# Designing an Appointment Management System for the Mother and Child Health Department of the Klinik Kesihatan Changlun

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# Designing an Appointment Management System for the Mother and Child Health Department of the Klinik Kesihatan Changlun

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## Abstract

Information and Communication Technology has been changing the way things have been carried out. Traditionally many work required people to visit the location where the work has been carried out. ICT has been making these services available at their fingertips by hosting these applications online. *Klinik Kesihatan Changlun* is a public general clinic in the state of Kedah. The appointment management which is one of the most important services of a clinic is presently carried out manually here. Both patients and the staff have to face a lot of problems due to the inefficiency of the manual system. If the system can be automated and made available on the internet, it will solve a lot of problems currently faced by them. This project proposes to design an appointment management system for the Mother and Child Health Department of the *Klinik Kesihatan Changlun*. The project has been proposed to follow the formal research methodology proposed by Kuchler and Vaishnavi due to its suitability for small to medium sized development projects. Finally it has been proposed conduct a usability test on the prototype developed for ease of use and user friendliness with the aid of the questionnaire.

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**ALGHAMEDI, AHMAD ALI**

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# CHAPTER 1

# INTRODUCTION

## 1.1 Introduction

With the development of Information and Communication Technologies (ICT), more and more online services are becoming popular. These online services provide the users with the flexibility of getting their work done without leaving the comfort of their living rooms. Traditionally these services required the people to travel to the place where the services were provided.

*Klinik Kesihatan Changlun*is a community health clinic under the Ministry of Health that serves the people in the area around the city of Changlun. The clinic is of moderate size with two departments namely the Outpatient Department and the Mother and Child Health Department. The Outpatient Department provides general clinical services and the Mother and Child Health Department is a specialized unit providing antenatal and postnatal care for mothers and pediatric care to children up to the age of six years. The Mother and Child Health Department is staffed by 15 healthcare professionals comprising one specialist, one general physician, seven staff nurses and six community nurses. All the services are of outpatient type as the clinic does not have facilities to admit patients for inpatient care. The clinic is equipped with basic laboratory facilities to carry out urine test, blood pressure, weight and height measurements and physical examination of pregnant mothers

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