

A Web-Enabled Healthcare Coordination System

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Abstract - In addition to this, the growing need for efficient service delivery requires a shift towards digital solutions to improve coordination among all stakeholders operating within a hospital setting. In most cases, management information systems used in healthcare services lack coordination during handling data scenarios. These management information systems lack corresponding interactions between administrators, doctors, and patients. The following paper proposes a Web-Enabled Healthcare Coordination System aimed at improving coordination among stakeholders operating within a hospital setting. The proposed management information system improves coordination between administrators, doctors, and patients by incorporating some of its primary functions during its centralized platform. These functions include management of doctors, appointment scheduling for patients, maintenance of records for patients, and management information regarding payments. The experimental results prove that the proposed approach outperforms conventional methods regarding accessibility, coordination, and reliability.

Keywords - Web-Based Healthcare System, Hospital Management System, Healthcare Coordination, Appointment Scheduling, Patient Management, Django Web Framework

I. INTRODUCTION

With the fast development of web technology, it has greatly impacted the healthcare sector in such a way that it has efficiently managed medical information, as well as interrelating various health stakeholders in such an effective manner in comparison with traditional management systems used in hospitals today, where they lack efficient management of patient information, with inefficiencies such as delays in scheduling appointments, poor record keeping, data duplication, and poor interrelation between patients, doctors, or administrators. Keeping the increased patient population and the complexity of health services, hospitals demand a digitally integrated platform to allow the flow of information and coordination in real-time. Some benefits, which a web-based health care management system might offer, are centralized management, remote accessibility, increased

accuracy, and strong security features. However, existing web-based health care management systems are usually limited to specific needs, like appointment management or electronic records, without providing coordination services for all the health care stakeholders involved. In each of the above areas, this study is presenting a Web-Enabled System to address the aforesaid difficulties through automation and integration of key hospital activities, namely doctor management, appointment maintenance, patient information handling, and payment tracking. In this proposed Web-Enabled System, a role-based security mechanism is employed to facilitate secure and faster interactions among various hospital staff, doctors, and patients through effective utilization of existing web technologies. Furthermore, it enhances administrative efficiency through reduction in repetitive tasks, such as appointment approvals and updating records, thus reducing human errors. Patients also stand to gain due to an increased level of accessibility to healthcare services, while doctors stand to gain due to increased availability of appointment data. Therefore, it is vital in providing high-standard healthcare coordination while improving resource utilization in healthcare delivery.

II. LITERATURE REVIEW

Various scholars have investigated web technologies for their application in developing healthcare management systems. Jain et al. [1] presented an extensive review of web-based healthcare systems. The authors discussed their role in reducing paperwork and improving data accessibility. According to their research, web-based healthcare systems are important for providing integration to various functions of a hospital. On the other hand, in their research on developing and implementing hospital management systems, Kumar and Singh [2] emphasized the role of automation in improving appointment handling and patient management systems. Nevertheless, their research was based on developing basic functions, not addressing issues around different stakeholder integration. Sharma et al. [3] worked on their research, which covered web application security with special reference to medical systems, emphasizing security and access control in medical systems. Mehta and Shah, in their work on "A Role-Based Access Control Mechanism for Healthcare

Web Applications" [4], provide a mechanism to achieve safe interactions between administrators, doctors, and patients,

validating the structured approach to be adopted by modern healthcare systems. Verma and Malhotra carried out a survey on information systems used by hospitals and found that security and scalability are the main challenges with modern information systems. Chen et al. [6] also examined the role of web technologies for healthcare data management, where it is shown that data consistency and reduction in data query efficiency have significant improvements with centralized data management. Likewise, online appointment system research was performed by Rahman and Ahmed [7], where patients benefit from reduced waiting times. Patel and Desai [8], in their research on payment integration in healthcare web applications, stressed upon security issues during transaction handling in medical repositories. Roy and Banerjee [9] have presented their research on central management of databases, which can lead to better coordination in hospitals. Kaur and Kaur [10] presented a comparative study on application systems in hospitals with traditional systems, proving that web-based systems perform better in terms of accessibility and efficiency. Also, Singh and Yadav [11] discussed scalability features in latest browser technologies used in medical repositories. These studies collectively show that, despite having solutions to individual aspects of different hospitals, there is an apparent need for a "unified secure web-enabled system for health care coordination." The different aspects include administration, patients, as well as medical professionals. The motivation for this thesis rests upon this general need.

