

Advancing Healthcare through Smart Health: A Comprehensive Integration of Machine Learning and Applied Mathematics

Jane Selvanayagam

Department of Computer Science and Information System, National University of Malaysia, Malaysia

ABSTRACT

This comprehensive article explores the transformative impact of integrating machine learning and applied mathematics in the field of smart health. We delve into the dynamic intersection of these advanced technologies, examining their role in optimizing healthcare processes, improving diagnostic accuracy, and personalizing treatment plans. Through an extensive literature review, coupled with a robust research methodology, this study aims to shed light on the synergies between smart health, machine learning, and applied mathematics, presenting a roadmap for the future of healthcare innovation.

KEYWORDS: smart health, machine learning, applied mathematics

1.0 INTRODUCTION

In recent years, the healthcare sector has witnessed a paradigm shift towards the integration of smart health solutions, which leverage digital technologies to enhance patient care and streamline healthcare processes. At the forefront of this transformation are machine learning and applied mathematics, offering unprecedented opportunities for data-driven insights and personalized medical interventions. This article explores the convergence of smart health, machine learning, and applied mathematics, aiming to elucidate their combined potential in revolutionizing healthcare delivery [1-11].

The ever-evolving landscape of healthcare demands innovative approaches to address the complexities of patient care, resource optimization, and decision-making. In this era of digital transformation, the integration of smart health solutions has emerged as a cornerstone for reshaping the healthcare paradigm. At the forefront of this revolution are the dynamic synergies between machine learning and applied mathematics, offering unprecedented opportunities to harness the power of data for improved patient outcomes and operational efficiency [12-19].

Smart health, a holistic approach to healthcare leveraging digital technologies, has become a catalyst for transformative change. Machine learning, with its ability to analyze vast datasets and extract meaningful patterns, and applied mathematics, providing a rigorous framework for modeling intricate healthcare systems, converge to unlock new dimensions in healthcare optimization. This article seeks to unravel the intricacies of this convergence, exploring how these advanced technologies intersect and complement each other to forge a path towards a smarter and more responsive healthcare ecosystem [20-29].

As we embark on this exploration, it is essential to recognize the challenges faced by contemporary healthcare systems. The surge in healthcare data, coupled with the need for precision medicine and efficient resource utilization, underscores the urgency for innovative solutions. Machine learning algorithms offer the promise of predictive analytics, enabling early disease detection, treatment personalization, and outcome prediction. Simultaneously, applied mathematics provides the theoretical underpinnings for modeling healthcare scenarios, optimizing resource allocation, and fostering a deeper understanding of complex biological processes [30-38].

This introduction sets the stage for an in-depth examination of the literature, research methodology, and results that follow. By unraveling the intricacies of the symbiotic relationship between smart health, machine learning, and applied mathematics, this article aims to contribute valuable insights to the ongoing dialogue on the future of healthcare. As we navigate the intersection of data science, mathematics, and healthcare, the potential for groundbreaking advancements becomes evident, offering

a glimpse into a future where intelligent systems play a pivotal role in shaping the delivery of healthcare services [39-59].

2.0 LITERATURE REVIEW

The literature surrounding smart health, machine learning, and applied mathematics reveals a rich landscape of studies and innovations. Machine learning algorithms, such as deep learning and natural language processing, have demonstrated remarkable capabilities in predictive analytics, aiding in the early detection of diseases and the identification of personalized treatment strategies. Concurrently, applied mathematics has played a pivotal role in modeling complex biological systems, optimizing resource allocation, and providing a theoretical foundation for healthcare decision-making [1-8].

Studies highlight the successful application of machine learning in various healthcare domains, including medical imaging, disease prediction, and treatment optimization. Furthermore, applied mathematics has been instrumental in developing models for healthcare logistics, epidemiological analysis, and resource optimization within healthcare organizations. The synergy between these two fields has shown promise in addressing the challenges posed by the increasing volume and complexity of healthcare data [9-18].

The integration of machine learning and applied mathematics in the context of smart health has elicited a wealth of research and innovation across various healthcare domains. The literature review provides a panoramic view of key studies and advancements, highlighting the transformative impact of these technologies on healthcare processes, diagnostics, and treatment strategies [19-27].

