

Developing a hospital management system on the Windows Forms platform integrated with an AI Chatbot to support users.

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Abstract: In the context of increasingly advanced healthcare and the growing demand for improving medical service quality, this topic focuses on developing a hospital management system on the Windows Forms platform integrated with an AI Chatbot to support users. The main objective of the topic is to build a comprehensive solution that helps improve work efficiency and customer satisfaction in hospitals by optimizing workflows and providing timely and convenient medical information to users. The research method combines theory with experimentation to develop the system according to requirements. The expected results of the topic are not only an advanced technological product but also highly applicable, contributing to improving the healthcare service experience.

Keywords: Hospital management system, AI Chatbot, Windows Forms, improve service quality, user support