III. EXISTING METHODOLOGY

The existing methodology focuses mostly on semi-automated and manual control in the hospital environment. The process of appointment setting is mostly based on visits and calls, thereby exposing patients to appointment conflicts, increased waiting times, and inefficient utilization of resources. Patient data is often represented in an unstructured storage format in paper or computerized forms individually, thereby exposing an increased risk of data loss, duplication, and human errors. Under normal circumstances, these activities, including registration, appointment, and payment, take place independently without any proper system integration. Since no proper platform exists, interdepartmental communication is also poor, which impacts timely decision-making. Here, effective communication is totally lacking, hence limiting transparency. Moreover, no real-time information is available, which becomes an additional burden on staff. The current methodology is inadequate for proper management, especially when large-scale health data is involved, so an integrated, web-based system is clearly needed. Besides, the available methodology is lacking in its standardization of data handling elements and is insufficient with regard to security measures for the secrecy of the patient's details. In effect, access levels are totally absent within the system, which shows itself to be wanting with regard to data privacy issues that could be likely to come up with the introduced system. Secondly, the available methodology is lacking in its ability to scale, which shows it cannot be used for large volumes of patients—a demonstration that the introduced system is indeed required for addressing healthcare issues within modern healthcare scenarios.

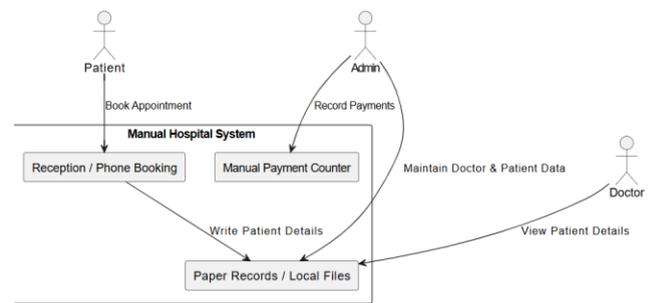


Fig. 1. Architecture of the Existing System

IV. PROPOSED METHODOLOGY

The proposed "Web-Enabled Healthcare Coordination" aims to create a centralized web-based application that integrates all significant operations of a healthcare institution into a single platform where all such data is coordinated, managed, and maintained securely. The proposed architecture is role-based, where three main users are identified: "Admin," "Doctor," and "Patient," each of whom is provided access to certain functionalities of the system depending on the user roles assigned to them within the framework of the proposed architecture aimed at integrating all significant operations of a healthcare institution into a single platform where all such data is coordinated, managed, and maintained securely. The "Admin" module allows various critical functionalities such as managing appointments, managing doctors, managing patients, monitoring payments, and so on, thus ensuring complete supervision of all significant operations of a healthcare institution; similarly, the "Doctor" module allows doctors to conveniently access appointments, thus promoting seamless consultation activities, whereas the "Patient" module allows users to conveniently book appointments, pay, obtain appointment details, monitor appointment statuses, and so on, thus promoting a seamless user experience within a healthcare institution managed centrally by integrating a suitable web framework that has been backed by a suitable backend database that ensures robust centralized management.

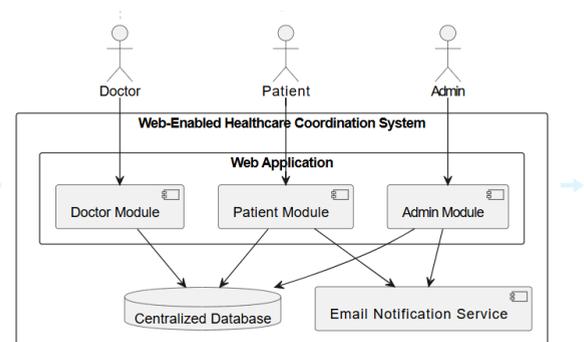


Fig. 2. Architecture of the Proposed System

MODULES

1. Patient module:

The Registration and Login module facilitates secure access to the Web-Enabled Healthcare Coordination System for patients. During registration, patients enter basic personal

information and information for logging onto the system. The information is stored securely on the database to provide a unique user account for users. The login mode authenticates registered users to allow only authorized patients to access other features such as appointment booking, status tracking, and payment services. The particular module that will be discussed

in this paper is the one which eliminates manual authentication processes while at the same time ensuring data security in addition to providing a trusted method for user access management within the healthcare system.

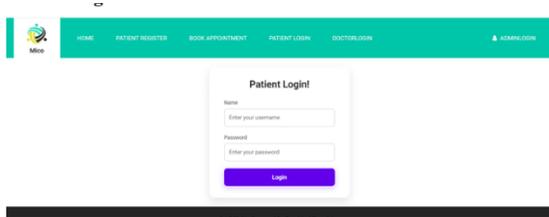


Fig. 1. Patient Registration

The Book Appointment module enables patients to schedule appointment times by entering their personal information, selecting their desired department, and choosing their preferred doctor. The information entered will then be stored in the system and will be sent to the administrator for approval. The workflow saves time for both patients and administrators by avoiding conflicts.

