Stamford University Bangladesh

Department of Computer Science &Engineering

Hello Doctor
Online Doctor's Appointment System

Software Engineering Sessional
CSI-332

Information Gathering Approach

SubmittedBy

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Introduction:

After completing the project proposal and project feasibility part successfully, we have decided to move on to the next phase of our project, which is the information gathering and representation with the following objectives in mind.

Objectives:

- Construct meaningful interview questions

- Understanding the client & organization's view

- Understanding the current system

- Requirement & features Analysis

- Creating Use case diagram

- Creating data flow diagram

For information gathering we have chosen three methods.

1. Interviewed a professional from Ibn Sina Hospital.
   - **Interview structure was Funnel type.**
   - 5 open ended question in beginning.
   - 7 close ended question after that.

2. Used Questionnaires to take survey from users
   - There were 9 questions in the survey and all of them were specific.

3. Investigation

1. Interview Information:

Hello Doctor- Online Medical Support System				
Author: Abdullah Al Nayim Sanzida Islam Suchi Nur-e-Alam Shikdar	**Date:** **17/09/2019**	**Time**: 03 : 05 pm	**Duration:** 15 mins	
Participants: Mr. Al Ameen Shaheen IT officer, Ibn Sina Hospital				

Total Interview Procedure:

➢ **Question 01: How ISH usually take appoinment for doctors?**

✓ Answer: Patient have to take their appoinment physically or by a phone call at Ibn Sina Hospital.Patient ask for their desired doctors at preferable time.If available,we give them confirmation through phone call.

➢ **Question 02: Do you think this an old process of communication ?**

✓ Answer: Yes I think this an old process of communication in this modern age of global village.

➢ **Question 03: How ISH promote their doctors ?**

✓ Answer: Ibn Sina Hospital promote their doctors by postering or through some banner in front of hospital.

➢ **Question o4: Do you think it's a good marketing policy to reach most possible clients ?**

✓ Answer: I don't think it's a good marketting policy to reach most possible clients .

- ➢ **Question 05:Do you have any future plan about promotion and appoinment system?**
- ✓ Answer: We have some plan to make promotion through internet and social media. And make the appoinment system more easy to clients.
- ➢ **Question 06: How much phone calls you need to attand for doctors appoinment everyday ?**
- ✓ Answer: Approximately 500-700.
- ➢ **Question 07: Don't you think that it's a big bothering ?**
- ✓ Answer: Yes! I think it's a matter of bothering.
- ➢ **Question 08: Do you have any website ?**
- ✓ Answer: Yes.We have a website .
- ➢ **Question 09:Do you have any web based appoinment system for clients ?**
- ✓ Answer: No
- ➢ **Question 10: Do you think that ISH need a web based appoinment system to reduce clients suffering ?**
- ✓ Answer: Yes! I believe it
- ➢ **Question 11: Do you think you need to update doctors list by website ?**
- ✓ Answer: Yes.
- ➢ **Question 12 : Do you believe that a web based appoinment system will reduce ISH sufferings for getting clients ?**
- ✓ Ans: Yes.

2. <u>Questionnaires (Users):</u>

What general people think about online doctor managment collected using a questionnaire made by https://docs.google.com/forms . The questionnaires were directed at users via social media, so the data was collected from random users. As our website's main target is to interact with people, it will be made to suit the preference of the users.

Online Doctor's Appointment System

We are going to make a website where anyone can make an appointment with their desired doctors from home. Now let us know your point of view about this project. Your opinions are very valuable to us!

