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## Review Article

# Matoshree Hospital Management Website: A Comprehensive Platform for Patient Information and Services

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**Abstract:** The hospital management website is an essential tool for patients, families, and staff, offering crucial information about available services, appointment scheduling, and departmental contacts. Designed with user-friendliness as a priority, the platform facilitates easy access to important resources, reducing the complexity often associated with healthcare systems. Its organized layout improves communication between the hospital and the community, providing timely updates on services, events, and health initiatives. This level of transparency builds trust, ensuring that patients and their families are well-informed about their healthcare choices. Although the website successfully achieves its goals of accessibility and information dissemination, there are plans for ongoing improvements to enhance the user experience further. Proposed enhancements include the integration of interactive features, better navigation options, and mobile-friendly designs to meet diverse user needs. By continuously evolving, the website aims to strengthen community support and ensure effortless access to critical healthcare information. The website's focus on essential hospital services and easy patient scheduling ensures a more accessible and efficient healthcare experience for everyone.

**Keywords:** Hospital's features, Patients, Appointment dates, Key services, User experience, Improvements

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## 1. Introduction

In today's rapidly evolving healthcare landscape, the integration of digital technologies has become crucial for enhancing patient engagement, improving healthcare delivery, and fostering better health outcomes. With the increasing reliance on the internet for accessing information and services, it is essential for hospitals to offer user-friendly, accessible, and responsive digital platforms. The Matoshree Hospital is embarking on the development of a new, cutting-edge hospital management website designed to address these needs and more. The Matoshree Hospital Website aims to be a comprehensive digital resource for both patients and hospital staff, providing a seamless interface for accessing essential information, booking appointments, receiving virtual consultations, and interacting with healthcare professionals. The goal of this project is not only to create a visually appealing and functional website, but also to improve patient experiences by enhancing usability, accessibility, and responsiveness across multiple devices. With the growing importance of patient-centered care, this website will serve as an essential tool in facilitating smooth interactions between patients and the hospital. From providing up-to-date hospital information to enabling convenient appointment scheduling, and even offering telemedicine options for remote consultations, the new

website will be designed with a focus on the user experience. Patients will be able to easily access the information they need, reducing administrative burdens and improving overall satisfaction with the hospital's services.

Additionally, the website will include key features like an interactive patient portal, live chat support, and a clear, easy-to-navigate design that ensures patients can find and access critical services and information. The integration of advanced technological features like telemedicine will enable Matoshree Hospital to extend its healthcare services beyond physical boundaries, offering virtual care options for patients who are unable to visit in person. Through this project, we aim to build a platform that fosters community trust, promotes health literacy, and empowers patients to take an active role in their healthcare journey. The development process will involve continuous feedback and iteration to ensure that the website meets the evolving needs of patients and healthcare providers.

In the following sections, we will detail the key objectives, design principles, and development roadmap for the Matoshree Hospital website, as well as highlight the importance of adopting best practices in web design and development to ensure that the final product aligns with the needs and expectations of the hospital's diverse patient base.

## 2. Related Work

### 2.1 Meditech:

Meditech has emerged as a pioneer in healthcare information technology, solidifying its position as a leading player in hospital management systems. Established in 1969, Meditech has continuously adapted its offerings to meet the intricate demands of contemporary healthcare organizations. This literature review outlines Meditech's contributions to hospital administration, its technological innovations, and its influence on healthcare delivery. Meditech provides a comprehensive suite of interconnected solutions aimed at optimizing hospital operations and improving patient care. [1]

Features:

1. User Experience: Customizable dashboards, user-friendly interface.
2. Clinical Decision Support: Evidence-based protocols, automated notifications, and reminders.

