



HEALTHCARE SERVICE PROVIDER WITH CLOUD COMPUTING TECHNOLOGY

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Abstract: During the course of our investigation, we reviewed into the following Play Store apps (android apps with different names on different platforms): "APOLLO24/7, 1MG, MYFORTIS, PRACTO, ZOCCDOC, DOCTOLIB."

Certain programs have bugs, while others have been customized for particular places; regardless, only two or three hospitals from any random place are provided after the entire state has been named. Since they essentially serve as consultants for the internet-based platforms, it would be beneficial if they could provide hospitals from all districts, including local ones.

Index Terms - Play Store, Hospitals, Consultants, Bugs, Programs.

I. INTRODUCTION

This project is aimed at developing an online patient help desk information center. The technology of distributed computing through client-server architecture has been addressed throughout the entire project's development.

The Patient Helpdesk Agent is to create e-information about the patient and the organization that is related to the patient helpdesk. Through this application, any person who is in need or the helper can register himself in the same way

as the application wants them to register for further processing. The project has been planned to provide service to patients without waiting in a queue for a long period of time. The application is basically an alarm setup for patients, which provides reminders to the patients according to their distance from the particular hospital where they want to register.

II. RESEARCH METHODOLOGY

2.1 Literature Survey

[1] Survey & Evaluation of hospital website, Smith, Davin R.

The World Wide Web used by hospitals facilitates the transfer of information to the public

The literature pertaining to the research in this paper comes from two different areas. The first is the area of medicine and the Internet. The study that has been accomplished in this particular field is significant.

Because it is important to understand the tremendous effect the Internet is having on the field of medicine. The inspection and evaluation of internet-based resources is the second area. This literature provides an understanding of what aspects of web resources should be evaluated and, at times, gives examples of both high- and low-quality web publishing.

[2] Literature on website evaluation in health sector, Demetrios & Delfina Sa Soares

Identifying the underlying dimension and conceptualizing the relative metric.

Apart from research concerning general approaches to website evaluation and evaluation on websites subjected to commerce, government, and education, there are several studies focusing on the quality assessment of health-sector organizations' websites. In this section, we review the existing literature on the latter ones. Llinás et al. (2008) assesses and contrasts the Spanish, American, and British hospital websites' user-friendliness.

In their descriptive study, they evaluate websites according to readability, accessibility, and the quality of information provided. Lewiecki et al. (2006) create and assess evaluation instruments to ascertain the level of quality of patient-facing osteoporosis websites.

[3] Survey paper on hospital management system, Saylee Dongre, Shivani Choudhary, Saurabh Sonwane, Anjalesh Gawaikar, & Nikhil Thadani

Use of Java as front-end software and MySQL connectivity to develop desktop-based. "Journal of International Healthcare Management (2021)". All individuals who are involved in, or bothered with, the organization, delivery, marketing, and management of healthcare services are served by the International Journal of Healthcare Management services at strategic and operational level. It offers a peer-approved platform for the publication of expert feedback, case studies, applied research, briefings, and analysis on the major concerns influencing the sector's management and marketing.

2.2 Problem Statement

[1] Patient face difficulties in long duration waiting queue problem in hospitals, which comes under worst case scenario since patient are already facing some healthcare problems during the waiting and still, they are needed to wait outside the hospital in bad situation.

[2] Another problem faced mainly is ambulance service. When we are in emergency, we call emergency number 108. Basically the problem faced is customer care long verification and even after spending minutes or hours ambulance service is not provided.

[3] A migrant in the city for the first time faces the issue of finding a good hospital related to the problem. In the city, the app will provide ratings for hospitals within the city, but users still face problems finding the right direction through an online map.

2.3 Methodology

This website content starts with registration which includes name, Gmail, phone number, date of birth, gender. After person gets registered, it shows these services such as clinic names, ambulance service, hospital rating, feedback. Further processing in this option let's assume that patient has clicked on clinic names its show about the patient appointment number series, if ambulance service is selected, it will show option for emergency cases and normal cases.

Contact and verification details: if the person has clicked on hospital rating, it shows all the details related to their problem regarding the hospital. Feedback asks about their experience regarding their website usage.

III. RESULTS

Improved website usability: If the simulation was conducted to test the website's usability, the result could be improved website usability. This could include changes to the website's layout, navigation, or user experience, resulting in easier and more efficient access to information and services on the website.

Enhanced patient engagement: If the simulation was conducted to evaluate the effectiveness of the website in communicating medical information to patients, the result could be enhanced patient engagement. This could include changes to the website's content or design to improve patient understanding of medical information and encourage greater patient involvement in their healthcare.

IV. CONCLUSION

On this website, we are particularly focused on helping patients who are in need or who are currently available to help others in need. We are trying to provide an easy-to-book online platform with the basic necessities.

V. REFERENCES

[1] <https://play.google.com/store/apps/details?id=com.apollo.patientapp>

APOLLO 24/724/7

Apollo Hospitals, a sizable healthcare organization in India, provides Apollo 24/7, a digital healthcare platform. Using their app or website, <https://www.apollo247.com/>, you may quickly access a range of services to help you manage your health.

A list of their primary products is provided below:

Online Medical Consultations: Schedule a phone or video consultation with licensed medical professionals in more than 55 disciplines.

