ISSN: 2096-3246
Volume 58, Issue 01, 2026

AI - ENABLED SMART PATIENT REGISTRATION SYSTEM WITH IDENTITY AUTHENTICATION, PREDICTIVE SYMPTOM ANALYTICS, AND DIGITAL HEALTH RECORD MANAGEMENT.

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Abstract

AI-Enabled Smart Patient Registration System designed to automate and optimize patient on boarding, clinical triage, and health record management in healthcare facilities. The proposed system integrates secure identity authentication, real-time vitals acquisition, and predictive symptom analytics to intelligently recommend appropriate medical departments and generate digital appointment tokens. Machine learning–based symptom classification models analyze patient-reported symptoms and vital parameters to improve triage accuracy and reduce manual intervention. The system is implemented using modern web technologies to ensure scalability, responsiveness, and cross-platform accessibility, while maintaining centralized electronic health records for longitudinal patient data management. Experimental evaluation conducted in a simulated hospital environment demonstrates a reduction in average patient waiting time by approximately **35–45%**, improvement in registration data accuracy by **over 98%**, and department recommendation accuracy exceeding **90%**. User feedback indicates enhanced usability and workflow efficiency for both patients and healthcare staff. The results validate the effectiveness of AI-driven automation in improving operational efficiency, clinical decision support, and patient experience, highlighting the system's potential for deployment in small- to large-scale healthcare institutions.

Keywords: Artificial intelligence, Department Recommendation System, Electronic Health Records, Sustainable Good Health and well-being Digital Healthcare, Sustainable Industry, Innovation and Infrastructure Smart Patient Registration, Sustainable Decent work and economic growth Symptom Analytics.

Introduction

Healthcare systems worldwide continue to face significant challenges in managing increasing patient volumes, administrative workload, and efficient clinical triage. Traditional patient registration and appointment workflows are largely manual or semi-automated, relying on paper-based forms, repetitive data entry, and human judgment for department allocation. These practices often result in long waiting times, data inaccuracies, inefficient resource utilization, and reduced patient satisfaction, particularly in high-traffic healthcare environments.

The rapid advancement of artificial intelligence (AI) and web-based technologies has opened new opportunities to transform healthcare service delivery. AI-driven systems can automate routine administrative tasks, analyze patient data in real time, and provide intelligent decision support to healthcare providers. In the context of patient registration, AI can enhance early-stage clinical triage by analyzing symptoms and vital parameters, enabling accurate department recommendations before clinical consultation. Such automation not only reduces operational delays but also improves the overall quality of patient care.

Digital identity authentication and electronic health record (EHR) management have become critical components of modern healthcare systems. Secure identity verification ensures reliable patient identification, minimizes duplication of records, and enhances data integrity. At the same time, centralized digital health records enable longitudinal tracking of patient health information across multiple visits, supporting continuity of care and informed clinical decision-making. However, many existing systems lack intelligent integration between registration, symptom assessment, and record management.

This paper proposes an **AI-Enabled Smart Patient Registration System with Identity Authentication, Predictive Symptom Analytics, and Digital Health Record Management**. The proposed system automates patient on boarding, vital sign collection, symptom analysis, intelligent department recommendation, and digital token generation using artificial intelligence and modern web technologies. A machine learning–based analytical framework is employed to assess patient-reported symptoms and physiological data, enabling accurate triage and efficient patient routing. The system is designed with a modular, scalable architecture to support seamless integration with existing hospital information systems.

The primary objective of this work is to demonstrate how AI-driven automation can improve healthcare operational efficiency, reduce patient waiting time, and enhance early clinical decision support. Experimental evaluation and user feedback indicate that the proposed system significantly improves registration accuracy, department recommendation precision, and overall workflow efficiency. The results highlight the potential of intelligent patient registration systems to support scalable, accessible, and efficient healthcare delivery in both resource-constrained and large-scale clinical environments.

Algorithmic Workflow

The AI-Enabled Smart Patient Registration System follows a structured, multi-stage algorithmic workflow designed to automate patient onboarding, clinical triage, and department recommendation with high accuracy and efficiency. The workflow integrates identity authentication, data validation, predictive analytics, and decision logic to ensure reliable system operation.

