

# **A Web-based Management Tool for Health Care Services with Appointment Required**

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## **ABSTRACT**

We present a Web-based management Tool for Health Care Services with appointment required. This tool lets patients request appointments with doctors and specialists via the Internet. It changes the previous situation where the only way to get an appointment was via a telephone call. Now, with the new system, it is possible to use a desktop computer or a WAPenabled cellular phone to request appointments for health care services. Additionally, the system eases daily work to doctors and administrative staff, reducing previous paper work significantly and improving the whole service. According to the users, transparency, flexibility and availability are the main advantages of the new system.

## **Keywords**

Web applications, Novel applications, Health Care Service, WWW/WAP, Multi-access, User Interfaces.

## **1. INTRODUCTION**

Currently, Internet technologies are widely used all over the world. Almost every aspect of our daily life is affected, and usually improved, by the use of the WWW. Nevertheless, this is not the case for the Public National Health Care System in Spain. The Spanish Health Care System, with a total budget of 87.732 millions of Euros, is continually taking advantage of new technology improvements, for example, the telemedicine. This year, more than 26.940 million Euros of the Spanish national budget has been dedicated to support public hospitals and medical centers. Nevertheless, this policy, which has been maintained by different governments since 1960's, had no effect.

up till now in the incorporation of the WWW based services for the end user, in this case, the patient. The Spanish Health Care System WWW site [1] is composed of a set of static pages that only provide general information about the services offered, geographical location for several centers, etc.

In this paper, we present the first experience of the use of WWW technologies to offer an appointment service for the Spanish National Health Care System. Patients access through the Web to get an appointment with their doctor, who can consult his workload or request a specialist.



Figure 2: WAP Interface on a Nokia's 7110