

# NEAR DOCTOR

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## ABSTRACT

*The role of information technology is vital in all the sectors. It has made a significant impact even on the health care sector. Near Doctor is an online tool which aids the medical practitioners and hospitals to manage their practice across the globe. The Indian Hospitals are traditional in their outlook and refuse to share medical information about the patients even with the close relatives of the patients or the patient itself. The flow of communication between the patients and the doctors is an essential ingredient for the medical treatment. The research activities in the medical field are expanding in a multi fold manner. It is highly successful in reaching private doctors and clinics because those doctors and clinics are much open minded and they have practically realized the value of the 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. To achieve this, they try to reach as many patients as possible through all possible ways.*

**Keywords:** *Health Care Management, e Health Software, Patient Record Management, Hospital Administration.*

## 1. INTRODUCTION:

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.

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 a large number of 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.

Outstanding features offered by Near Doctor include the ability to browse and search the faculty and facilities

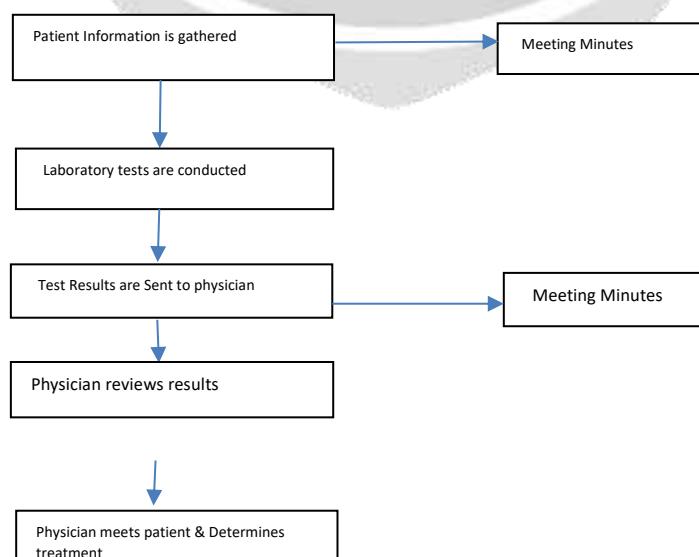
offered by different healthcare stakeholders. With an extra option for preserving Electronic Health Records, this service will give patients a new sort of connectivity with healthcare service providers. subsequently, primary data is gathered using standardised questionnaires along with personal interviews. The doctor is also capable of handling reports and documents pertaining to their patients. By notifying patients via email and mobile devices of their doctor appointments, Near Doctors also assists the patients.

By allowing users to quickly and easily identify the top doctors, Near Doctors is transforming healthcare. Consultations help you make wiser, more knowledgeable health decisions. One can consult a doctor; Near Doctor provides a list of doctors who are accessible online and recommends reputable and qualified individuals in the user's vicinity. Before beginning a consultation, the user must choose a doctor and make a payment. It is a really helpful function that allows users to look for the top medical professionals in their area. This differs significantly from typical doctor consultations. The patient is questioned by the nearby doctor about the problem they are experiencing. These are queries that patients must respond to. Now, Near Doctors recommends what Doctors can consult by assessing the symptoms. Through their website and app solutions, Near Doctors enables people to search for doctors, clinics, online medication ordering, etc.

The agile project management methodology came out of the software development world. It grew out of frustration with the traditional linear approach to project management, which set steps to be followed in order with no way to adapt or change the project until the end when the team reviews and amends it. The essential elements of the agile methodology are that it is collaborative, quick, and open to data-driven change. Agile project management is an iterative approach to project management that focuses on breaking down large projects into more manageable tasks, completed in short iterations called sprints throughout the project life cycle.

Key components of the agile project management methodology are:

- User story - The work request's broad definition. It is a succinct, straightforward statement that conveys the client's requirements. It is written with the user in mind.
- Sprints - Teams complete tasks that were agreed upon during the sprint planning meeting in brief work cycles. The team evaluates the product at the conclusion of each sprint to identify what is and is not working. Once another sprint starts, the iterative process continues until the featured product is complete.
- Stand-up meetings - short daily meetings to ensure that everyone is on track and informed. Everyone stands to keep the meeting short and to the point.
- Agile board - a resource that aids team members in tracking their advancement. A whiteboard with sticky notes or a specific page in your project management programme are both suitable options.
- Backlog - backlog items that are still unfinished tales when new things are added via the project intake system. Stories from the backlog are shifted into the sprint during sprint planning so they can be finished in that iteration.



**Fig 1:** Flowchart of Near Doctor

### **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. The phenomenon in this area now is the explosion of information. The information revolution needs to be streamlined immediately. Otherwise, the patients won't 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 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 findings.

### **2. 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 aforementioned 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].

Kenneth et. al (2002). Businesses have the option to combine diverse, functionally oriented information systems using enterprise resource planning (ERP) systems. Small hospitals and clinics are candidates for ERP systems, despite the fact that major for-profit enterprises have received much of the attention in the popular press. By concentrating information systems on critical success factors (CSFs), a company can address a select few performance-related issues. This small set of variables might give management insight into the informational dimensions that a system needs to take into account. The findings suggest that CSFs should continue to be used to assist people concentrate on the advantages of ERPs. The implementation of ERPs by rural health care organisations can also be helped by concentrating on groupings of tangible and intangible advantages use of ERPs [2].

