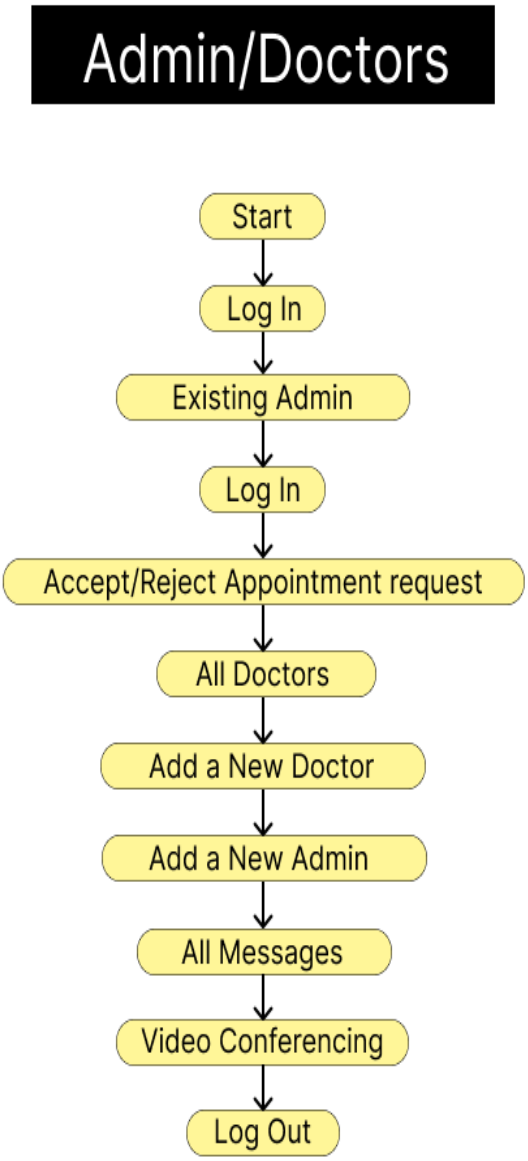


The entire system is structured into three key modules:

- Doctors – Added and managed by the admin; they participate in virtual consultations.
- Patients – Can register, schedule appointments, receive email confirmations, and join video calls.
- Admin (Receptionist) – Oversees doctor profiles, approves bookings, responds to user queries, and manages system communication.

