

Building an online medical appointment booking website for Thai Nguyen Hospital A integrated with a Chatbot to support service lookup.

Duong Nhu Thanh

Abstract: In the context of increasingly developed healthcare, building an online appointment booking website for Thai Nguyen Hospital A has become urgent to improve service quality and patient experience. This project aims to build an information system integrated with a Chatbot to support service inquiry. The research method includes a combination of modern healthcare management theory and practical application deployment. It is expected that the completion of this project will bring significant efficiency in management and improvement of medical examination and treatment service quality at Thai Nguyen Hospital A.

Keywords: Online medical appointment booking website, Chatbot for lookup support, Medical administration