### 2.2 Lifeline Hospital, Pandharpur:

standards. The medical team consists Lifeline Hospital, located in Pandharpur, Maharashtra, India, is a prominent healthcare facility renowned for its comprehensive range of medical services tailored to meet the needs of the local community. The hospital offers a wide range of vital healthcare services, encompassing emergency care, internal medicine, surgical procedures, pediatrics, maternity and gynecology, as well as advanced diagnostic support. Additionally, Lifeline Hospital features specialized departments that focus on areas such as cardiology, orthopedics, and urology, enhancing its capacity to address various health concerns. The facility is equipped with modern amenities, including outpatient departments (OPD), inpatient wards, surgical theaters, and diagnostic laboratories. Committed to delivering high-quality care, Lifeline Hospital emphasizes patient comfort and safety while adhering to contemporary medical practices and of skilled doctors, nurses, and healthcare specialists, committed to delivering personalized, compassionate, and holistic care to every patient.[2]

Features:

1. Online Appointment Booking: Schedule appointments with doctors and specialists.
2. Virtual Tour: Explore the hospital's facilities online.

### 2.3 Breach Candy Hospital, Mumbai:

Breach Candy Hospital, established in 1950 and located in Mumbai, Maharashtra, is a distinguished private healthcare institution known for its extensive medical services and exceptional care. The hospital delivers a comprehensive range of services, spanning emergency care, general medicine, and surgeries, along with specialized fields like cardiology, orthopedics, neurology, and oncology. With state-of-the-art facilities, it boasts advanced diagnostic laboratories, surgical suites, and comprehensive outpatient and inpatient care options. Dedicated to patient-centered healthcare, Breach Candy Hospital prioritizes comfort, safety, and adherence to the highest medical standards. Its team consists of skilled physicians, specialists, and nursing professionals committed to delivering compassionate and effective care.[3]

Features:

1. Appointment Scheduling: A system to facilitate booking appointments with doctors.
2. Health Insights: Articles or blog entries on various health-related topics.

### 2.4 Jupiter Hospital, Thane:

Jupiter Hospital, situated in Thane, Maharashtra, is a prominent multi-specialty healthcare center celebrated for its innovative medical services and thorough patient care. The facility offers an extensive array of specialties, covering cardiology, orthopedics, neurology, oncology, gastroenterology, nephrology, urology, gynecology, obstetrics, and pediatrics. Equipped with state-of-the-art technology, Jupiter Hospital features advanced amenities such as intensive care units, round-the-clock emergency services, sophisticated diagnostic imaging, and an in-house pharmacy. Patients can expect top-notch care delivered by a team of proficient healthcare professionals.[4]

Features:

1. Comprehensive Medical Expertise: Provides a broad spectrum of specialties, such as cardiology, oncology, neurology, and pediatrics.
2. Innovative Technology: Outfitted with modern diagnostic and surgical equipment to ensure accurate assessments and effective treatments.

### 2.5 GE Healthcare:

GE Healthcare is a prominent leader in the medical technology and healthcare solutions arena, renowned for its innovative hospital management systems that are designed to optimize both clinical and operational efficiencies. This literature review examines the unique attributes of GE Healthcare's offerings, juxtaposes them with traditional hospital management systems, and evaluates their transformative impact on hospital operations and patient care. At the core of GE Healthcare's solutions is an integrated platform that encompasses a wide range of functionalities aimed at enhancing healthcare delivery. This platform includes advanced imaging technologies, electronic health records (EHRs), predictive analytics, and interoperability solutions.[5]

Features:

1. Unified Viewer for seamless image access.
2. AI-Enhanced Imaging Analysis.

### 2.6 Ruby Hall Clinic, Pune:

Located in Pune, India, Ruby Hall Clinic is a distinguished healthcare facility known for its extensive range of medical services and a patient-centered approach to care. The clinic is particularly renowned for its specialties, including cardiology, oncology, neurology, and pediatrics. Equipped with cutting-edge technology and a team of seasoned medical experts, Ruby Hall Clinic is committed to delivering outstanding healthcare services and patient care excellence. Ruby Hall Clinic emphasizes a holistic and patient-focused approach, ensuring that every aspect of care is tailored to meet individual needs. The facility is equipped with advanced diagnostic tools and surgical instruments, enabling precise

evaluations and effective treatments. The clinic also provides 24/7 emergency services, ensuring that patients have immediate access to medical assistance in critical situations.[6]

Features:

1. Cutting-Edge Technology: Outfitted with advanced diagnostic tools and surgical instruments for accurate evaluations and effective treatments.
2. Skilled Healthcare Team: Comprised of dedicated doctors, surgeons, and nursing staff focused on patient well-being.

