

Near Doctor

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Abstract: Information technology plays an essential role in various industries, including the healthcare sector. Its impact has been significant and transformative in this particular field. Near Doctor is an online tool which aids the medical practitioners and hospitals to manage their practice across the globe. The hospitals in India, while steeped in tradition, regrettably do not prioritize the sharing of vital medical information with patients or their loved ones. It is widely acknowledged that the transmission of communication between doctors and patients is a vital component of successful medical treatment. The research activities in the medical field are expanding in a multi fold manner. The service has achieved great success in reaching private doctors and clinics due to the open-minded nature of these healthcare professionals, who have recognized the practical value of the offered service. The ultimate objective of Near Doctor is to offer a holistic service for the patients to reach the right Doctor at the right time at the right place. In pursuit of their objective, they endeavour to connect with a vast multitude of patients through a plethora of channels.

Key Word: Health Care Management, e Health Software, Patient Record Management, Hospital Administration.

INTRODUCTION

The company Near Doctor is poised to transform the healthcare industry by providing consumers with the ability to easily locate medical professionals, schedule appointments on the spot, receive expert consultations, and ultimately make more informed choices about their health. With its innovative approach, Near Doctor is set to revolutionize the way people access and interact with healthcare providers. By allowing users to locate doctors, schedule immediate appointments, consultations, and make better, more educated health decisions, Near Doctor will revolutionise healthcare. Practo, which was founded in 2008, is the foundation of Near Doctor. By facilitating simple access to high-quality healthcare, Near Doctor aims to contribute to humankind living longer and healthier lives. It is a remedy for any health-related issues and places a priority on the experience of its users. This mobile app gives users a platform to consult with doctors of many specialties, keep track of their medical history, schedule medical tests, order medications, and have online consultations. Those who install this app close to doctors will find it handy. use its platform to speak with more than 50 doctors spread over 20 hospitals.

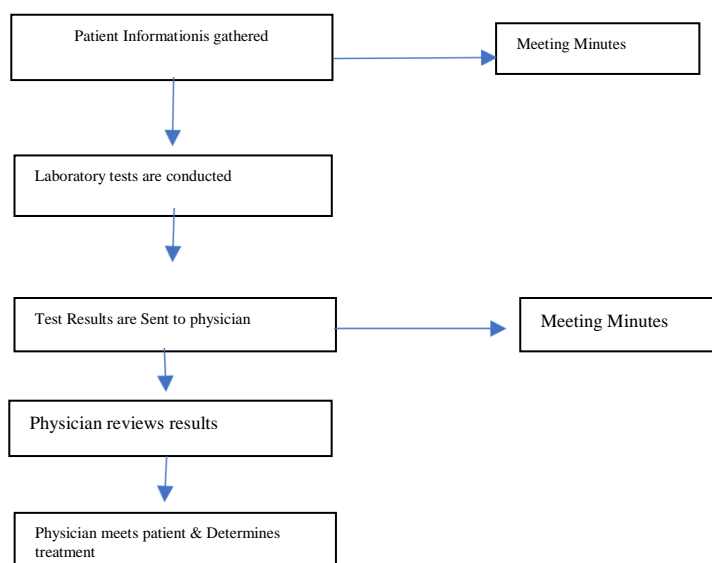


Fig 1: Flowchart of Near Doctor

The healthcare sector has seen a significant revolution, shifting from ordering medications to seeing a doctor to using AR/VR-based operations. It is now more pervasive than it has ever been. On the other hand, because people are more inclined to consult doctors online to keep safe, preferences have changed as a result of the pandemic. and other the healthcare sector is greatly impacted by technological innovation, and I use Android, Java, and Kotlin in this app. Patients can schedule appointments with doctors' healthcare providers using the Near Doctor online health platform, which also enables customers

to upload prescriptions and order medications. An online consultation tool called Near Doctor bridges the distance between a patient in a rural area and a medical specialist in a big city.