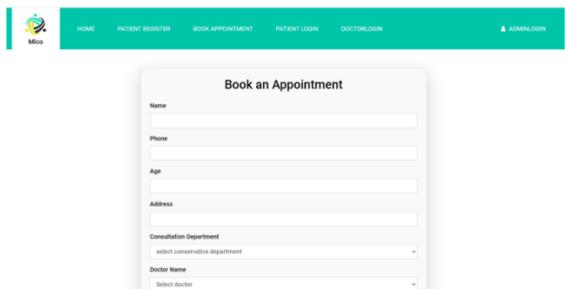


Fig. 2. Book Appointment

This particular module shows appointments requested by patients along with individual patient details, doctor assigned, etc. This facilitates administration of appointments in an effective manner by keeping everything updated in real-time.

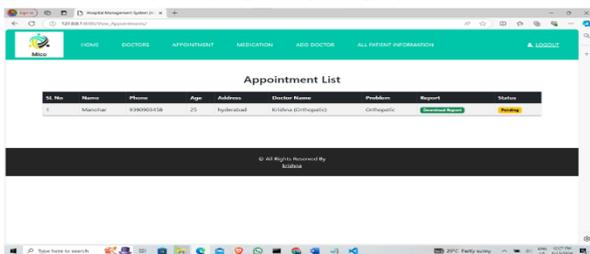


Fig. 3. Appointment list

2. Doctor module:

The Doctor Login module allows authentic entry of doctors with valid credentials. Doctors who have entered the correct credentials are given access to the appointments allocated to

them.

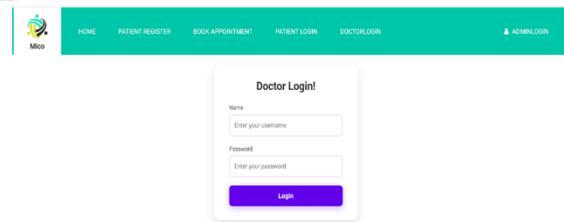


Fig. 4. Doctor's login

This module presents full details of the registered doctors, including their specialization, qualifications, and contact numbers. The administrator has the provision to edit or delete the doctor's record according to his requirement. The centralized doctor management improves accuracy and administrative efficiency.

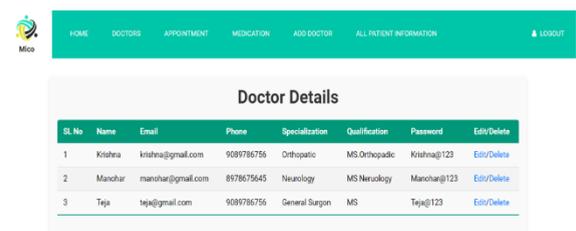


Fig. 5. Doctor Details

This module enables a doctor to prescribe and upload medication details for a patient through a secure form, which contains patient name, doctor name, and prescribed treatment, etc. An effective treatment management can also be achieved through this module in the field of health care.

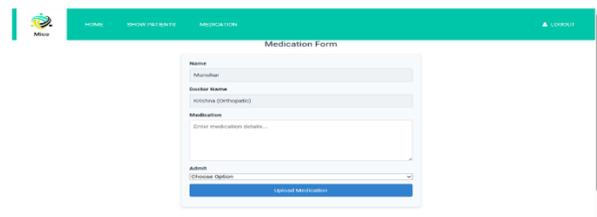


Fig. 6. Medication Page

The module allows administrators to access secure services using authentic credentials. Once logged in successfully, administrators can manage doctors' information, appointments, patients' records, and payments. Secure access for administrators is provided.

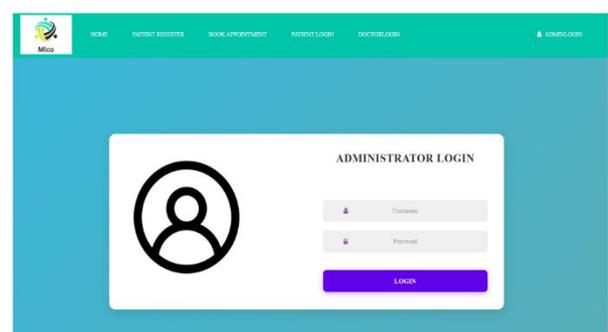


Fig. 7. Administrator Login

This module enables the administrator to add new doctors by giving their details. The details are then stored in the system so that any reference to it is available in the future. This is an important feature in managing the doctor to an appointment.

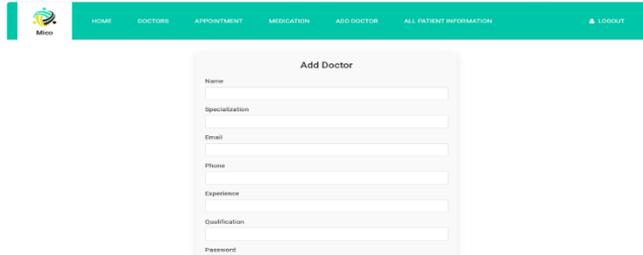


Fig. 8. Add Doctor

This module is used to display patients' details, as well as the diagnosis and treatment procedures recommended by the doctor. It also allows the patients to view their reports electronically, which enhances transparency.