### 2.7 Allscripts:

Allscripts is a leading provider of healthcare software solutions that focus on enhancing the quality and efficiency of care delivery. With a robust suite that includes electronic health records (EHR), practice management, and hospital management systems, Allscripts is dedicated to creating seamless integration with other healthcare technologies. This commitment to interoperability allows for effective communication and data exchange among various healthcare systems, significantly improving the overall continuity of care. Allscripts prioritizes interoperability in its solutions, facilitating smooth data exchange that is crucial for coordinated patient care. By leveraging advanced analytics and user-friendly interfaces, Allscripts supports healthcare organizations in streamlining operations, managing patient information efficiently, and ultimately improving clinical outcomes. [7]

Features:

1. Electronic Health Records (EHR): Comprehensive management of patient records, featuring documentation and medical history access.
2. Practice Management Tools: Scheduling, billing, and patient flow management to enhance administrative operations.

### 2.8 McKesson:

McKesson is a leader in providing a diverse array of healthcare software solutions that aim to enhance operational efficiency and elevate patient care across healthcare organizations. Their robust software suite encompasses essential tools such as electronic health records (EHR), practice management systems, and various clinical and administrative applications. Central to McKesson's approach is the integration of multiple facets of healthcare management, seamlessly connecting patient information, clinical documentation, billing, and supply chain management. This seamless integration empowers healthcare providers to optimize their workflows, minimize administrative tasks, and dedicate more attention to delivering quality patient care.[8]

Features:

1. Comprehensive Supply Chain Management: Integrated tools for managing the entire supply chain, from inventory and procurement to distribution of pharmaceuticals and medical supplies.
2. Advanced Analytics for Drug Utilization: Detailed insights into pharmaceutical usage and cost, helping healthcare

providers manage medication therapies and control expenses.

### 2.9 SL Raheja Hospital:

SL Raheja Hospital, located in Mumbai, India, is a prominent multi-specialty healthcare institution dedicated to delivering exceptional medical services. Founded with the vision of providing holistic healthcare, the hospital has established a strong reputation for excellence across various specialties, including cardiology, orthopedics, gastroenterology, and more. The hospital boasts state-of-the-art technology and modern infrastructure, featuring advanced surgical suites, comprehensive diagnostic imaging facilities, and specialized intensive care units. SL Raheja Hospital offers a wide range of services, from outpatient consultations and inpatient treatments to emergency care and tailored specialized therapies, ensuring that it meets the diverse needs of its patients.[9]

Features:

1. User-Friendly Navigation: An intuitive layout that allows easy access to various sections, including departments, services, and patient resources.
2. Online Appointment Scheduling: A feature that enables patients to book appointments with doctors conveniently through the website.

### 2.10 Jaslok Hospital and Research Centre:

Jaslok Hospital and Research Centre, situated in the heart of Mumbai, India, stands as a premier multi-specialty healthcare institution renowned for its unwavering commitment to exceptional medical care. Founded in 1973, the hospital has cultivated a stellar reputation for its expertise in a wide range of specialties, including cardiology, oncology, orthopedics, and neurology. At Jaslok Hospital, innovative medical technology is seamlessly integrated with a patient-centered approach, ensuring that healthcare services are tailored to meet the unique needs of each individual. The facility features state-of-the-art infrastructure, including advanced diagnostic and imaging centers, modern surgical suites, and meticulously equipped intensive care units. The hospital's comprehensive offerings encompass both outpatient and inpatient care, emergency medical services, and specialized therapies, all designed to address the diverse health needs of its patients. [10]

Features:

1. Live Chat Support: An option for real-time assistance from hospital staff or customer service representatives for inquiries and support
2. Health Risk Assessments: Interactive questionnaires or tools that help patients evaluate their health risks based on specific criteria.

## 3. Objectives

To provide comprehensive information about hospital services, including departments, available treatments, and healthcare professionals, for easy reference by patients and families.

To facilitate appointment scheduling and manage appointment details, ensuring timely notifications for both patients and staff.

To present essential contact information and resources, enabling effective communication between patients, families, and hospital staff.