We are aware that medical care extends beyond symptoms, diagnoses, and treatments. The strong bond that exists between doctors and patients is what enables ongoing treatment and consistently better results. In India, patients are not given adequate support in terms of finding the right doctors and making appointments with them quickly. India has a population of over a billion people, and such a large population necessitates many medical services. However, only a small number of medical service providers are available to serve such a large population, and even the people of the nation are unaware of the healthcare facilities offered by private players in the market. People who live in a place find it difficult to get a doctor, an ambulance, and other services, which are typically provided by outsiders, until and unless they have lived in that particular place for a significant amount of time.

1.1 Statement of The Problem:

When compared to the elder generation, the younger generation uses technology to the greatest extent possible. With younger generation doctors as its target demographic, Near Doctor has a sizable market. The older doctor population presents a challenge for Near Doctor because the bulk of them are reluctant or outright unwilling to employ technology.

1.2 Need and Importance Of The Study:

Due to their traditional viewpoint, Indian hospitals forbid even the patients' immediate family members or the patients themselves from knowing any medical information about them. A crucial component of medical care is the exchange of information between patients and clinicians. The activities involved in research and development in the medical field are multiplying. The healthcare sector sees a constant increase in the number of specialties. Currently, there is an exquisite proliferation of data in this region. The information revolution needs to be streamlined immediately. Otherwise, the patients will not be informed about the advancements and discoveries being made in the industry. The public in general and patients in particular are being provided with high-quality medical information via Near Doctor. This essay makes a sincere effort to assess the initiatives made by Near Doctor to educate medical professionals about e-health care.

1.3 Methodology: -

I am using Agile methodology for this project. This includes following thing

- Elevate your online presence with our sophisticated profile editor tool. Respond to your patient's feedback
- Provide online consultation to patients
- See patient records from anywhere
- Effortlessly monitor your clinic's progress while on the move, with utmost grace and conviction.

1.4 Objectives of the Study:

- Analyse the e-health care expertise that medical professionals have obtained.
- to assess the medical professionals' level of familiarity with the Near Doctor.
- To present Near Doctor with worthwhile ideas based on the study's finding.

II. REVIEW OF LITERATURE

This review of the literature on hospital management and the healthcare sector has undoubtedly identified some excellent research opportunities for strategic management scholars to examine how hospital administrators perceive the issues and how they deal with them, both within their own facilities and in collaboration with other hospitals, to deliver cutting-edge patient care and treatment. Managers should embrace the new era as a possible advantage for creative healthcare providers in this critical period of industrial upheaval. First, it would appear appropriate for hospital management to regard internal staff as knowledge suppliers and to establish networks for knowledge exchange both within their own companies and with other organisations. Second, the relationship between management cognition and organisational behaviour has shown encouraging outcomes, as the paper has stated. The relationship between managerial cognition, managerial behaviour, organisational behaviour, and strategic performance may be further experimentally established by further study [1].

Manolis4. The rising of chronic illness and the continuous aging of the global population requires a re-organization of health care systems based on relations and exchange of information to address patient needs in the community. The refinement of health care systems necessitates a coherent system of modifications and the establishment of a comprehensive health care information network. This paper culminates in recommendations for effectively managing the process of change within health care organizations, both in terms of policy and practice. [2].

The American Medical Association Foundation defines Health Literacy as the capacity to acquire, analyze, and comprehend fundamental health-related knowledge and resources essential for making informed health choices and adhering to treatment directives. This vital skill empowers individuals to take charge of their own health and well-being, making it an invaluable asset for individuals and their communities alike. Health literacy is of prime importance today. R.A Logan and E.R Siegel explain the importance of health literacy in the book 'Health Literacy: New Directions in Research, Theory and Practice.' They write, "Health Literacy concerns The capability to effectively oversee one's own well-being and adeptly maneuver through the intricacies of the healthcare system. It is relevant for making informed health decisions, patient health outcomes and resulting healthcare costs." (Logan and Siegel, 2017) [3].

