International Journal of Engineering Research and Science & Technology

www.ijerst.org

ISSN : 2319-5991

Vol. 21 No. 4 (2025)



ijerst.editor@gmail.com

editor@ijerst.com

International Journal of Engineering Research and Science & Technology

ISSN 2319-5991 www.ijerst.com
Vol. 21, No. 4, 2025
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Research Paper

SMART HEALTH CONSULTING ONLINE SYSTEM

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ABSTRACT

The **Smart Health Consulting Online System** is designed to provide users with instant access to medical consultations and personalized health guidance through an online platform. With the increasing demand for remote healthcare services, this system integrates **telemedicine, AI-powered symptom analysis, and secure data management** to deliver efficient and reliable healthcare support. Users can describe symptoms, upload medical reports, and receive **automated preliminary assessments**, which are further reviewed by licensed healthcare professionals for accurate diagnosis and advice.

The system employs **machine learning algorithms** to analyze patient data, suggest possible conditions, and recommend appropriate tests or treatments. It also maintains **electronic health records (EHRs)** for each user, enabling continuity of care and personalized health monitoring. By providing **real-time chat and video consultation features**, the platform ensures accessibility for patients in remote or underserved areas.

This approach enhances healthcare delivery by reducing waiting times, improving accessibility, and supporting proactive health management. The **Smart Health Consulting Online System** represents a significant step towards **digital healthcare transformation**, combining technology, data analytics, and expert medical guidance to deliver efficient, personalized, and safe healthcare services.

Keywords: Smart Health, Online Consultation, Telemedicine, AI-based Diagnosis, Electronic Health Records (EHR), Remote Healthcare, Personalized Health Monitoring.

Received: 18-09-2025 Accepted: 21-10-2025 Published: 28-10-2025

INTRODUCTION

With the rapid advancement of technology and the increasing demand for accessible healthcare, online health consulting systems have become an essential solution for patients seeking timely medical advice. Traditional healthcare systems often face challenges such as long waiting times, limited access to specialists, and geographical barriers, particularly in rural or underserved areas. The **Smart Health Consulting Online System** addresses these challenges by providing a **digital platform** where users can consult with qualified healthcare professionals remotely through **chat, video calls, or messaging services**.

The system integrates **artificial intelligence (AI) algorithms** to analyze user-reported symptoms, medical history, and uploaded reports, offering preliminary health assessments and suggesting possible medical conditions. These AI-based assessments assist healthcare professionals in

delivering faster and more accurate consultations. Additionally, the platform maintains **electronic health records (EHRs)** for each user, enabling continuity of care and personalized monitoring over time.

By leveraging technology, the system improves **accessibility, efficiency, and quality of healthcare services**, empowering patients to make informed health decisions and reducing the burden on traditional medical facilities. This approach also promotes **preventive healthcare**, early diagnosis, and timely intervention, making healthcare more proactive, patient-centric, and widely available.

LITERATURE REVIEW

Recent studies have highlighted the growing role of **online health consulting systems** in providing accessible and efficient healthcare. Traditional in-person consultations often face limitations such as long waiting times, limited specialist availability, and geographical constraints, which digital platforms aim to overcome. Telemedicine and online consultation platforms have been widely adopted to provide **remote diagnosis, monitoring, and patient support**.

Several systems use **AI-based symptom analysis** to assist healthcare professionals by providing preliminary assessments, suggesting possible conditions, and recommending tests or treatments. These approaches reduce consultation time and improve diagnostic accuracy. Integration of **Electronic Health Records (EHRs)** in online systems allows for personalized healthcare management, ensuring continuity of care and maintaining patient history for future reference.

Studies also emphasize the importance of **secure data management** and patient privacy in online healthcare platforms. Moreover, research shows that combining **real-time communication tools** such as chat, video, and messaging with AI-assisted diagnosis significantly enhances patient engagement and satisfaction.

Overall, literature indicates that **smart online health consulting systems** improve accessibility, efficiency, and quality of healthcare services while supporting preventive and personalized care. These systems are particularly beneficial for patients in remote areas or with limited access to traditional healthcare facilities.

EXISTING SYSTEM

Existing online health consulting systems typically rely on a combination of telemedicine platforms and **basic symptom checkers** powered by rule-based algorithms. These systems allow patients to **consult healthcare professionals remotely** through **video calls, chats, or phone consultations**, facilitating convenient access to medical advice. However, the majority of these platforms are limited in terms of **diagnostic accuracy**, as they primarily depend on **manual input from healthcare providers** without significant integration of advanced AI-driven diagnostic tools.

Symptom checkers, which ask patients to input their symptoms, often lack personalization and can provide generic recommendations that may not always be accurate. These systems generally do not account for individual medical histories, making them less effective for comprehensive health assessments. Furthermore, many of these platforms fail to integrate **Electronic Health Records (EHRs)** seamlessly, which hinders the development of personalized health monitoring over time.

Data privacy and security concerns also remain significant in existing systems. While some platforms employ encryption and secure communication channels, many still lack robust privacy frameworks and compliance with regulations such as **HIPAA** (Health Insurance Portability and Accountability Act) in the U.S., making them vulnerable to data breaches. Additionally, existing systems often face issues with **scalability** and **integration with physical healthcare institutions**, limiting their effectiveness in certain regions.