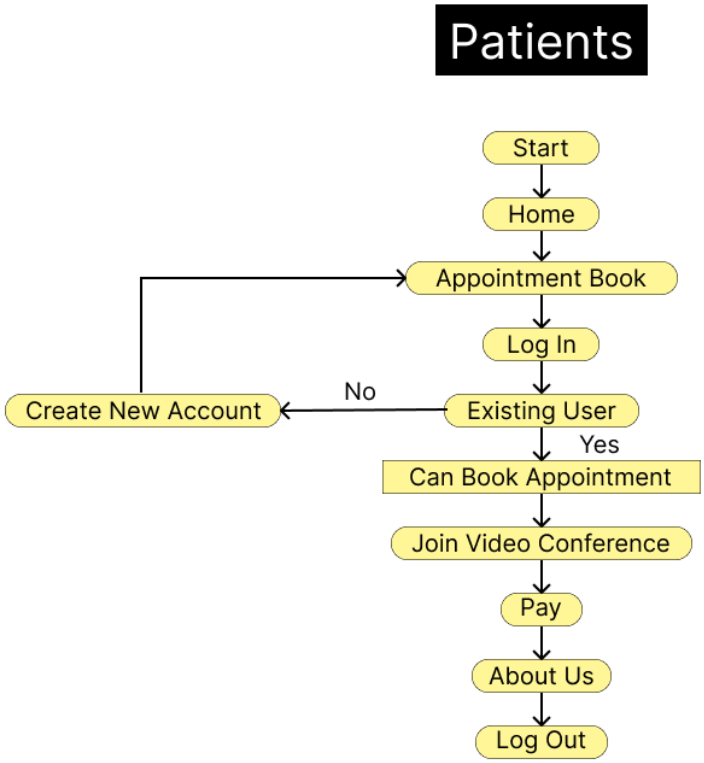
1) Doctors -

In the proposed telemedicine web application, both the admin and doctors play key roles in ensuring the system operates smoothly and meets user needs. Their workflow is aligned with the process illustrated in the accompanying flowchart, which outlines the essential steps they follow.The process begins with a secure login. Once verified as existing users, admins gain access to a set of features that help them manage the platform efficiently. One of their primary tasks is to accept or reject appointment requests submitted by patients. This decision is based on doctor availability and helps ensure organized scheduling.Admins can then access the list of all doctors, with options to add new doctors after verifying their credentials. They also have the authority to add new admin users as needed to expand system oversight. To maintain smooth communication, admins can view and manage all user messages through a dedicated panel.Additionally, the system allows admins and doctors to initiate or join video conferencing sessions, enabling real-time medical consultations powered by Zegocloud. After completing their tasks, they can safely log out, ensuring data security.



2) Patients :

In the proposed system, patients begin their journey from the homepage, where they are guided to book an appointment. To proceed, users must log in. If a user is new to the platform, they are prompted to create an account by filling in basic details such as their name, email ID, and password. Once registered, the user can log in and access a personalized dashboard. From there, patients can view available doctors and book appointments based on their specific health needs. The admin reviews each appointment request and either approves or declines it depending on doctor availability. If approved, the patient receives a confirmation and can join a virtual consultation through the integrated Zegocloud API, which provides seamless video communication. After the consultation, the patient is directed to make a secure payment via the Stripe API, ensuring safety and convenience. The platform also provides an "About Us" section for general information and guidance. Once their session is complete, users can securely log out. This patient workflow is designed to be simple, secure, and supportive offering a smooth end-to-end experience that removes the barriers often associated with traditional healthcare systems.



3) Admin (Receptionist) :

In the proposed telemedicine system, the admin plays a vital role in ensuring the smooth functioning of the platform by acting as a bridge between patients and doctors. This role, often referred to as the receptionist module, oversees key administrative tasks that directly impact the quality and flow of user interactions. The admin is responsible for maintaining accurate records, managing healthcare provider data, and keeping the appointment process organized and efficient.

a) Managing Doctors:

The admin has the authority to add, update, or remove doctor profiles from the platform. Before a doctor is listed, the admin verifies important credentials such as medical qualifications and areas of specialization. This step ensures the authenticity and trustworthiness of healthcare professionals available on the platform.

b) Managing Patients:

Admins can access and manage patient records, including details provided at registration and the history of appointments. This allows the admin to track user activity and respond to any issues or concerns quickly.

c) Approving or Declining Appointments:

When a patient submits an appointment request, the admin checks the selected doctor's availability. Based on the schedule, the request is either approved or declined to avoid scheduling conflicts and ensure optimal time management for both parties.

As shown in the visual representation, the admin acts as the central controller:

- Patients → Admin: Submit appointment requests.
- Doctors → Admin: Share availability and schedule.
- Admin → System: Manages doctor profiles, user data, and appointment decisions.

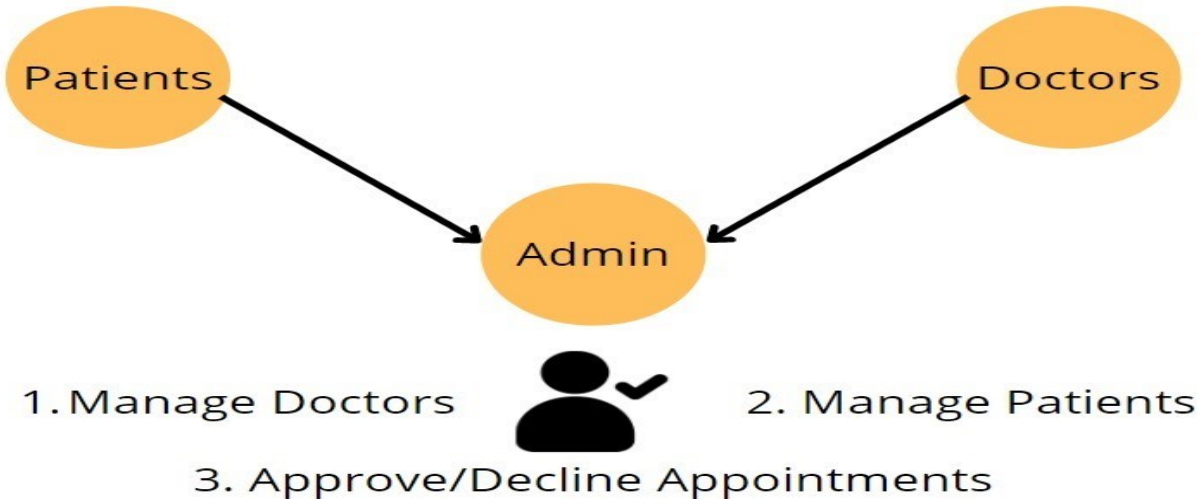
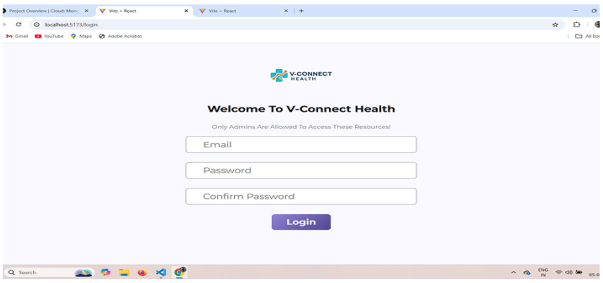