The utilization of digital media can play a significant role in elevating health awareness, provided that we optimize

the digital platforms to their fullest potential. As Monica Murero and Ronald E have stated, the internet can be viewed as a valuable resource in enhancing healthcare services, as it allows for swift, convenient, and efficient access to medical education. Rice in the book 'The Internet and Healthcare: Theory, Research, and Practice.' However, the book also focuses on the risks of internet dependence for gathering health information. The threats as mentioned here include, "lack of control over online content, low reliability, and poor validity of medical information." Further, the book suggests that there is a possible risk of disseminating and applying inappropriate and erroneous information. (Murero& Rice, 2006/2010) [4].

In the research paper 'Health promotion in the digital era: a critical commentary', Deborah Lupton gives an overview of various types of digital technologies that are used for health promotion which includes health information websites, mobile apps, social media platforms, etc. These platforms can provide people with opportunities to share their health stories and promote health awareness. (Lupton, 2015) [5].

With the changing time, there is a shift in information-seeking behaviour of individuals. "Consumers have moved from consulting their local telephone book to using online directories to find a physical therapist and may now choose a provider based on their Facebook page, blog, or user-created ratings," writes Gagnon & Sabus in the research paper 'Professionalism in a Digital Age: Opportunities and Considerations for Using Social Media in Health Care.' The study focuses on the role of social media in healthcare. It emphasizes on the changing pattern of the information-seeking behaviour of people with the coming of social media. Furthermore, it highlights the myriad of promising prospects that await healthcare practitioners in the age of digital transformation. (Gagnon & Sabus, 2015) [6].

Furthermore, it highlights the myriad of promising prospects that await healthcare practitioners in the age of digital transformation. vehicle for the public health sector. It can be used to "track disease spread and mobilize responses to urgent and emerging problems." Since the internet offers multiple data sources to gather health-based content, it makes the user well informed about healthcare issues and preventive measures. (Garcia & Scally, 2014) [7].

The predominant research has been cantered on the utilization of social media as a means of promoting health and wellness. In another book titled 'Participatory Health Through Social Media' emphasize highlight the utilization of social media by patients and medical experts. Social media acts as a forum of interactions around health issues. They include chat rooms, messaging, or online chatting with the clinician. (Abdul et al., 2016) [8].

The innovative idea of e-doctors offers exceptional virtual care and assistance to their patients. The e Doctor enables efficient connectivity between doctors and patients across the globe. The doctors reach the patient via email, text chat, SMS, Skype voice chat and over the phone when needed. The services cater to the patients who cannot travel and are keen to receive medical consultation at the doorstep [9].

The Government of India has been proactively promoting telemedicine and use of ICT (De Kumar, 2007). India has experienced a rise in the technology invasion in the healthcare sector. The utilization of healthcare applications on mobile devices has been steadily gaining widespread acceptance in recent years, as evidenced by reputable sources such as Blake (2008). This trend highlights the importance of incorporating mobile technology into the healthcare industry, as it can greatly enhance accessibility and convenience for patients while also improving overall healthcare outcomes. With the increasing infiltration of mobile networks in remote rural villages in India, mobile phones are becoming a considerable device for improving patient-doctor conversation (Bali and Singh, 2007) [10].

III.DOCTOR VISIT AT HOME

A doctor visit at home is also known as a home visit or a house call. It is a type of medical service where a doctor or a healthcare provider visits a patient's home to assess their medical condition and provide necessary treatment. Home visits are usually recommended for patients who are unable to travel to a clinic or hospital, such as elderly patients, patients with disabilities, or patients with serious medical conditions. In some cases, doctors may also offer virtual home visits or telemedicine services where they consult with patients remotely using video conferencing or other digital communication tools.