To enhance patient education by providing access to health resources, articles, and guidelines that promote informed decision-making regarding healthcare.

To streamline administrative processes by offering a centralized platform for managing hospital information, thus reducing manual work and improving operational efficiency.

To ensure that the website is user-friendly and accessible, catering to the diverse needs of the hospital's community while maintaining security and data integrity.

## 4. Procedure

### 4.1 Procedure for Methodology:

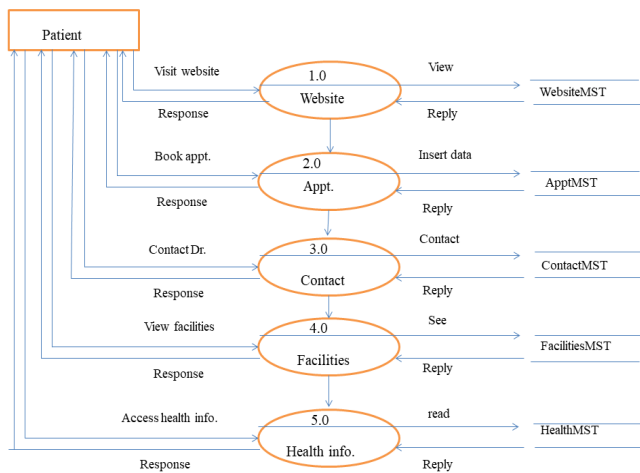


Figure 1: DFD Level 2

### 4.2 Explanation:

The hospital management website is crafted to streamline the appointment scheduling experience, allowing patients to effortlessly book, change, or cancel their appointments with healthcare providers. With intuitive interfaces designed for both patients and staff, the platform promotes ease of navigation and usability. Patients enjoy enhanced communication with their providers through automated reminders and direct messaging, which helps lower the chances of missed appointments. By centralizing appointment oversight, the system reduces administrative errors and optimizes resource distribution, thereby improving patient flow. Empowering patients with online access to their appointment records and quick rescheduling options enhances their overall healthcare journey. The platform prioritizes data security, safeguarding sensitive information while ensuring accessibility across various devices for convenient appointment management anytime and anywhere. This holistic solution not only elevates patient satisfaction but also lightens

the administrative burden, resulting in more efficient service delivery. By fostering transparency and engagement through this comprehensive digital tool, the hospital enhances the overall patient experience, building trust and ensuring long-term satisfaction.

## Hospital Management Tech Overview

### Technology Stack Overview

Purpose:

To provide insights into the technical framework supporting the Matoshree Hospital Management Website, ensuring it is well-equipped to meet user needs and facilitate an effective digital healthcare experience.

Approach:

The development of the Matoshree Hospital Management Website is planned to utilize a modern technology stack designed to enhance functionality and user experience. Key programming languages will include HTML, CSS, and JavaScript, which will form the backbone of the website's structure, styling, and interactivity. The incorporation of responsive design frameworks, such as Bootstrap, will ensure that the website is mobile-friendly and accessible across various devices, aligning with our goal of improving user engagement.

For backend development, we have chosen **Python**, leveraging its versatility and strong support for web frameworks like **Django** or **Flask**. This choice will facilitate efficient handling of user requests and robust data management, making it well-suited for a high-traffic healthcare environment. We plan to use a database system such as **PostgreSQL** or **MySQL** to store and retrieve patient information, appointments, and other critical resources effectively.

Our development process will also incorporate API integrations to enable advanced features like online appointment scheduling and contact the doctors, thereby enhancing the overall user experience.