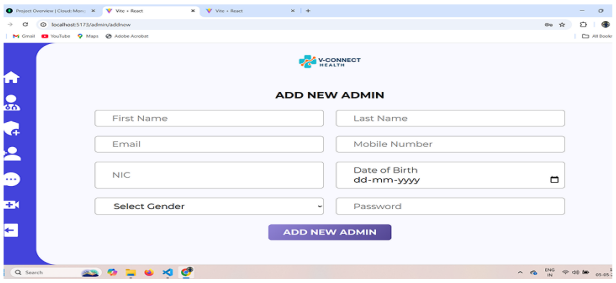
Figure **:** Receptionist (Admin)

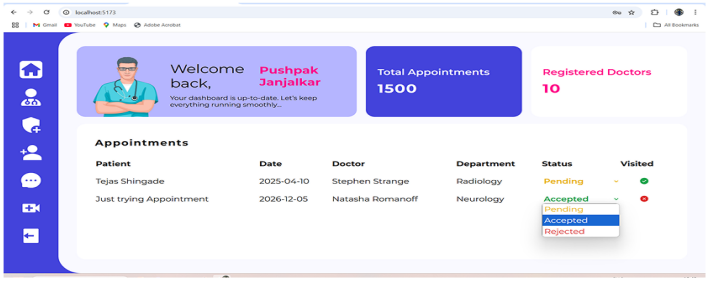
4) User Interface :

The system is designed with a strong focus on simplicity, accessibility, and ease of use. It features a clean, intuitive, and user-friendly interface that allows smooth navigation for all users—whether they are patients, doctors, or administrators. Each user type has a tailored experience based on their specific needs and roles. **Patients** can easily sign up or log in to their personal dashboard, where they can view available doctors, browse through a dedicated **"Top Doctors"** section highlighting specialists in various fields, and book appointments according to their medical concerns. The interface guides them step by step, making it simple even for first-time users. **Doctors** have access to a professional dashboard where they can manage incoming appointment requests, update their schedules, conduct video consultations, and view feedback from patients—all within a few clicks. This ensures they can focus on delivering care without being overwhelmed by system complexity. **Admins** are provided with a powerful backend interface that allows them to manage doctor profiles, approve or decline appointments, monitor user queries, and handle new user registrations efficiently. The frontend is developed using **HTML, CSS, JavaScript, and React**, ensuring that the platform is fully responsive and performs well across desktops, tablets, and mobile devices. This design approach enhances the overall user experience and supports smooth, uninterrupted access to healthcare services.

- For Admin :

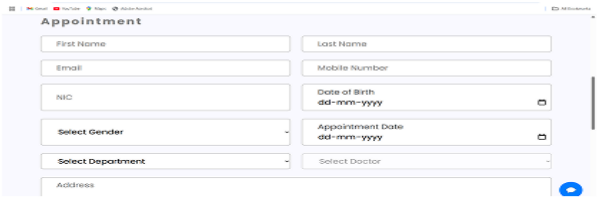




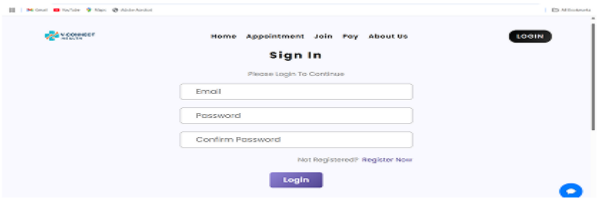


- For Patients :