Machine learning algorithms, particularly those based on deep learning architectures, have demonstrated remarkable success in diverse healthcare applications. In medical imaging, convolutional neural networks (CNNs) have shown unparalleled accuracy in detecting abnormalities, such as tumors in radiological images. Natural language processing (NLP) algorithms have proven effective in extracting valuable insights from unstructured clinical notes, facilitating comprehensive patient profiles and aiding in diagnostic decision-making [28-37].

Moreover, machine learning models have been employed for predictive analytics, enabling healthcare professionals to anticipate patient outcomes and identify individuals at high risk of specific conditions. These models, fueled by large datasets comprising clinical records, genomic information, and environmental factors, contribute to early intervention and preventive care strategies [38-46].

In parallel, the application of applied mathematics in healthcare has yielded significant advancements, particularly in modeling complex biological systems and optimizing resource allocation. Mathematical models play a critical role in understanding the dynamics of infectious disease spread, predicting epidemiological trends, and informing public health interventions. Queueing theory and optimization models, rooted in applied mathematics, aid in streamlining healthcare processes, from appointment scheduling to bed allocation in hospitals, enhancing overall operational efficiency [47-59].

Furthermore, mathematical modeling proves invaluable in pharmacokinetics and pharmacodynamics, providing a theoretical foundation for drug development and dosage optimization. These models contribute to the design of personalized treatment plans, considering individual variations in patient responses [1-17].

The literature underscores the synergistic potential of combining machine learning and applied mathematics in healthcare applications. Integrating machine learning predictions into mathematical models enhances the precision and adaptability of these models over time, creating a feedback loop that refines predictive capabilities [18-29].

However, challenges such as data interoperability, model interpretability, and ethical considerations in handling sensitive health data are prevalent. Striking a balance between the power of machine learning algorithms and the rigor of mathematical models remains an ongoing challenge. Ethical considerations, including privacy concerns and bias mitigation, necessitate careful attention as these technologies

become integral to healthcare decision-making [30-44].

In summary, the literature review emphasizes the dynamic landscape shaped by the intersection of smart health, machine learning, and applied mathematics. The integration of these disciplines not only propels advancements in diagnostics, treatment personalization, and resource optimization but also necessitates a conscientious approach to ethical and privacy considerations. This foundation sets the stage for a comprehensive exploration of research methodologies and results, aiming to unveil the transformative potential of this convergence in the healthcare domain [45-59].

3.0 RESEARCH METHODOLOGY

To comprehensively investigate the integration of machine learning and applied mathematics in smart health, a systematic research methodology was employed. A thorough literature review was conducted to identify key trends, challenges, and breakthroughs in the application of these technologies in healthcare. Additionally, case studies and practical implementations were analyzed to provide real-world insights into the effectiveness and challenges of adopting smart health solutions. The research methodology also included the examination of existing datasets and the development of mathematical models to showcase the potential impact of these technologies on healthcare outcomes.

Building upon the insights gleaned from the literature review, this study employed a robust research methodology to investigate the integration of machine learning and applied mathematics in smart health. The objective was to glean practical insights into the real-world application of these technologies, addressing key questions regarding their efficacy, challenges, and potential for enhancing healthcare outcomes.

A diverse range of datasets was collected, encompassing clinical records, medical imaging data, and healthcare operational data. These datasets were sourced from hospitals, research institutions, and healthcare organizations, ensuring a comprehensive representation of healthcare scenarios. Privacy and ethical considerations were paramount, and data anonymization procedures were meticulously implemented to protect patient confidentiality.

Machine learning models were developed to address specific healthcare challenges identified in the literature review. Supervised learning approaches, including classification and regression models, were implemented for predictive analytics tasks. Unsupervised learning techniques, such as clustering, were applied to uncover patterns within datasets, offering insights into patient stratification and disease subtypes.

The machine learning models were trained, validated, and tested using established methodologies, and their performance was evaluated based on standard metrics, including accuracy, sensitivity, specificity, and area under the receiver operating characteristic curve (AUC-ROC). Model interpretability tools were employed to enhance transparency and facilitate the understanding of decision-making processes.

In parallel, applied mathematics models were developed to address optimization challenges within healthcare settings. Queueing theory models were employed to optimize patient flow and appointment scheduling, while mathematical programming models were used to allocate resources efficiently, balancing patient demand with available capacities.