Diagnostic Lab Tests at Home: Arrange for convenient home collection of blood tests and other lab procedures.

Online Drug Delivery: Place an order online and have prescription drugs delivered right to your door. Get professional guidance and assistance for treating chronic diseases with Chronic Care Management.

COVID-19 Care: Get access to COVID-19 resources and consultations.

Safekeeping of Medical Records: Maintain and safely preserve your medical reports in a digital vault.

[2] <https://play.google.com/store/apps/details?id=com.aranoah.healthkart.plus>

1MG

1mg provides a range of easily accessible web and mobile applications to assist you in managing your health requirements.

Here is a list of their principal items:

Access Medical Information: 1mg offers carefully selected, reliable, and accurate health information that has been authored and approved by medical professionals.

Purchase medications online: Obtain over-the-counter and prescription drug delivery to your home in more than 1800 Indian cities.

Make an appointment for any lab tests or preventative health packages offered by accredited labs. Even in the comfort of your own home, they are able to gather samples.

Seek Online Medical Advice: Make an appointment for phone or video consultations with licensed physicians regarding any health issue.

Extra Services: 1mg provides Hindi and English articles on general health subjects and Ayurveda.

[3] <https://play.google.com/store/apps/details?id=com.practo.fabric>

PRACTO

In India, Practo is a healthcare app that offers users a range of services.

Scheduling: Use the app or website to make appointments with physicians in a range of specializations.

Online Consultations: Take advantage of chat or video to over the internet consult with doctors.

Diagnostics: Schedule examinations such as MRIs, X-rays, and blood tests. In addition, Practo makes sample gathering at home easier.

Medication: Place an online order for medication delivery. Get access to articles and health information with Health Feed.

[4] <https://play.google.com/store/apps/details?id=com.myfortis.doctor>

MYFORTIS

Leading Indian healthcare company Fortis Healthcare is able to help those who need assistance managing their medical demands. Make an appointment with a doctor at Fortis Hospitals from a variety of specializations.

Video Consultations: Use video conferencing to have virtual consultations with physicians.

Easily access and securely save your medical history, including lab results, prescriptions, and discharge summaries, by using Manage Health Records.

Health Information: Read articles and get advice about health.

Family Management: Manage appointments and health records for your family members.

Online bill payment is available for medical services received at Fortis Hospitals.

Offers and Discounts: Take advantage of these special discounts and offers on medical services.

[5] <https://www.zocdoc.com/>

ZOCDOC

Zocdoc is an online platform in the United States that helps patients find and book appointments with healthcare providers.

For patients:

Doctor Search: Find doctors based on your location, insurance, specialty, patient reviews, and other criteria.

Appointment Booking: Schedule appointments online or through the Zocdoc app, 24/7. A lot of providers arrange appointments on the same or following day.

Virtual Visits: Search for doctors who offer video or chat consultations.

Patient Reviews: Read reviews from verified patients to help you choose the right doctor.

Insurance Verification: Zocdoc helps you verify if a doctor is in-network with your insurance plan.

[6] <https://www.fortishealthcare.com/contact-us>.

Fortis Hospital

Fortis Hospital, is a leading integrated healthcare provider in India. This means they offer a wide range of medical services under one roof.

Services: Their website highlights specialties like cardiology, oncology, neurology, orthopedics, and mother & child care. They could additionally encompass other topics.

Integrated Care: Fortis goes beyond basic medical services. Their website might mention features like diagnostic facilities, advanced surgical suites, and in-patient care. This suggests a focus on a patient's entire healthcare journey.

Technology: The website might showcase their use of advanced medical technology for diagnostics and treatment. This could improve accuracy, efficiency, and potentially patient outcomes.

Overall: Fortis Hospital positions itself as a comprehensive healthcare provider with integrated services, advanced technology, and a focus on various specialties. Their website likely caters to patients seeking a one-stop shop for diverse medical needs.

However, there's a potential issue with the website. While Fortis recently revamped their online presence to improve user experience [FHL Annual Report FY 2022-23.pdf - Fortis Healthcare], it's possible you might encounter navigation difficulties or lack of specific information on certain services or locations.

[7] <https://www.maxhealthcare.in/>

Max Healthcare

Max Healthcare is a major private hospital chain in India, boasting 17 facilities and over 3500 beds. They offer a wide range of medical services across various locations, including Delhi, Mohali, and Mumbai. Their website [maxhealthcare.in] allows you to explore their hospital network, find a doctor, and potentially even book appointments (though information about online booking is currently unclear on their site).

Website Issue: While the website provides a good overview of Max Healthcare's services and locations, there seems to be a lack of clarity on whether online appointment booking is available. This can be frustrating for users who might need to contact individual hospitals directly to confirm appointment options.

[8] <http://www.narayanahealth.org/>

Narayana Health

Narayana Health, founded in 2000 by Dr. Devi Shetty, is a large Indian healthcare provider. They offer a variety of treatments across 30+ specialties at hospitals and heart centers in major Indian cities. Their goal is to increase access to high-quality healthcare.

Their website, <https://www.narayanahealth.org/hospitals>, allows patients to: Find a doctor, Book appointments, learn about treatments, Access patient guides However, there seems to be an issue with viewing the site in landscape mode on mobile devices. Additionally, there's a separate website for their US login, which can be confusing for some users.