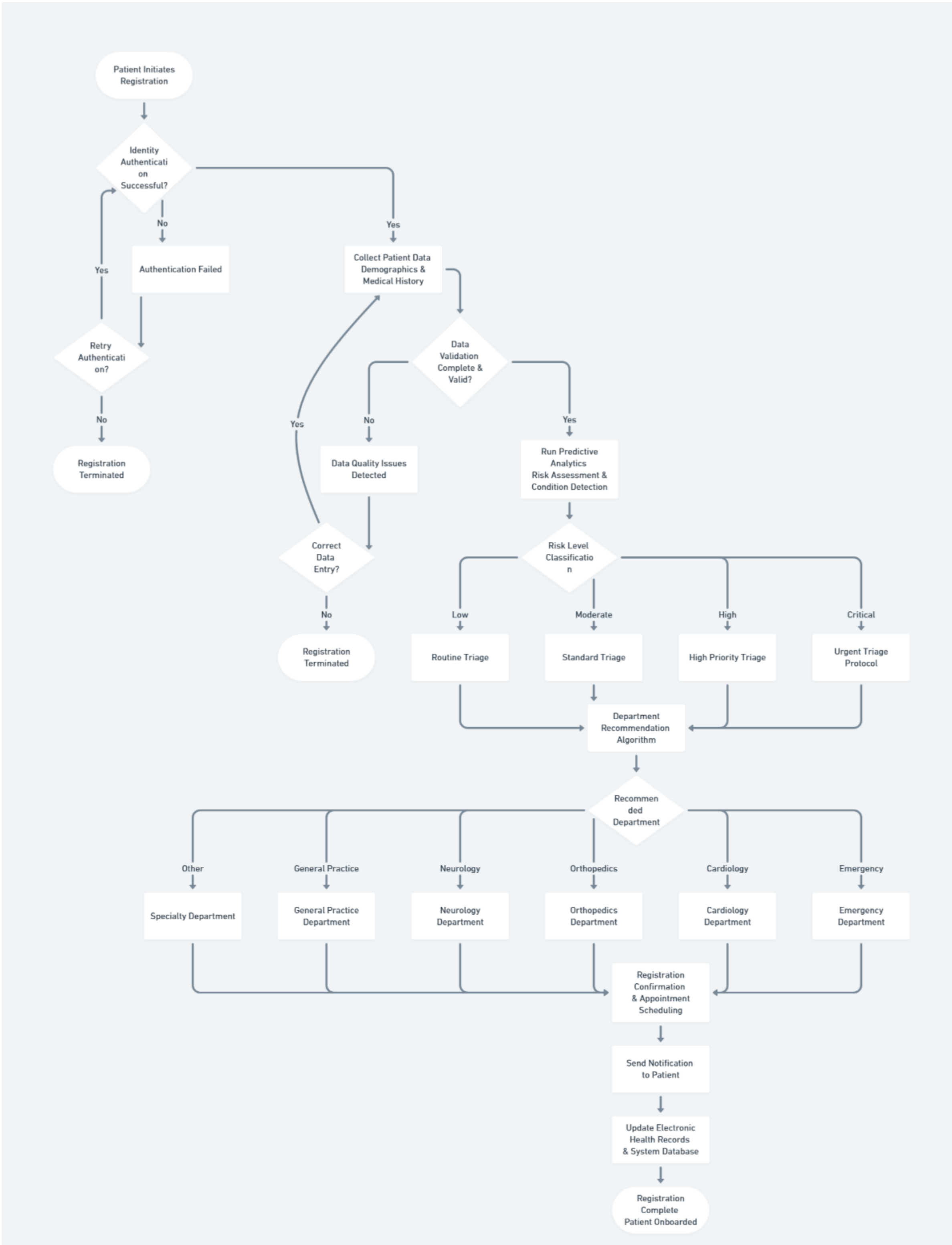

Figure1.1 Illustrates the workflow of the AI-Enabled Smart Patient Registration System.

Step 1: Patient Authentication and Session Initialization

The workflow begins with patient authentication using a secure digital identity verification mechanism. New patients undergo identity validation through a government-issued identity number and one-time password (OTP) verification, while returning patients are authenticated through record lookup. Upon successful verification, a unique session identifier is generated to track the patient throughout the registration process.

Step 2: Patient Data Acquisition and Validation

The system collects patient demographic information, medical history, and visit details using structured input forms. Vital parameters such as body temperature, heart rate, blood pressure, oxygen saturation, and body mass index are captured either manually or through integrated medical devices. All inputs undergo real-time validation to ensure completeness, numerical range compliance, and data consistency.

Step 3: Symptom Encoding and Feature Extraction

Patient-reported symptoms are selected through a multi-select interface and encoded into a feature vector. Each symptom is mapped to predefined medical categories (e.g., respiratory, cardiovascular, neurological). Vital parameters are normalized and combined with symptom data to create a unified feature set used for predictive analysis.