These mathematical models were implemented and validated using real-world healthcare data, ensuring their applicability to complex healthcare scenarios. Sensitivity analyses were conducted to assess the robustness of these models under varying conditions, providing insights into their adaptability and generalizability.

4.0 RESULT

The results of the research underscore the transformative potential of integrating machine learning and applied mathematics in smart health applications. Machine learning algorithms have proven instrumental in improving diagnostic accuracy, patient risk stratification, and treatment personalization. Applied mathematics has facilitated the development of models for healthcare resource optimization,

leading to more efficient allocation of personnel, equipment, and facilities. The collective application of these technologies has demonstrated the ability to enhance healthcare delivery, reduce costs, and improve patient outcomes.

The results of the study underscore the transformative impact of integrating machine learning and applied mathematics in smart health applications. Machine learning models demonstrated exceptional performance in predictive tasks, accurately identifying patients at risk for specific conditions and optimizing treatment plans based on individualized characteristics. Notably, the integration of machine learning predictions into applied mathematics models enhanced the precision of resource allocation and operational efficiency within healthcare organizations.

Applied mathematics models, particularly those rooted in queueing theory, showcased substantial improvements in patient wait times, appointment scheduling, and bed allocation. The optimization models proved instrumental in streamlining healthcare processes, ensuring that resources were allocated judiciously to meet patient demand while minimizing operational bottlenecks.

Moreover, the synergy between machine learning and applied mathematics demonstrated a potential for continuous improvement. The incorporation of real-time data into machine learning models, coupled with adaptive optimization strategies informed by applied mathematics, allowed for dynamic adjustments to healthcare processes, responding effectively to changing patient needs and resource constraints.

Despite these promising results, challenges such as data interoperability, model interpretability, and ethical considerations remained pertinent. Striking a delicate balance between leveraging the predictive power of machine learning algorithms and the transparency and fairness inherent in applied mathematics models is crucial for the responsible integration of these technologies into healthcare decision-making.

5.0 CONCLUSION

In conclusion, the integration of machine learning and applied mathematics in smart health represents a pivotal step towards a more efficient, personalized, and data-driven healthcare ecosystem. The collaborative synergy between these advanced technologies holds tremendous promise for addressing the evolving challenges in healthcare, paving the way for a future where predictive analytics and mathematical modeling contribute significantly to patient care. As we navigate the complexities of modern healthcare, the integration of smart health, machine learning, and applied mathematics emerges as a beacon of innovation, offering transformative solutions that will shape the landscape of healthcare for years to come. Continued exploration and implementation of these technologies are essential for realizing the full potential of a smart and intelligent healthcare system.

In conclusion, the integration of machine learning and applied mathematics in smart health holds immense promise for revolutionizing healthcare delivery. The results of this study affirm the transformative potential of these technologies, offering practical insights into their application across diverse healthcare scenarios. As we navigate the intersection of smart health, machine learning, and applied mathematics, the imperative for continued research, ethical considerations, and practical implementation strategies becomes evident. This comprehensive approach has the potential to usher in a new era of healthcare, where data-driven insights and mathematical modeling converge to create a more responsive, efficient, and patient-centric healthcare ecosystem.

REFERENCES

- [1] Li, Wei, et al. "A comprehensive survey on machine learning-based big data analytics for IoT-enabled smart healthcare system." *Mobile networks and applications* 26 (2021): 234-252.
- [2] Samadani, Alireza, and Saleh Akbarzadeh. "Experimental and numerical prediction of wear coefficient in non-conformal lubricated rectangular contact using continuum damage mechanics." *Surface Topography: Metrology and Properties* 8.2 (2020): 025012.
- [3] Alanazi, Saad Awadh, et al. "Measuring and preventing COVID-19 using the SIR model and machine learning in smart health care." *Journal of healthcare engineering* 2020 (2020).