Another limitation is that many existing systems provide basic consultations but lack features like **AI-driven diagnostic support**, **advanced medical record management**, and **real-time health monitoring**, which could greatly enhance the quality of service and user satisfaction.

Overall, the **existing systems** in the field of online health consulting are functional but generally

limited by **lack of personalization**, **incomplete integration of AI and EHR**, and **data security gaps**, which prevent them from offering a fully comprehensive and reliable healthcare experience.

PROPOSED SYSTEM

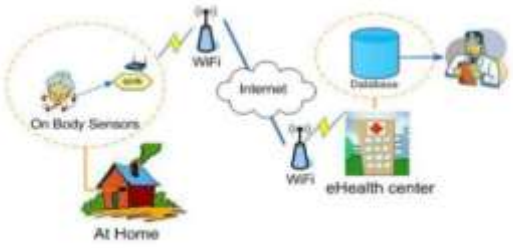
The proposed **Smart Health Consulting Online System** provides an integrated platform for efficient, personalized, and secure healthcare services. It combines **AI-powered symptom analysis**, real-time **telemedicine consultations**, and **electronic health records (EHRs)** to offer accurate preliminary assessments and continuous health monitoring. Patients can communicate with doctors via video, chat, or voice calls, while AI algorithms analyze symptoms and medical history to assist in faster, more accurate diagnoses. The system also supports integration with wearable devices to track vital signs and generate real-time alerts for any significant health changes. With **secure data management**, end-to-end encryption, and compliance with healthcare regulations, the platform ensures privacy while enabling personalized care. This approach enhances accessibility, reduces waiting times, and supports preventive healthcare, making it a comprehensive solution for modern digital health management.

METHODOLOGY

The methodology of the **Smart Health Consulting Online System** involves a structured approach to deliver personalized and efficient healthcare services. First, users register on the platform and provide their **medical history, symptoms, and any relevant reports**. The system uses **AI algorithms** to analyze this information, offering preliminary assessments and highlighting potential health concerns. Patients can then engage in **real-time consultations** with healthcare professionals through video, chat, or voice calls, where doctors review AI insights and provide accurate diagnosis and advice. The system maintains **electronic health records (EHRs)** for each user, enabling continuity of care and tracking health progress over time. Additionally, integration with **wearable devices** allows continuous monitoring of vital signs such as heart rate and blood pressure, which are analyzed to detect any anomalies. All data are **securely stored and encrypted** to ensure privacy, and the system can generate reports and alerts for timely intervention, supporting proactive and personalized healthcare management.

System Model

SYSTEM ARCHITECTURE



Results and Discussions



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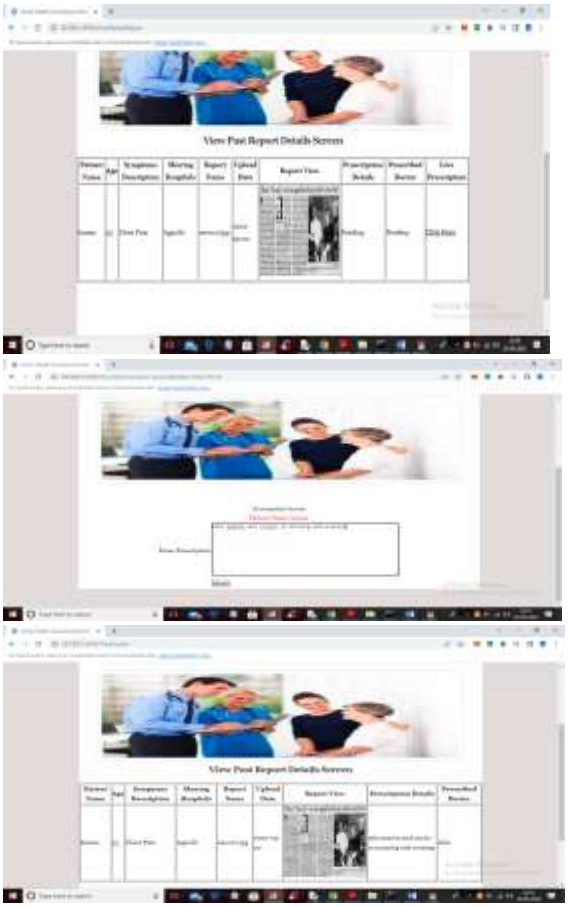












CONCLUSION

The **Smart Health Consulting Online System** offers a comprehensive and efficient solution for modern healthcare delivery by combining **AI-driven symptom analysis, real-time telemedicine consultations, and secure electronic health records**. It improves accessibility to healthcare services, especially for individuals in remote or underserved areas, while reducing waiting times and enhancing the accuracy of preliminary diagnoses. The integration of **wearable device monitoring** and continuous health tracking enables proactive care and early detection of potential health issues. By providing personalized, secure, and user-friendly services, this system promotes better health management, supports preventive healthcare, and represents a significant step toward the **digital transformation of healthcare services**.

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