Awad Rawabdeh, Ali Ahmad (2007). The goal is to thoroughly examine the possibilities of e-health by concentrating on the provision of medical supplies and services and by posing the broad research question, "What is the potential for developing an e-health strategy as an innovative health technology?" In the modern day, e-health activity has received a tremendous amount of attention. Despite how crucial this type of e-health is, it does not have to deal with the same restrictions as those faced by individuals who really provide healthcare services. In order to show the enormous potential for health-related economic activity on the internet, this article analyses the e-health developments. But the researcher who looked at the obstacles that the Jordanian health system faced with e-health also identified nearly insurmountable difficulties. Chunhuei et al (2012) observed the practice of Health Information Technology (HIT) in reviewing the national health care system in Taiwan. They

used the following five criteria for the purpose of the study. how well does the HIT (1) supply reachable and exact[3].

public health and health care information to the population; (2) collect and provide population health and health care data for government and researchers to investigate population health and processes and outcomes of health care services; (3) present practical and appropriate information that aids in the development of provision of cost-effective health care at an institutional level and encourages system-wide efficiency; (4) reduce transaction and administrative costs; and (5) reduce transaction and administrative costs. Taiwan has achieved highly in two areas, but has fallen short in the other three, according to the results. The main takeaways from this study are that HIT exists to support the health care system and that how one evaluates HIT depends on the context of the national health care system [4].

The focus of this essay is integration with the IT industry. The main goal of Practo is to provide a comprehensive service that enables patients to find the appropriate physician at the appropriate time and location. In order to do this, they make every effort to contact as many patients as they can. They are attempting to raise consciousness among patients and medical personnel. Practo will unquestionably open the door for general growth and advancement in the healthcare sector [5].

This study recommends that digital platforms that provide healthcare services should be multilingual. 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. In order to enhance the state of healthcare, health promotion involves raising awareness of health and its factors. Numerous mass media outlets work to raise public awareness of health issues. One such tool is the internet. Digital platforms are becoming more prevalent in the medical fields. Online health portals are increasingly well-liked by users. The internet, which is a convergent platform, makes it easier and more affordable for patients and medical professionals to communicate [6].

Garcia and Scully analyse how digital media can be used as a tool for the public health sector in their research paper, "Trending Now: Future Directions in Digital Media for the Public Health Sector." It can be used to "monitor the spread of disease and mobilise solutions to pressing and new issues. The user is better informed about healthcare issues and preventive measures because the internet provides a variety of data sources for gathering health-related content [7].

The majority of studies have concentrated on using social media to promote health. Another book, *Participatory Health Through social media*, emphasises how patients and medical professionals use social media. Social media serves as a platform for discussions about health-related topics. They consist of messaging, chat rooms, and online consultations with the doctor [8].

In order to make informed health decisions and comply with treatment recommendations, one must be able to receive, process, and comprehend fundamental health information and services. (Foundation American Medical Association) Modern society places a high value on health literacy. The significance of health literacy is discussed in the book "Health Literacy: New Directions in Research, Theory, and Practice" by R.A. Logan and E.R. Siegel. "Health literacy concerns the capacity to control one's health and move about the healthcare system," they write. Making informed health decisions, patient health outcomes, and ensuing healthcare expenditures are all impacted [9].

The healthcare providers in India are expected to spend 57 billion rupees on IT products and services in 2013, an increase of 7% from the revenue of 53 billion rupees in 2012. This forecast by Gartner includes spending by healthcare providers (including hospitals and hospital systems, as well as ambulatory service providers and physician practises) on internal IT, hardware, software, external IT services, and telecommunications (Gartner, 2013). The key characteristics of the Indian healthcare sector that continue to operate as a barrier to the sale of ICT include slow decision-making, poor IT penetration, mismatch between people's expectations and their financial capability, lack of standardisation or regulation, and low IT budget [10].

The fact that the data is stored on the cloud makes it easier to back it up and restore it when necessary. It is mostly used in the health care sector to market hosted services that utilise client-server software at a distance. The advantage of cloud computing for Shashank and his team of marketers was that they forced doctors to pay a minimal monthly fee for the service. On the other hand, users were content to pay for the services they use. Cloud computing improves resource utilisation and service delivery while significantly lowering IT costs and complexity [11].

Given that there are now no well-established laws or regulations requiring the electronic capture of patient data, in addition to legislation covering concerns of protection and security of this data on the cloud, the sales team found it difficult to sell the cloud. There is no international agreement that protects patient confidentiality or the transfer of medical data across nations [12].

The goal is to integrate with the IT industry. The main goal of Practo is to provide a comprehensive service that enables patients to find the appropriate physician at the appropriate time and location. In order to do this, they make every effort to contact as many patients as they can. They are attempting to raise consciousness among patients and medical personnel. Practo will unquestionably open the door for general growth and advancement in the healthcare sector [13].

### **3. CONCLUSIONS:**

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 is able to 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.

The study recommends that multilingual digital platforms that provide healthcare services be made available. 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. Online health portals are increasingly well-liked by users. Because it is a convergent platform, the internet makes it easy and affordable for patients to engage with medical professionals.

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