- [4] Seidi, Navid, Farshad Eshghi, and Manoochehr Kelarestaghi. "PV 2 MS: Patient Virtual Visitation Management System in the Context of a Smart City." *IEEE EUROCON 2019-18th International Conference on Smart Technologies*. IEEE, 2019.
- [5] Khan, Muhammad Farrukh, et al. "An iomt-enabled smart healthcare model to monitor elderly people using machine learning technique." *Computational Intelligence and Neuroscience* 2021 (2021).
- [6] Moreira, Mário WL, et al. "A comprehensive review on smart decision support systems for health care." *IEEE Systems Journal* 13.3 (2019): 3536-3545.
- [7] Seidi, Navid, Farshad Eshghi, and Manoochehr Kelarestaghi. "VID: Virtual Information Desk." *2017 IEEE 41st Annual Computer Software and Applications Conference (COMPSAC)*. Vol. 2. IEEE, 2017.
- [8] Chui, Kwok Tai, et al. "Disease diagnosis in smart healthcare: Innovation, technologies and applications." *Sustainability* 9.12 (2017): 2309.
- [9] Papadopoulou, Paraskevi, and Miltiadis Lytras. "Advancing precision medicine in medical education: Integrated, precise and data-driven smart solutions." *Applied Research* 2.6 (2023): e202200131.
- [10] Memari, Majid. "Advances in Computer Vision and Image Processing for Pattern Recognition: A Comprehensive Review." *International Journal of Engineering and Applied Sciences* 11.05 (2023): 2896-2901.
- [11] Bhatia, Munish, and Sandeep K. Sood. "A comprehensive health assessment framework to facilitate IoT-assisted smart workouts: A predictive healthcare perspective." *Computers in Industry* 92 (2017): 50-66.
- [12] Sakr, Sherif, and Amal Elgammal. "Towards a comprehensive data analytics framework for smart healthcare services." *Big Data Research* 4 (2016): 44-58.
- [13] Vafaie, Sepideh, and Eysa Salajegheh. "A Comparative Study of Shearlet, Wavelet, Laplacian Pyramid, Curvelet, and Contourlet Transform to Defect Detection." *Journal of Soft Computing in Civil Engineering* 7.2 (2023): 1-42.
- [14] Ullah, Zaib, et al. "Applications of artificial intelligence and machine learning in smart cities." *Computer Communications* 154 (2020): 313-323.
- [15] Rahimpour, Mohsen, Alireza Samadani, and Saleh Akbarzadeh. "Application of Load-Sharing Concept to Mechanical Seals." *Lubricants* 11.6 (2023): 266.
- [16] Barati, Sara, et al. "Prevalence of periapical radiolucency in endodontically treated teeth with un-treated canals by CBCT." *Contemporary Orofacial Sciences* 1.3 (2023).
- [17] Muhammad, Khan, et al. "Deep learning for multigrade brain tumor classification in smart healthcare systems: A prospective survey." *IEEE Transactions on Neural Networks and Learning Systems* 32.2 (2020): 507-522.
- [18] Cutillo, Christine M., et al. "Machine intelligence in healthcare—perspectives on trustworthiness, explainability, usability, and transparency." *NPJ digital medicine* 3.1 (2020): 47.
- [19] Miotto, Riccardo, et al. "Deep learning for healthcare: review, opportunities and challenges." *Briefings in bioinformatics* 19.6 (2018): 1236-1246.
- [20] Shiranizadeh, Mohammad Sadegh, et al. "Assessment of Buccal and Palatal Alveolar Bone Thickness in Maxillary Anterior Teeth on Cone Beam Computed Tomography." *Journal of Isfahan Dental School* (2022).
- [21] Lee, Changhun, and Chiehyeon Lim. "From technological development to social advance: A review of Industry 4.0 through machine learning." *Technological Forecasting and Social Change* 167 (2021): 120653.
- [22] Hwang, Hyun Seok, Aida Rahimi Kahmini, Julia Prascak, Alexis Cejas-Carbonell, Isela C. Valera, Samantha Champion, Mikayla Corrigan, Florence Mumbi, and Michelle S. Parvatiyar. "Sarcospan Deficiency Increases Oxidative Stress and Arrhythmias in Hearts after Acute Ischemia-Reperfusion Injury." *International Journal of Molecular Sciences* 24, no. 14 (2023): 11868.
- [23] Ahmed, Imran, Gwanggil Jeon, and Francesco Piccialli. "From artificial intelligence to explainable artificial intelligence in industry 4.0: a survey on what, how, and where." *IEEE Transactions on Industrial Informatics* 18.8 (2022): 5031-5042.
- [24] Bhattacharya, Sweta, et al. "Deep learning and medical image processing for coronavirus (COVID-19) pandemic: A survey." *Sustainable cities and society* 65 (2021): 102589.
- [25] Homaeinezhad, Mahdi, Omid Beik, and Awais Karni. "Multiphase Multilevel NPC Converter for MVDC Electric Ship Applications." *2023 IEEE Electric Ship Technologies Symposium (ESTS)*. IEEE, 2023.
- [26] Al-Garadi, Mohammed Ali, et al. "A survey of machine and deep learning methods for internet of things (IoT) security." *IEEE Communications Surveys & Tutorials* 22.3 (2020): 1646-1685.
- [27] Awotunde, Joseph Bamidele, et al. "AiIoMT: IoMT-based system-enabled artificial intelligence for enhanced smart healthcare systems." *Machine Learning for Critical Internet of Medical Things: Applications and Use Cases* (2022): 229-254.
- [28] Heydari, Melika, Ashkan Heydari, and Mahyar Amini. "Energy Management and Energy Consumption: A Comprehensive Study." *World Information Technology and Engineering Journal* 10.04 (2023): 22-28.
- [29] Heydari, Melika, Ashkan Heydari, and Mahyar Amini. "Energy Consumption, Solar Power Generation, and Energy Management: A Comprehensive Review." *World Engineering and Applied Sciences Journal* 11.02 (2023): 196-202.
- [30] Heydari, Melika, Ashkan Heydari, and Mahyar Amini. "Energy Consumption, Energy Management, and Renewable Energy Sources: An Integrated Approach." *International Journal of Engineering and Applied Sciences* 9.07 (2023): 167-173.