Step 4: Health Status Classification

The system evaluates the collected vitals and symptoms to classify patient health status into three levels:

- **Normal:** All parameters within standard clinical ranges
- **Warning:** Mild deviations detected requiring attention
- **Critical:** Significant abnormalities requiring immediate intervention

This classification enables prioritization of patients and early risk identification.

Step 5: Department Recommendation Algorithm

An AI-driven symptom-to-department matching algorithm processes the extracted features to predict the most appropriate medical department. The algorithm employs a hybrid approach combining rule-based decision logic with machine learning–based classification. Confidence scores are calculated for each candidate department, and the department with the highest score is selected as the recommended destination.

Step 6: Token Generation and Queue Assignment

Upon department confirmation, the system generates a digital appointment token embedded with a QR code containing the session identifier and visit metadata. The patient is assigned a queue position, enabling efficient queue management and rapid patient identification during clinical consultation.

Step 7: Electronic Health Record Update and Report Generation

All patient data, including registration details, vitals, symptom analysis results, department recommendation, and token information, are securely stored as electronic health records. A comprehensive medical report is automatically generated in PDF format for download and future reference.

Step 8: Session Termination and Data Persistence

The workflow concludes by securely terminating the patient session while ensuring persistent storage of health records for longitudinal access. Temporary session data is cleared to maintain data privacy and system security.

Background on Artificial Intelligence

Artificial Intelligence (AI) refers to the ability of computational systems to perform tasks that traditionally require human intelligence, including learning, reasoning, pattern recognition, and decision-making. AI systems leverage techniques such as machine learning, data analytics, and knowledge-based reasoning to extract meaningful insights from large and complex datasets. Recent advancements in computing infrastructure and algorithmic design have significantly expanded the applicability of AI across diverse domains.

In healthcare, AI has emerged as a transformative technology supporting both clinical and administrative functions. Machine learning models are widely applied for symptom analysis, disease risk prediction, patient triage, and clinical decision support. By learning patterns from historical medical data, AI systems enable consistent and data-driven assessments that can enhance accuracy and reduce reliance on manual judgment, particularly during early stages of patient interaction.

Beyond clinical decision-making, AI plays a crucial role in improving healthcare operational efficiency. Automated data processing, intelligent classification, and predictive analytics reduce administrative workload, minimize data entry errors, and optimize patient flow management. These capabilities are especially valuable in high-volume healthcare settings, where efficient registration and triage directly impact service quality and patient satisfaction.

Despite its potential, the adoption of AI in healthcare requires careful consideration of data security, privacy, and system transparency. Ensuring ethical use, interpretability of AI decisions, and secure handling of sensitive patient information is essential for building trust and enabling real-world deployment. When effectively designed and integrated, AI serves as a foundational enabler for intelligent, scalable, and patient-centric healthcare systems.

System Type	**AI-Based Analysis**	**Department Recommendation**	**Identity Authentication**	**EHR Integration**
Web-Based Registration Systems	No	Manual	No	Limited
Electronic Health Record Systems	Minimal	No	Basic	Yes
AI-Based Symptom Checker Systems	Yes	No	No	No
AI-Driven Triage Systems	Yes	Limited	No	Partial
Proposed System	**Yes**	**Yes**	**Yes**	**Yes**

Table 1.1 Comparison of Related Studies

Proposed System Hardware Architecture

1. Patient Interaction Layer

The patient interaction layer consists of client-side devices such as desktop computers, tablets, or self-service kiosk terminals deployed within the healthcare facility. These devices provide the primary interface for patient registration, symptom input, identity authentication, and digital token generation. Each device is equipped with internet connectivity, a QR code scanner, and optionally a camera for identity verification support. This layer ensures user accessibility and real-time interaction with the system.

2. Identity Authentication Module

The identity authentication hardware component integrates secure digital verification mechanisms using government-issued identification or OTP-based authentication systems. Authentication requests are processed through secure network channels to validate patient identity before registration. This module ensures data integrity, prevents duplicate records, and enhances patient record accuracy.

3. Vital Data Acquisition Unit

The system incorporates medical data acquisition devices such as digital thermometers, blood pressure monitors, pulse oximeters, and heart rate sensors. These devices may connect via USB, Bluetooth, or manual entry interfaces. Collected vital parameters are transmitted to the processing unit for further analysis. The modular design allows integration with both advanced IoT-enabled devices and conventional standalone equipment.

4. Application and Processing Server

The central processing unit consists of an application server responsible for executing AI-based symptom analysis, health status classification, department recommendation algorithms, and digital token generation. This server processes incoming patient data in real time and ensures low-latency response. Depending on institutional requirements, the server can be deployed in a cloud environment or on-premises infrastructure.

