

# **Improving Outpatient Satisfaction with Optimization of Appointment Scheduling in Healthcare Sector**

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This paper studies the real life problems of outpatient in healthcare sector. Outpatient healthcare providers face increasing pressure to improve the quality of their service through effective scheduling of appointments. The aim of this paper is to provide outpatient appointment schedule and to find the factors that affect the outpatient services which leads to long waiting time of patients and doctor overtime. This paper proposes the perspective analytics framework to improve the performance of an appointment scheduling with respect to patient satisfaction and resource utilisation. The study population will be all patients visiting OPD during the data collection period. Convenient sampling method is used for the study.

**Keywords:** *Appointment Scheduling, Healthcare, Outpatient, Overtime, Patient Satisfaction*