IV.PROBLEM DEFINITION

The problem list is a vital record that highlights the paramount health concerns encountered by a patient, encompassing non-communicable ailments, injuries sustained, and other on-going afflictions affecting the patient's well-being. The list also usually identifies when an injury or illness occurred or was discovered and when it was resolved. A meticulously crafted medical problem list presents a lucid depiction of the patient's health concerns that necessitate thoughtful contemplation or medical attention. Its effectiveness in conveying crucial information is indisputable.

V.WHAT IS THE NEAR DOCTOR APP

Near Doctor is a healthcare app that allows users to find and book appointments with doctors, view their medical history and records, order medicine, and get teleconsultation. It also offers a symptom checker, health tips, and health records storage. It is available in several countries and on multiple platforms such as Android, IOS, and the web. Frequently utilized by patients, this platform enables effortless scheduling of appointments with esteemed physicians, effortless access to their comprehensive medical history and records, convenient medication ordering, and seamless teleconsultation services.

Top features you should add to an app like Near Doctor: -

- A doctor searches and booking feature.
- A symptom checker feature.
- A medication reminder feature.
- A feature to view and pay medical bills.
- A feature to rate and review doctors.

VI.CONCLUSION

Near Doctor wants to help people easily get high-quality healthcare so they can live longer and healthier lives. It is a treatment for all health-related problems and prioritises the satisfaction of its users. Near Doctor wants to make it simple for individuals to access top-notch healthcare so they can live longer and in better health. It prioritises user happiness and provides a solution for all health-related issues. Software required are Healthcare management, e-Healthcare software, patient record management Hospital administration Patients will be able to connect in a new way with healthcare service providers. Consequently, standard questionnaires and in-person interviews are used to collect primary data. The doctor can manage reports and paperwork related to their patients. It helps patients by reminding them of their doctor appointments via email and mobile devices. Doctors enables people to search for doctors, clinics, online medication ordering, etc.

It is highly recommended that digital platforms offering healthcare services in multiple languages should be made accessible. This approach would not only enhance the accessibility of healthcare to a wider population but also elevate the overall healthcare experience for users. For the purpose of promoting such forums among all age groups, registration should also be free and straightforward. People are embracing technology in more and more varied ways in the modern world; thus, the digital platform needs to be used effectively to advance and promote the health sector. One such tool is the internet. Digital platforms are becoming more prevalent in the medical fields. The utilization of online health portals is gaining immense popularity among users, as they are an elegant and effective means of accessing healthcare information. Because it is a convergent platform, the internet makes it easy and affordable for patients to engage with medical professionals.

VII.FUTURE SCOPE

In terms of the future scope of Near Doctor for doctors, there are several areas of potential growth and development.

- **Telemedicine:** Telemedicine has been growing rapidly in recent years, and Near Doctor has already established a telemedicine platform that allows doctors to consult with patients remotely. As technology continues to improve, telemedicine is likely to become an even more important aspect of healthcare, and Near Doctor may invest more in developing this area.
- **Online Ambulance Booking:** Online ambulance booking is a service that allows individuals to book an ambulance through an online platform or application. This service can be useful in emergency situations when time is of the essence and quick access to medical care is critical. The process of online ambulance booking typically involves filling out a form with the necessary information, such as the patient's name and location, the type of emergency, and any special medical needs or requests.
- **Online Appointments:** Near Doctor allows doctors to list their availability online and accept appointments from patients through the platform. This feature makes it easier for patients to schedule appointments, and doctors can avoid the hassle of answering phone calls, which can be time-consuming.
- **online consultation work:** In a mere 60 seconds, we have the ability to seamlessly connect you with a highly qualified medical professional. Allow us to facilitate your access to top-notch healthcare with ease and efficiency. All you have to do is tell us your symptoms or health problems, choose the specialty, make a payment. Upon receipt of payment, we promptly notify our esteemed panel of certified and top-notch medical professionals to assign the most suitable doctor to your consultation. Within a minute, you can commence a dialogue with your designated physician. Furthermore, for a duration of seven days, you have the opportunity to seek additional guidance from your doctor at no extra cost.

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