- [31] Heydari, Melika, Ashkan Heydari, and Mahyar Amini. "Solar Power Generation and Sustainable Energy: A Review." *International Journal of Technology and Scientific Research* 12.03 (2023): 342-349.
- [32] Sharifani, Koosha and Mahyar Amini. "Machine Learning and Deep Learning: A Review of Methods and Applications." *World Information Technology and Engineering Journal* 10.07 (2023): 3897-3904.
- [33] Amini, Mahyar and Ali Rahmani. "How Strategic Agility Affects the Competitive Capabilities of Private Banks." *International Journal of Basic and Applied Sciences* 10.01 (2023): 8397-8406.
- [34] Amini, Mahyar and Ali Rahmani. "Achieving Financial Success by Pursuing Environmental and Social Goals: A Comprehensive Literature Review and Research Agenda for Sustainable Investment." *World Information Technology and Engineering Journal* 10.04 (2023): 1286-1293.
- [35] Amini, Mahyar, and Zavareh Bozorgasl. "A Game Theory Method to Cyber-Threat Information Sharing in Cloud Computing Technology ." *International Journal of Computer Science and Engineering Research* 11.4 (2023): 549-560.
- [36] Nazari Enjedani, Somayeh, and Mahyar Amini. "The role of traffic impact effect on transportation planning and sustainable traffic management in metropolitan regions." *International Journal of Smart City Planning Research* 12, no. 2023 (2023): 688-700.
- [37] Jahanbakhsh Javid, Negar, and Mahyar Amini. "Evaluating the effect of supply chain management practice on implementation of halal agroindustry and competitive advantage for small and medium enterprises ." *International Journal of Computer Science and Information Technology* 15.6 (2023): 8997-9008
- [38] Amini, Mahyar, and Negar Jahanbakhsh Javid. "A Multi-Perspective Framework Established on Diffusion of Innovation (DOI) Theory and Technology, Organization and Environment (TOE) Framework Toward Supply Chain Management System Based on Cloud Computing Technology for Small and Medium Enterprises ." *International Journal of Information Technology and Innovation Adoption* 11.8 (2023): 1217-1234
- [39] Amini, Mahyar and Ali Rahmani. "Agricultural databases evaluation with machine learning procedure." *Australian Journal of Engineering and Applied Science* 8.6 (2023): 39-50
- [40] Amini, Mahyar, and Ali Rahmani. "Machine learning process evaluating damage classification of composites." *International Journal of Science and Advanced Technology* 9.12 (2023): 240-250
- [41] Amini, Mahyar, Koosha Sharifani, and Ali Rahmani. "Machine Learning Model Towards Evaluating Data gathering methods in Manufacturing and Mechanical Engineering." *International Journal of Applied Science and Engineering Research* 15.4 (2023): 349-362.
- [42] Sharifani, Koosha and Amini, Mahyar and Akbari, Yaser and Aghajanzadeh Godarzi, Javad. "Operating Machine Learning across Natural Language Processing Techniques for Improvement of Fabricated News Model." *International Journal of Science and Information System Research* 12.9 (2022): 20-44.
- [43] Amini, Mahyar, et al. "MAHAMGOSTAR.COM AS A CASE STUDY FOR ADOPTION OF LARAVEL FRAMEWORK AS THE BEST PROGRAMMING TOOLS FOR PHP BASED WEB DEVELOPMENT FOR SMALL AND MEDIUM ENTERPRISES." *Journal of Innovation & Knowledge*, ISSN (2021): 100-110.
- [44] Amini, Mahyar, and Aryati Bakri. "Cloud computing adoption by SMEs in the Malaysia: A multi-perspective framework based on DOI theory and TOE framework." *Journal of Information Technology & Information Systems Research (JITISR)* 9.2 (2015): 121-135.
- [45] Amini, Mahyar, and Nazli Sadat Safavi. "A Dynamic SLA Aware Heuristic Solution For IaaS Cloud Placement Problem Without Migration." *International Journal of Computer Science and Information Technologies* 6.11 (2014): 25-30.
- [46] Amini, Mahyar. "The factors that influence on adoption of cloud computing for small and medium enterprises." (2014).
- [47] Amini, Mahyar, et al. "Development of an instrument for assessing the impact of environmental context on adoption of cloud computing for small and medium enterprises." *Australian Journal of Basic and Applied Sciences (AJBAS)* 8.10 (2014): 129-135.
- [48] Amini, Mahyar, et al. "The role of top manager behaviours on adoption of cloud computing for small and medium enterprises." *Australian Journal of Basic and Applied Sciences (AJBAS)* 8.1 (2014): 490-498.
- [49] Amini, Mahyar, and Nazli Sadat Safavi. "A Dynamic SLA Aware Solution For IaaS Cloud Placement Problem Using Simulated Annealing." *International Journal of Computer Science and Information Technologies* 6.11 (2014): 52-57.
- [50] Sadat Safavi, Nazli, Nor Hidayati Zakaria, and Mahyar Amini. "The risk analysis of system selection and business process re-engineering towards the success of enterprise resource planning project for small and medium enterprise." *World Applied Sciences Journal (WASJ)* 31.9 (2014): 1669-1676.
- [51] Sadat Safavi, Nazli, Mahyar Amini, and Seyyed AmirAli Javadinia. "The determinant of adoption of enterprise resource planning for small and medium enterprises in Iran." *International Journal of Advanced Research in IT and Engineering (IJARIE)* 3.1 (2014): 1-8.
- [52] Sadat Safavi, Nazli, et al. "An effective model for evaluating organizational risk and cost in ERP implementation by SME." *IOSR Journal of Business and Management (IOSR-JBM)* 10.6 (2013): 70-75.
- [53] Safavi, Nazli Sadat, et al. "An effective model for evaluating organizational risk and cost in ERP implementation by SME." *IOSR Journal of Business and Management (IOSR-JBM)* 10.6 (2013): 61-66.

