

Impact of Online Hospital Management Systems Related to Patient Registration, Ambulance Management System and Appointment Making

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Abstract. The health sector has become a fundamental part of a developed country. With the advancement of technology, nowadays many people are willing to do many services online. Various types of online systems are also available for hospital management. With the advancement of technology, the online system has helped to make the work of people's life faster and easier. But there are many problems with attendance methods currently in use. This system also enables to build of a good relationship between the clients and the hospital board. This research paper primarily focuses on online patient registration, ambulance management, and making an appointment. Problems encountered in making appointments in the normal way, such as not answering on time, not responding to confirmation, having only limited payment methods, etc., and problems arising in using an online ambulance management system such as lack of necessary facilities in the ambulance, not having enough ambulance agencies, ambulance Absenteeism, staffing problems etc. were also identified. The patient can find relevant doctors for diseases before making appointments. A chatbot can be used for that. In case of an emergency, the patient can find the nearest ambulance. Ambulance crew update's current location every 5 minutes. Patient history records, prescriptions, etc. were included in the patient profile. Then the patient and doctor can find all the patient's medical records in one place. Remedies that can be used to avoid these problems are discussed in this paper.

Keywords: *online patient registration, ambulance management, appointment, chatbot, healthcare, patient's medical records*