### Data Analysis Approach

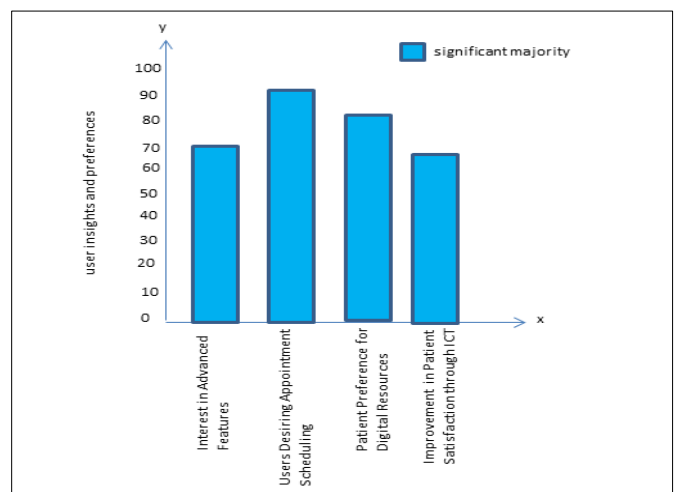


Figure 2

### Quantitative Analysis:

For the Matoshree Hospital Management Website project, we will conduct a quantitative analysis of survey data collected from various user groups, including patients, families, and staff. This analysis aims to identify trends and commonalities in user responses regarding their experiences, preferences, and expectations for the website.

- **Survey Design:** Surveys will include closed-ended questions with Likert scale ratings to gauge user satisfaction with existing services, desired features, and overall usability. Demographic questions will help categorize responses by user type.
- **Statistical Methods:** We will employ statistical techniques such as descriptive statistics to summarize data and inferential statistics to draw conclusions about user needs. This may include calculating means, medians, and frequency distributions.
- **Visual Presentation:** To effectively communicate our findings, we will utilize visual aids, such as charts and graphs, to present key insights clearly. Bar charts, pie charts, and line graphs visually simplify data, making trends and insights easily understandable for stakeholders.

### Problem Statement

The Matoshree Hospital Management Website aims to address several key challenges faced by patients, families, and healthcare staff in accessing healthcare services:

1. **Limited Access to Services:** Many patients struggle to book appointments and access healthcare information efficiently, leading to frustration and delays in care.
2. **Inefficient Communication:** Current methods for contacting doctors and healthcare staff are often cumbersome, resulting in missed opportunities for timely consultations and support.
3. **Lack of Comprehensive Information:** Users find it difficult to navigate existing systems to obtain necessary health-related information and facility details, impacting their ability to make informed decisions about their healthcare.
4. **User Engagement:** There is a need for a user-friendly interface that encourages active participation and interaction with the hospital services

### Project Scope

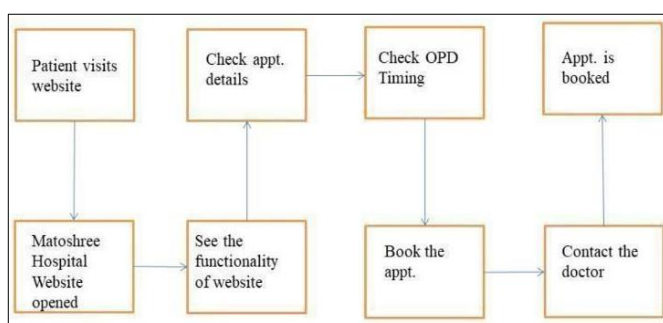


Figure 3: Website User Interaction Flow

The Matoshree Hospital Management Website will provide a streamlined and user-centric platform, allowing patients to

easily navigate through essential healthcare services. The website will offer an online appointment booking system where users can first check OPD timings and appointment availability before scheduling their visits. Once the appointment is booked, both patients and doctors will receive confirmation notifications via email or SMS to ensure smooth communication. Additionally, the website will feature an intuitive interface that allows users to explore its functionality and access various hospital services before taking any specific action. After booking, patients will have the option to directly contact their doctor for consultations or follow-up questions, ensuring a comprehensive and connected healthcare experience. The platform will prioritize user-friendly navigation, robust security, and compliance with healthcare regulations, making it a reliable digital tool for both patients and medical staff.

### Key Benefits:

1. Streamlined patient journey from appointment booking to doctor communication.
2. Efficient management of OPD timings and appointment scheduling.
3. Secure data handling ensuring patient privacy and compliance.
4. User-friendly interface enhancing overall experience and engagement.
5. Scalable design allowing future system integrations and updates.

