

## DEVELOPMENT OF THE MOBILE APPLICATION TO FIND A DOCTOR

Lobach O., Serhieiev O.,

*National technical university*

*«Kharkiv polytechnic institute», Kharkiv*

Constant and secure communication with doctors became extremely important during the global COVID-19 pandemic. In this work, we are considering the issue of developing a competing mobile application to find a doctor in Ukraine.

Many studies note that the mobile applications market is rapidly growing [1]. With the growth of demand for mobile applications and revenues from them, the number of applications is growing in different app stores [2]. According to 42matters [3], currently, the growth speed of Google Play is more than 15000 apps per week, Apple App Store – more than 9000 per week.

Apptentive [4] researches show that 66% of companies lose their customers due to the lack of mobile applications. People tend to be more loyal to services that have their own mobile apps, such as Uber, Glovo, OLX, and other apps that deliver on-demand services to the users [5]. Our application «FindDoctor» belongs to that category.

The application was developed for Android and iOS platforms, using the TypeScript programming language and NativeScript framework. The business logic and data layers were created with TypeScript. MySQL was chosen as the relational Database Management System.

The application is implemented for two categories of users – patients and doctors. The application allows patients to search and view information about the doctors of different specialities in the selected region. For the convenience of interaction with information on doctors, filtering on the following parameters was implemented: speciality, place of work, tariffs, reviews, and others. The application allows you to contact the selected doctor through the in-built messaging service. After receiving services, the client can leave a review of the doctor. For doctors, the application provides the complete onboarding process that consists of filling in the personal information and qualification check. Doctors can communicate with patients and look through reviews about themselves.

### References:

1. Global Consumer Spending in Mobile Apps Reached a Record \$111 Billion in 2020, Up 30% from 2019, available at: <https://sensortower.com/blog/app-revenue-and-downloads-2020> (last accessed 20 January 2021)
2. Growth of available mobile apps in the Apple App Store worldwide from 2nd quarter 2015 to 4th quarter 2020, available at: <https://www.statista.com/statistics/185722/apple-app-store-quarterly-growth-of-available-apps/> (last accessed 25 January 2021)
3. 42matters. Google Play Statistics and Trends 2021, available at: <https://42matters.com/google-play-statistics-and-trends> (last accessed 20 February 2021)
4. Feedback & loyalty on the mobile frontier, available at: <https://go.apptentive.com/rs/170-TZF-108/images/FeedbackLoyaltyMobileFrontier.pdf> (last accessed 20 February 2021)
5. ARE APP USERS MORE LOYAL? TRUTH ABOUT MOBILE APP LOYALTY!, available at: <http://blog.apps-builder.com/mobile-app-users-are-more-loyal/> (last accessed 22 February 2021)