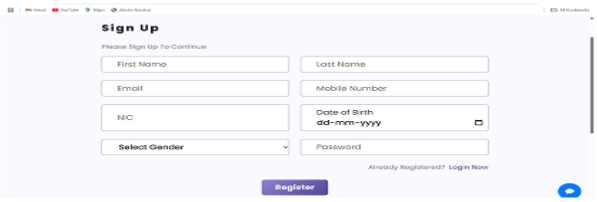
Homepage



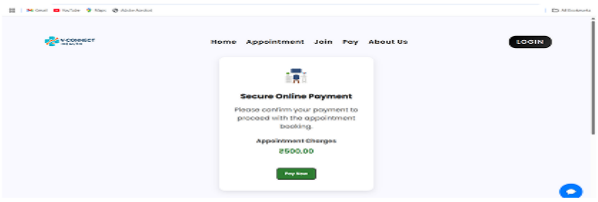
Appointment Booking Page



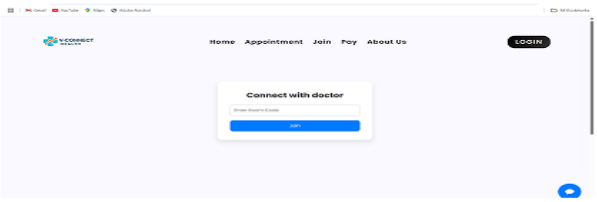
Login Page (Patient)



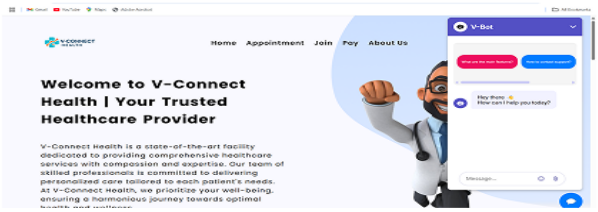
Register Page



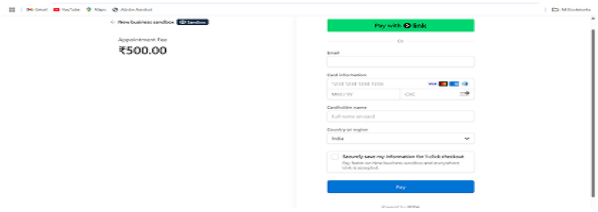
Payment Page



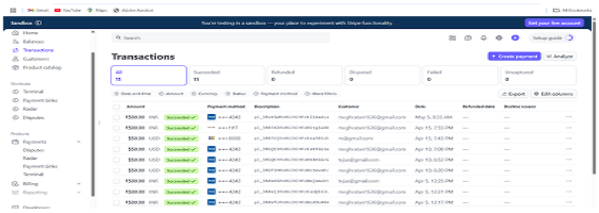
Video Consultation Page (Enter Room Code)



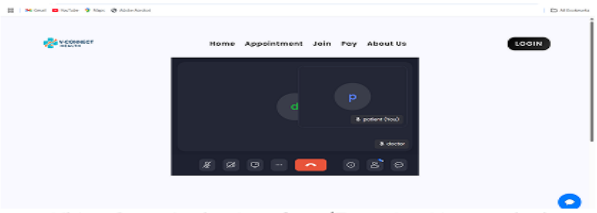
Chatbot Interface



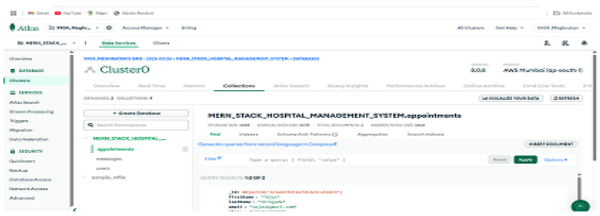
Payment Gateway (Stripe Integration)



Transactions Panel



Video Consultation Interface (Zegocloud Integration)



MongoDB Database

IV. RESULT AND ANALYSIS

The V-Connect Health web application was tested across its major features to validate functionality, performance, and user experience. The results confirmed the system's capability to offer a seamless, reliable digital healthcare environment for patients, doctors, and administrators. The discussion below highlights key outcomes based on real interface screenshots and practical testing.