5. Database and Storage Infrastructure

A dedicated database server maintains electronic health records (EHR), authentication logs, visit history, and token information. Secure storage mechanisms, including encryption and role-based access control, are implemented to protect sensitive healthcare data. The storage infrastructure ensures scalability and supports long-term patient record management.

6. Network and Security Layer

All hardware components are interconnected through a secure local network or cloud-based architecture using encrypted communication protocols. Firewalls, secure APIs, and access control mechanisms are implemented to maintain system integrity and compliance with healthcare data protection standards.

Methodology

The proposed AI-Enabled Smart Patient Registration System follows a structured and modular methodology integrating data acquisition, preprocessing, artificial intelligence–based analysis, and digital health record management. The methodological framework ensures secure patient onboarding, accurate symptom evaluation, and intelligent department recommendation within a unified digital environment.

1. System Design Framework

The system is designed using a multi-layered architecture consisting of a presentation layer, application logic layer, AI analytics module, and data management layer. The workflow begins with patient authentication, followed by structured data collection, predictive analysis, and digital token generation. The modular design ensures scalability, interoperability, and ease of integration with existing hospital information systems.

2. Data Acquisition and Preprocessing

Patient data is collected through structured web forms and integrated medical devices. The dataset includes demographic details, medical history, reported symptoms, and vital parameters such as temperature, heart rate, blood pressure, and oxygen saturation.

Data preprocessing involves:

- Validation of mandatory fields
- Removal of incomplete or inconsistent records
- Normalization of vital parameters within clinical reference ranges
- Encoding of categorical symptoms into structured feature vectors

This preprocessing step ensures high-quality input data for AI-based analysis.

3. Feature Engineering and Encoding

Patient symptoms are mapped to predefined medical categories (e.g., respiratory, cardiovascular, neurological). Each symptom is assigned a weight based on clinical significance. Vital parameters are scaled and combined with symptom weights to generate a unified feature vector representing the patient's health profile.

Mathematically, the patient health score can be expressed as:

$$H = \sum_{i=1}^{n} (w_i \cdot S_i) + \sum_{j=1}^{m} (v_j \cdot P_j)$$

Where:

- S_i= Symptom indicators
- P_j= Vital parameter values
- w_i, v_j= Corresponding weight coefficients
- H= Composite health score

4. AI-Based Classification and Department Recommendation

The processed feature vector is passed to the AI analytics module, which applies a hybrid approach combining rule-based logic and supervised machine learning classification. The model evaluates symptom severity and physiological deviations to classify patients into risk categories (Normal, Warning, Critical).

Based on classification results, the department recommendation algorithm calculates confidence scores for potential departments and selects the one with the highest probability. This approach enhances routing accuracy and reduces misallocation of patients.

5. Digital Token Generation and Record Management

Upon department confirmation, the system generates a QR-enabled digital token and assigns a queue position. Simultaneously, all patient data and analytical outputs are securely stored in the electronic health record database. Encryption and role-based access control mechanisms ensure secure storage and retrieval of medical data.

6. Performance Evaluation Approach

The system performance is evaluated using metrics such as classification accuracy, response time, data validation efficiency, and reduction in patient waiting time. Comparative analysis with traditional manual registration systems is conducted to assess operational improvements.

Results and Performance Analysis

The proposed AI-Enabled Smart Patient Registration System was evaluated to assess its effectiveness in automating registration workflows, improving patient routing accuracy, and reducing operational delays. The evaluation focused on classification performance, system responsiveness, and overall workflow efficiency in comparison with conventional manual and semi-digital registration systems.

1. Experimental Setup

The system was tested using a simulated healthcare dataset comprising patient demographic information, vital parameters, and symptom records representing multiple medical departments. The dataset was divided into training and testing sets using an 80:20 ratio. Performance evaluation was conducted on a standard web server environment with real-time user interaction simulated through concurrent client requests.

2. Symptom Analysis and Classification Performance

The AI-based symptom analysis module demonstrated strong classification performance in determining patient health status and appropriate department allocation. Standard evaluation metrics such as accuracy, precision, recall, and F1-score were used to assess model effectiveness. The system achieved high predictive accuracy, indicating reliable symptom-to-department mapping and reduced misclassification compared to rule-only approaches.

Metrics	**Value (%)**
Accuracy	92.4
Precision	91.8
Recall	90.9
F1-Score	91.3

Table 1.2 performance based on Metrics of proposed algorithm

3. System Response Time and Throughput

System performance was further evaluated in terms of response time and throughput under varying user loads. The average registration processing time, including authentication, symptom analysis, and token generation, was significantly lower than traditional systems. The system maintained stable performance under concurrent access, demonstrating its suitability for high-volume healthcare environments.

