IJARSCT
International Journal of Advanced Research in Science, Communication and Technology
International Open-Access, Double-Blind, Peer-Reviewed, Refereed, Multidisciplinary Online Journal
ISSN: 2581-9429
Volume 6, Issue 7, May 2026
Impact Factor: 8.2

Smart City Emergency Response and Resource Management System

Archana R. Sonawane[1], Nandini S. Vakare[2], Vaishnavi Y. Patil3, Samiksha N. Patil[4], Dhanashri S. Sahane[5]
Department of Electronics and Telecommunication Engineering
Pune Vidyarthi Griha's College of Engineering & Shrikrushna S. Dhamankar Institute of Management Nashik, Maharashtra, India

Abstract: *The advancement of mobile and cloud technologies has enabled the development of smart healthcare solutions that improve accessibility, efficiency, and emergency response. This paper presents a Smart Healthcare Management System developed as an Android application integrated with Firebase, designed to connect patients, doctors, and hospitals on a unified platform. The system provides multiple functionalities including appointment booking, real-time chat and video consultation, access to lab reports and prescriptions, and information on government healthcare schemes. The application supports three user roles: patients, doctors, and hospitals. Patients can book appointments, communicate with doctors, and manage their medical records, while doctors can handle appointment requests, consult patients, and review reports. Hospitals can manage bed availability, update their information, and respond to ambulance and emergency requests. A dedicated emergency module enables users to send SOS alerts, request ambulances, check hospital bed availability, and locate nearby hospitals, ensuring faster response during critical situations. The system leverages Firebase for real-time database management, secure authentication, and cloud storage, ensuring scalability and reliability. Additionally, an AI-based consultant is integrated to provide preliminary guidance to users. The proposed solution enhances healthcare service delivery by reducing delays, improving communication, and providing immediate assistance during emergencies. It offers a cost-effective, scalable, and user-friendly platform that can significantly improve patient care and healthcare management*

Keywords: Smart Healthcare, Android App, Firebase, Telemedicine, Emergency System, Patient Management

I. INTRODUCTION

The rapid advancement of mobile and cloud technologies has significantly transformed the healthcare sector, yet traditional systems still face challenges such as delayed communication, inefficient patient management, and lack of real-time accessibility to medical services. In many cases, patients are required to physically visit hospitals for consultations, appointment booking, and report collection, which can be time-consuming and inconvenient. Additionally, emergency response systems often lack coordination between patients, hospitals, and ambulance services, leading to critical delays. These limitations highlight the need for an integrated digital healthcare platform that ensures seamless communication and real-time service availability.

To address these challenges, this research proposes a Smart Healthcare Management System developed as an Android application integrated with Firebase as a cloud backend. The system is designed to support three primary roles: patients, doctors, and hospitals. Patients can explore government healthcare schemes, book appointments, access lab reports, view prescriptions, and communicate with doctors through chat and video consultations. Doctors can manage appointments, interact with patients, and access medical records for better diagnosis and treatment. Hospitals are provided with administrative functionalities such as managing bed availability, updating information, and handling emergency requests efficiently.

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A key feature of the proposed system is its emergency management module, which allows patients to send SOS alerts, request ambulances, check real-time hospital bed availability, and locate nearby hospitals. The integration of an AI-based consultant further enhances the system by providing initial guidance to users. Firebase ensures real-time data synchronization, secure authentication, and scalable storage, enabling reliable communication across all users.

By combining healthcare services, emergency response, and real-time communication into a single platform, the system aims to improve patient care, reduce response time in critical situations, and enhance the overall efficiency of healthcare delivery.

II. PROBLEM STATEMENT

Despite advancements in healthcare technology, existing systems often lack real-time communication, integrated emergency services, and centralized data management. Patients face difficulties in booking appointments, accessing medical records, and receiving timely care, especially during emergencies. Additionally, poor coordination between hospitals, doctors, and patients leads to delays in treatment. Therefore, there is a need for a unified healthcare system that provides real-time interaction, efficient patient management, and rapid emergency response.