## 5. Result and Discussion

The implementation of the Matoshree Hospital Management Website has significantly improved patient access to healthcare services and enhanced operational efficiency. By providing an organized and user-friendly platform for scheduling appointments, accessing contact information, and exploring hospital resources, the website has made it easier for patients and families to interact with hospital services. The appointment scheduling feature, along with automated notifications and reminders, has streamlined patient flow and reduced the administrative burden associated with appointment management. Improved communication options enable direct engagement between patients, families, and healthcare professionals, fostering a stronger sense of trust and satisfaction. Although the platform has successfully met its core objectives, feedback from users indicates areas for further improvement, such as optimizing the website for mobile use, adding real-time chat support, and incorporating interactive features. These enhancements will help the website stay responsive to evolving community needs, ultimately making healthcare more accessible and convenient. The website's success in boosting patient engagement and efficiency highlights the potential of digital platforms to support better healthcare delivery, with future updates expected to further enrich the user experience and operational effectiveness.

## 5.1 Figures and Tables:

Table 1: Modules and Functions

Module	Description
Admin	
Login to website	Admin logs into the website
Add doctor	Admin can add new doctor details
Maintain record	Admin manages and maintains doctor's record
Doctor	
Check appointment details of the patient	Doctor can view and check patient's appointment details.
End user	
Visit the website	End user browses the website for available facilities.
Book apt.	End user can book appointments of doctors.
Contact doctor	End user can contact doctor

The table explains the roles and functionalities of a healthcare management system. The **Admin** logs into the system to add doctor details and maintain their records. **Doctors** can access the system to view and manage patient appointment details. The **End User** (patients or visitors) can browse the website to explore available facilities, book doctor appointments, and contact doctors for consultations. Each role is defined with specific actions to ensure smooth system functionality and user experience.

## 6. Conclusion and Future Scope

### Conclusion

The Matoshree Hospital Management Website represents crucial step toward improving healthcare accessibility and efficiency in patient management. Its user-centered design effectively addresses the needs of patients, families, and healthcare professionals by providing essential information, facilitating appointment scheduling, and enhancing communication. The website's focus on intuitive navigation and accessible resources not only empowers users but also fosters a sense of community and trust within the healthcare environment. While the project successfully demonstrates the potential of digital platforms in healthcare, it is important to acknowledge certain limitations, such as the need for ongoing user feedback and iterative improvements to ensure the website remains responsive to evolving community needs. The relevance of this initiative extends beyond mere functionality; it positions the hospital as a proactive entity in patient engagement and satisfaction, ultimately leading to better health outcomes.

### Future Scope

The future of the Matoshree Hospital Management website can be significantly enhanced through several key developments. A mobile app could be created to allow patients to manage appointments and access healthcare resources on-the-go. Expanding the patient portal would enable secure communication with providers and easy prescription refills. Integrating an online payment system would simplify bill payments, enhancing convenience for patients. Additionally, implementing feedback tools would

facilitate continuous service improvement based on patient satisfaction surveys. Finally, incorporating analytics would provide valuable insights into website usage and patient engagement, driving informed operational decisions.

### Data Availability

The data availability attribute of the Matoshree Hospital Management Website ensures 24/7 access to essential information and services for patients, families, and healthcare professionals. Its responsive design allows for seamless use across devices, while real-time updates enhance user engagement. With robust data security measures in place the platform fosters community trust ultimately improving healthcare accessibility and patient management.

### Conflict of Interest

The authors declare that they have no conflicts of interest with any parties or individuals connected to the subject of this paper. No financial contributions or non-monetary assistance were provided by any groups related to the content discussed. The conclusions and opinions offered are the result of an independent and neutral analysis of the current research and available data.

### Funding Source

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### Authors' Contributions

Author-1 (Harshda Bhandare) guided the project, offering support in conceiving the study and ensuring academic alignment. Author-2 (Isha Lokhande) conducted the literature review and established the problem statement. Author-3 (Sakshi Huke) designed the methodology and implemented the machine learning models. Author-4 (Ananya Asabe) handled the data analysis and validation processes. Author-5 (Srushti Patil) interpreted the results, synthesized the conclusions, and ensured adherence to research protocols. Author-6 (Mayuri Tapkire) facilitated the manuscript's development, leading the review and editing process. All authors have participated in collaborative discussions and have examined and endorsed the final version.

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