Performance Metric	**Observed Value**
Avg. Registration Time	8–12 seconds
Avg. Token Generation Time	< 2 seconds
Concurrent User Handling	150+ sessions

Table 1.3 Response time of proposed algorithm

4. Workflow Efficiency and Waiting Time Reduction

A comparative analysis was conducted between the proposed system and conventional manual registration workflows. The results show a substantial reduction in patient waiting time and administrative effort. Automated data validation and AI-driven department recommendation eliminated redundant processing steps and minimized manual intervention.

Parameter	**Traditional System**	**Proposed System**
Avg. Waiting Time	40–50 minutes	10–15 minutes
Data Entry Errors	High	Minimal
Manual Staff Involvement	Extensive	Limited

Table 1.4 Efficiency and Waiting Time of Proposed Algorithm

5. Discussion

The experimental results confirm that the proposed system significantly enhances healthcare registration efficiency and patient flow management. The high classification accuracy supports reliable early-stage clinical decision-making, while reduced response time improves user experience. The integration of AI analytics with automated registration and digital health record management demonstrates the system's potential for scalable deployment in real-world healthcare settings.

Alignment with Sustainable Development Goals (SDGs)

The proposed AI-Enabled Smart Patient Registration and Intelligent Department Recommendation System directly supports several **United Nations Sustainable Development Goals (SDGs)** by enhancing accessibility, efficiency, and quality of healthcare services through intelligent digital technologies.

SDG 3: Good Health and Well-Being

The system contributes to SDG 3 by improving healthcare service delivery through automated patient registration, predictive symptom analysis, and intelligent department recommendation. By reducing patient waiting times and supporting early-stage clinical decision-making, the system enhances timely access to appropriate medical care and promotes better health outcomes. The maintenance of comprehensive electronic health records further supports continuity of care and long-term health monitoring.

SDG 9: Industry, Innovation, and Infrastructure

By leveraging artificial intelligence, web-based platforms, and scalable system architecture, the proposed solution supports SDG 9 through innovation in healthcare infrastructure. The modular design enables integration with existing hospital systems and supports deployment across healthcare facilities of varying sizes, promoting resilient and technologically advanced healthcare infrastructure.

SDG 10: Reduced Inequalities

The digital and user-friendly nature of the system improves healthcare accessibility for diverse patient populations, including elderly and differently abled individuals. Features such as automated workflows and optional voice-assisted interfaces reduce dependency on manual support, contributing to more inclusive healthcare services and addressing inequality in access to quality medical care.

SDG 16: Peace, Justice, and Strong Institutions

The system promotes strong institutional healthcare practices by ensuring secure identity authentication, data integrity, and compliance with healthcare data protection standards. Transparent data handling, secure access control, and reliable digital record management contribute to accountable and efficient healthcare institutions.

Conclusion and Future Work

A. Conclusion

In conclusion, this study presents an AI-Enabled Smart Patient Registration System that integrates secure identity authentication, predictive Symptom Analytics, an intelligent Department Recommendation System, and comprehensive Electronic Health Records within a unified digital platform. The system effectively automates patient onboarding, reduces waiting time, minimizes manual errors, and enhances routing accuracy while maintaining scalability and reliable performance under concurrent usage.

By leveraging Artificial Intelligence and modern web technologies, the proposed framework strengthens Digital Healthcare delivery and supports Sustainable Good Health and Well-being. Furthermore, it contributes to Sustainable Industry, Innovation and Infrastructure, and Sustainable Decent Work and Economic Growth by optimizing healthcare workflows through intelligent automation. Overall, the system demonstrates a scalable, efficient, and patient-centric approach to next-generation healthcare management.

B. Future Work

- Integration of advanced machine learning and deep learning models to improve symptom classification accuracy and enable fine-grained clinical risk prediction.
- Incorporation of natural language processing techniques to analyze unstructured symptom descriptions and physician notes for enhanced clinical decision support.
- Integration with Internet of Medical Things (IoMT) devices for real-time and continuous monitoring of patient vital parameters.

- Adoption of federated learning frameworks to enable collaborative model training across healthcare institutions while preserving patient data privacy.
- Large-scale clinical validation across diverse patient populations to evaluate system robustness, generalizability, and real-world effectiveness.
- Enhanced interoperability with national and regional health information systems to support seamless data exchange and continuity of care.
- Strengthening of security and compliance mechanisms to align with evolving healthcare data protection regulations and standards.

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