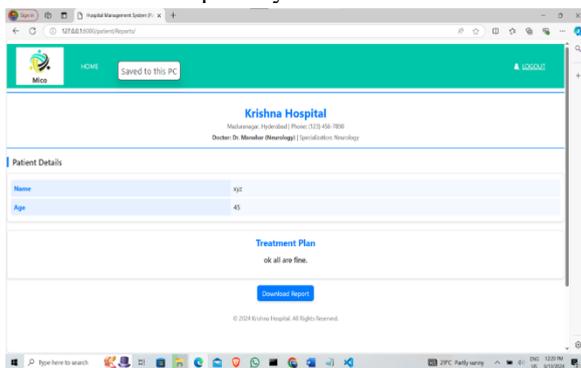


Fig. 9. Reports Page

The Medical Report Download module provides an elaborate and structured digital medical report, comprising complete patient information, details of the doctor, diagnosis, and prescribed treatment plans. The module enables patients to view and download their reports securely through the web interface, maintaining ease of access and confidentiality. This enhances accuracy, promotes protection of sensitive health data, reduces paperwork, simplifies record management, and brings transparency into the realm of healthcare service provision.

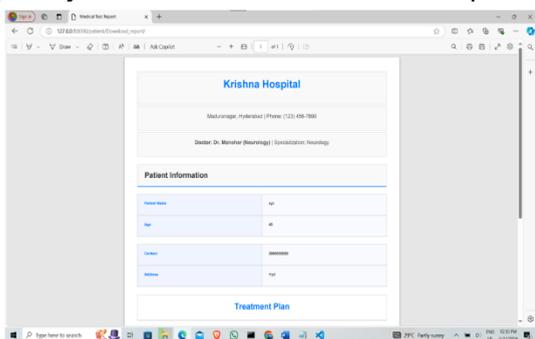


Fig. 10. Downloading Pdf Reports

V. RESULTS AND JUSTIFICATIONS

The implementation of the proposed system shows a major advancement in efficiency in operations and coordination in healthcare compared to conventional ways of managing hospitals. The ease with which the appointment approvals are generated is far more compared to the traditional method. Also, there is an increase in the level of satisfaction with the new scheme. The database keeps the information safe and helps manage it uniformly, reducing data duplication and manual errors often encountered in keeping records. The automation process eliminates tedious tasks and administrative burden on staff, such as scheduling appointments, assigning doctors to patients, and creating various medical reports, which helps reduce administrative hassles and provides medical staff and administrators a less hectic life and a focus on attending to medical needs and requirements only. Additionally, role-based access control helps in enhancing data security, as there would be restrictions on unauthorized access of critical data relating to patients. The internet-based approach of the system ensures that users can access it remotely, as it allows them to utilize it at any given point of time and at any location as they prefer. In addition, it has been noticed that the observed results validate that the proposed system overcomes.

The usage of the proposed Web-Enabled Healthcare Coordination System shows an improvement in the overall operational efficiency of the hospital with its operations in comparison to the general ways of hospital management. The automation of the system in approving the appointment would reduce the waiting time for the patients, reduce scheduling conflicts, improve the utilization of available resources, which would improve the satisfaction of the patients with the proposed system. The central and structured architecture provides security for storage and effective retrieval of data concerning patients, doctors, and appointments. In addition, data would not be redundant, and humans would not be prone to making mistakes while dealing with data. Automation would also reduce work for those involved, especially concerning doctor, appointment, payment, and report generation, making those workers concentrate on making proper decisions. Secondly, it can be established that the role-based access control process increases data security. The fact that it is based on the web increases its flexibility, thereby enabling proper coordination between medical administrators, doctors, and patients.

VI. CONCLUSION

In the paper, there was an emphasis on Web-Enabled HealthCare Coordination System that would help in improving the management of hospitals through the integration of administrative, medical, and patient-related services in one central point - the Web. In fact, automation of major functions of doctor management, appointment, patient data, medication, and reports has been successfully achieved. As evident from the results of system implementation, improved efficiency, secure management of data, along with enhanced coordination between administrators, doctors, and patients, can be identified as significant advantages of access control in such systems. Privacy of data is also maintained through role-based access control mechanisms, while real-time access of information can contribute towards enhanced transparency itself. On an overall level, the solution appears to be an effective solution to the problems associated with traditional hospital management systems. In short, it offers an efficient and scalable solution to modern healthcare management. Further developments in such a solution would include incorporating it with electronic records, real-time notification, analysis, as well as supporting mobile application technologies.

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