1) Appointment Confirmation :

The admin dashboard clearly displays patient appointment details, including department, doctor, and status (e.g., Pending, Accepted, Rejected). Status updates are reflected instantly and provide visual indicators for completed or missed visits. This improves administrative clarity and appointment tracking.

2) Video Call :

Using Zegocloud API, the system offers smooth, real-time video conferencing between doctors and patients. The interface includes intuitive call controls (mute, video off, end call), making it simple for both parties to navigate the virtual consultation environment.

3) Confirmation Email :

Once an appointment is approved, an automated email is sent to the patient containing essential details such as doctor name, date, department, and instructions for joining the video call. This feature ensures timely communication and reduces manual coordination efforts.

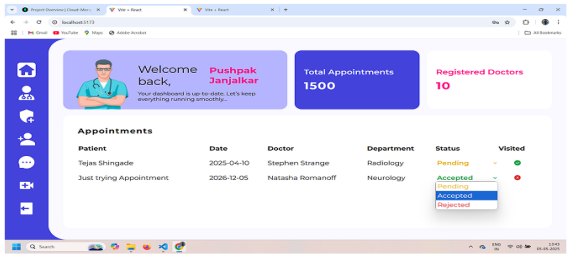
4) AI ChatBot Interface :

The integrated chatbot (V-Bot) efficiently handles user queries regarding pricing, appointment procedures, and general platform navigation. It improves user engagement by offering 24/7 virtual assistance and reducing reliance on human support staff.

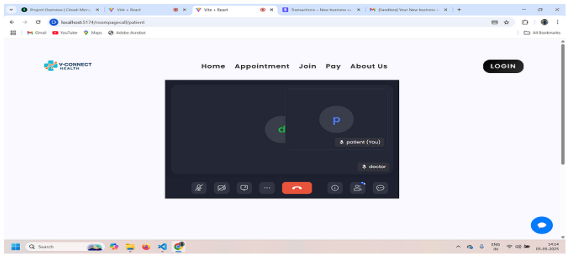
5) Security or Data Handling Overview :

To ensure data security and user privacy, the system adopts industry-standard security practices:

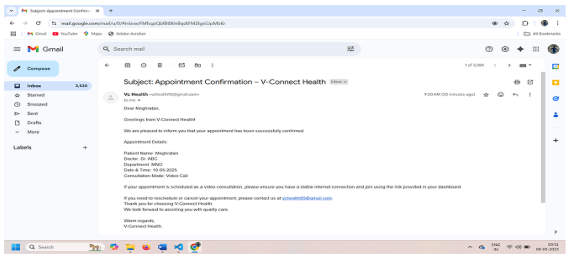
- All user data is securely stored in MongoDB.
- Passwords are encrypted using bcrypt, preventing unauthorized access even in case of a breach.
- JWT (JSON Web Tokens) are used for authentication, allowing secure session handling for users and admins.
- Admin routes are protected with middleware, ensuring that only verified users can access sensitive administrative functionalities.



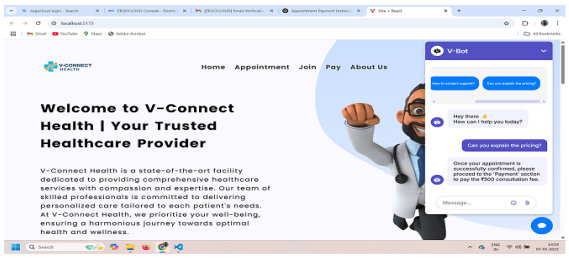
Appointment Confirmation



Video Call



Confirmation Email



AI ChatBot Interface

V. CONCLUSION

The creation of the V-Connect Health telemedicine platform highlights the effective use of technology in closing the gap between patients and medical professionals by delivering a digital-first approach that addresses contemporary healthcare demands. This project successfully integrates multiple key features such as appointment booking, real-time video consultations, secure payment processing, and integrated chatbot assistance is combined with a unified and intuitive platform. The use of technologies such as the Zegocloud API for video calls and Stripe for payments, alongside a responsive frontend developed with HTML, CSS, JavaScript, and React, delivers a smooth and efficient experience for users across all roles patients, doctors, and admins.