- [54] Amini, Mahyar, and Nazli Sadat Safavi. "Critical success factors for ERP implementation." *International Journal of Information Technology & Information Systems* 5.15 (2013): 1-23.
- [55] Amini, Mahyar, et al. "Agricultural development in IRAN base on cloud computing theory." *International Journal of Engineering Research & Technology (IJERT)* 2.6 (2013): 796-801.
- [56] Amini, Mahyar, et al. "Types of cloud computing (public and private) that transform the organization more effectively." *International Journal of Engineering Research & Technology (IJERT)* 2.5 (2013): 1263-1269.
- [57] Amini, Mahyar, and Nazli Sadat Safavi. "Cloud Computing Transform the Way of IT Delivers Services to the Organizations." *International Journal of Innovation & Management Science Research* 1.61 (2013): 1-5.
- [58] Abdollahzadegan, A., Che Hussin, A. R., Moshfegh Gohary, M., & Amini, M. (2013). The organizational critical success factors for adopting cloud computing in SMEs. *Journal of Information Systems Research and Innovation (JISRI)*, 4(1), 67-74.
- [59] Khoshraftar, Alireza, et al. "Improving The CRM System In Healthcare Organization." *International Journal of Computer Engineering & Sciences (IJCES)* 1.2 (2011): 28-35.