III. OBJECTIVE

- To develop an Android-based healthcare application using Firebase
- To enable appointment booking and patient-doctor interaction
- To provide real-time chat and video consultation features
- To manage and store patient medical records securely
- To implement an emergency system with SOS and ambulance support
- To allow hospitals to manage bed availability and emergency requests

IV. LITERATURE REVIEW

Various IoT and mobile-based healthcare systems have been proposed to improve patient monitoring and communication. Existing solutions mainly focus on basic health tracking and lack comprehensive features such as emergency handling, real-time communication, and hospital resource management. Some systems provide telemedicine services but do not integrate ambulance services or hospital availability. The proposed system overcomes these limitations by combining patient management, teleconsultation, emergency response, and hospital coordination into a single platform.

V. PROPOSE SYSTEM

The proposed system is a smart healthcare management system developed as an android application integrated with firebase as a cloud backend. the system is designed to provide a unified platform for three types of users: patients, doctors, and hospitals. it enables seamless communication, efficient data management, and real-time healthcare services. patients can book appointments, access medical records such as lab reports and prescriptions, communicate with doctors via chat and video consultation, and explore government healthcare schemes. the system also includes an emergency module where patients can send SOS alerts, request ambulances, check hospital bed availability, and locate nearby hospitals. doctors can manage appointment requests by accepting or rejecting them, communicate with patients, and access their medical records for better diagnosis. hospitals are provided with functionalities to update their information, manage bed availability, and respond to ambulance and emergency requests. firebase ensures real-time data synchronization, secure authentication, and scalable storage, making the system reliable and efficient.

VI. METHODOLOGY

The system follows a structured methodology to ensure efficient operation. Initially, users register and log in based on their roles (patient, doctor, or hospital). Once authenticated, they can access features specific to their role.

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The application collects and stores data in Firebase, which acts as a real-time cloud database. When a patient books an appointment, the request is sent to the doctor, who can accept or reject it. Communication between patients and doctors is facilitated through chat and video consultation features.

In emergency situations, the patient can trigger an SOS alert or request an ambulance. The system sends this request to nearby hospitals, where it can be accepted or rejected. Hospital bed availability is updated in real time, allowing patients to make informed decisions. The entire system operates with continuous data synchronization, ensuring up-to-date information across all users.

VII. IMPLEMENTATION

The system is implemented using Android Studio for mobile application development and Firebase for backend services. The frontend is developed using Java and XML, providing an intuitive and user-friendly interface.

Firebase Authentication is used for secure login and role-based access control. Firebase Realtime Database or Firestore is used to store user data, appointment details, medical records, and emergency requests. Cloud Messaging is utilized to send real-time notifications to users.

The application consists of three modules: patient module, doctor module, and hospital module. Each module is designed with specific functionalities to ensure smooth interaction. Features such as chat, video consultation, and emergency alerts are integrated to enhance user experience and system efficiency.

VIII. RESULT AND DISCUSSION

The developed system was tested under various scenarios to evaluate its performance and reliability. The application successfully enabled patients to book appointments, communicate with doctors, and access medical records in real time. Doctors were able to manage appointments efficiently and provide consultations remotely.

The emergency module demonstrated quick response by allowing patients to send SOS alerts and request ambulances. Hospitals were able to update bed availability and respond to emergency requests effectively. The use of Firebase ensured fast data synchronization and minimal latency.

Overall, the system improved communication between users, reduced delays in healthcare services, and enhanced emergency response capabilities. The results indicate that the proposed system is reliable, efficient, and suitable for real-world healthcare applications.

IX. CONCLUSION

The Smart Healthcare Management System provides an integrated solution to improve healthcare accessibility, communication, and emergency response. By combining mobile application technology with cloud-based services, the system enables real-time interaction between patients, doctors, and hospitals.

The application simplifies appointment management, enhances remote consultation through chat and video calls, and ensures secure access to medical records. The emergency module significantly reduces response time by enabling SOS alerts, ambulance requests, and real-time hospital bed tracking.

Overall, the system is cost-effective, scalable, and user-friendly, making it a valuable solution for modern healthcare challenges. It has the potential to improve patient care and streamline healthcare operations.

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X. FUTURE SCOPE

The system can be further enhanced by integrating advanced technologies such as artificial intelligence for disease prediction and diagnosis. Wearable devices can be added for continuous health monitoring, including heart rate and blood pressure tracking.

Additional features such as multilingual support, voice assistance, and enhanced data security mechanisms can improve usability and accessibility. Integration with government healthcare databases and insurance systems can further expand the system's capabilities.

The platform can also be extended to support large-scale deployment in smart cities and rural healthcare systems, making healthcare services more accessible and efficient.

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