The system's modular architecture enables distinct role-based access, allowing patients to handle their appointments with ease and doctors to communicate effectively with users and the admin can monitor and control the overall system operations. This approach enhances not only usability but also system scalability and maintainability.

The research highlights that digital healthcare solutions are no longer a luxury but a necessity, especially in a post-pandemic world. Through this project, we aim to contribute a meaningful step toward making healthcare more accessible, transparent, and convenient for all users. The results reflect the potential of such platforms to redefine traditional healthcare interactions and support a smarter, more connected future in medicine.

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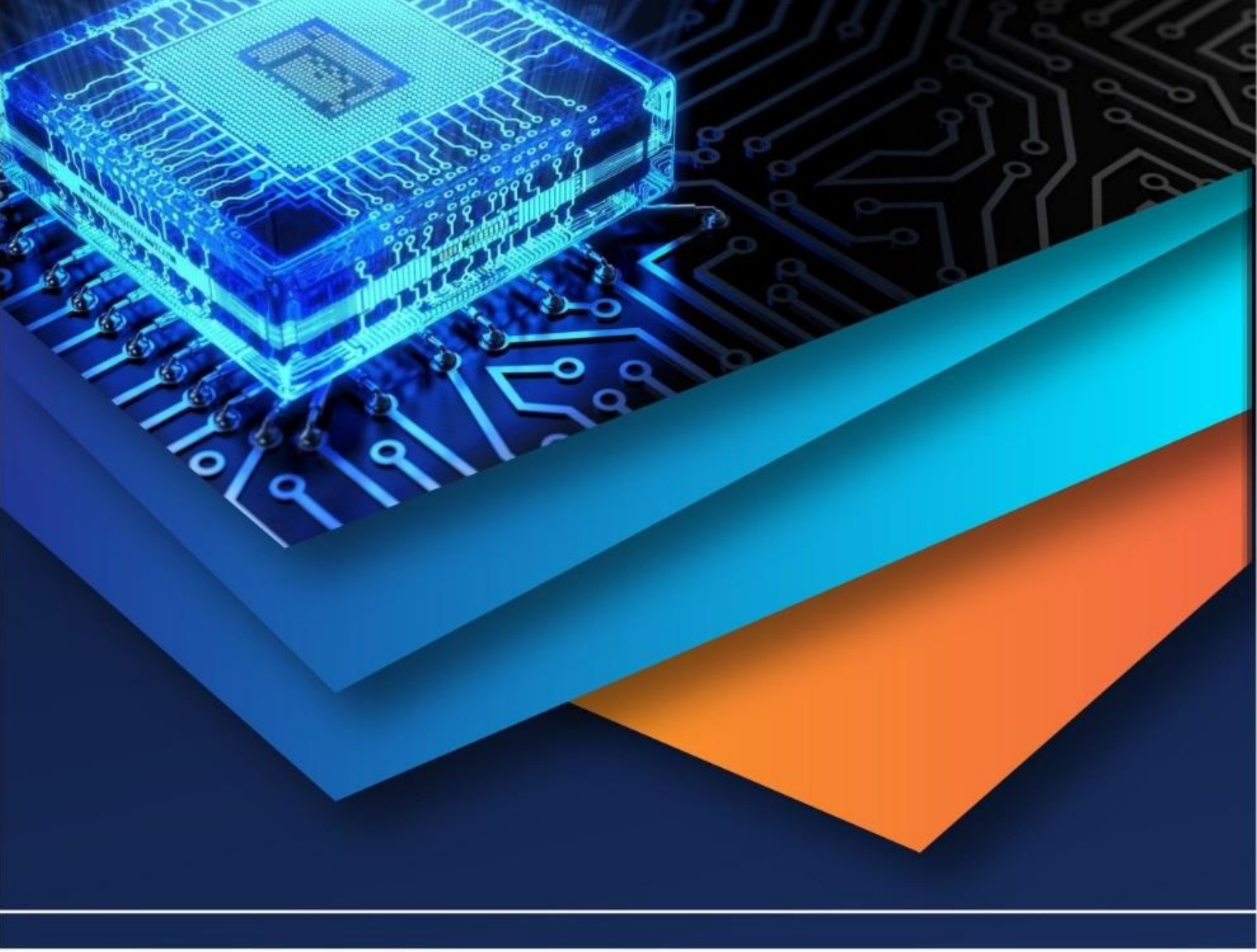

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