* Required

What is your profession? *

○ Student

○ Teacher

○ Doctor

○ Engineer

○ Businessman

○ Housewife

○ Retired Person

○ Journalist

○ Other: _____

Both for you and your family members, How many time you have to make an appointment with a doctor approximately in a year? *

○ less then 2 times

○ 2-5 times

○ 5-10 times

○ More than 10 times

Did you ever experienced suffering to make an appointment ? *

○ Sometimes

○ Never

Which sufferings you had experience ? *

☐ Couldn't reach via mobile phone for serial or appointment

☐ Troubled of gathering when tried to make it physically

☐ Suffered in traffic jam

☐ Lost money when tried to make it quick by brokers

☐ didn't get the reply of email

☐ Other: _____

Did you ever feel the necessity of an online doctor's appointment system ? *

○ Yes

○ No

Do you think this system will reduce people's suffering on this ground? *

○ Yes

○ No

○ Maybe

Which will make it effective? *

☐ Easy to use

☐ Quick Response

☐ Easy payment method

☐ Other:

Your Age Range *

○ 13 - 18 Years

Your Age Range *

○ 13 - 18 Years

○ 18 - 25 Years

○ 25 - 40 Years

○ Above 40 Years

Gender *

○ Male

○ Female

SUBMIT

Never submit passwords through Google Forms.

Appendix

Result of the Questions:

Question No 1:

What is your profession?

34 responses

- Student
- Teacher
- Doctor
- Engineer
- Businessman
- Housewife
- Retired Person
- Journalist

61.8%
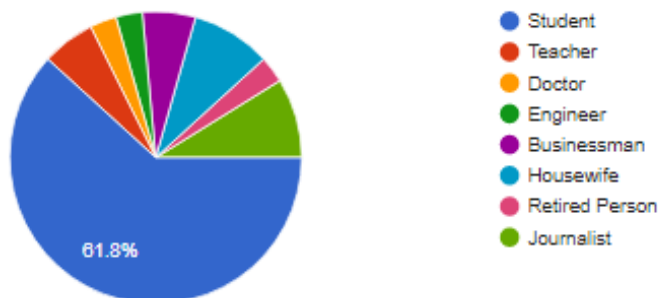
Question No 2:

Both for you and your family members, How many time you have to make an appointment with a doctor approximately in a year?
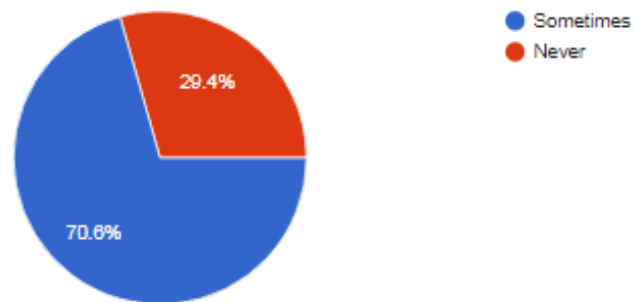
34 responses

- less then 2 times
- 2-5 times
- 5-10 times
- More than 10 times

17.6%
17.6%
38.2%
26.5%
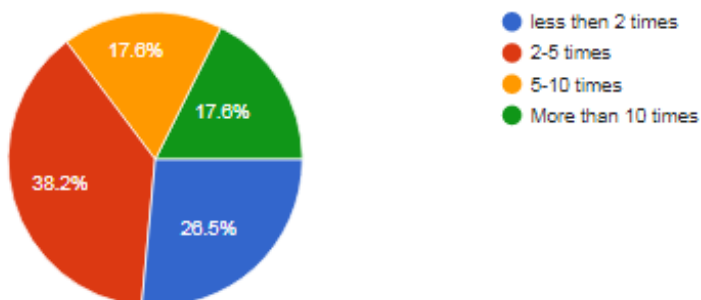
Question No 3:

Did you ever experienced suffering to make an appointment ?

34 responses

- Sometimes
- Never

29.4%

70.6%

Question No 4:

Which sufferings you had experience ?

34 responses

Couldn't reach via mobile phone for ser…	20 (58.8%)
Troubled of gathering when tried to mak…	7 (20.6%)
Suffered in traffic jam	10 (29.4%)
Lost money when tried to make it quick …	4 (11.8%)
didn't get the reply of email	4 (11.8%)
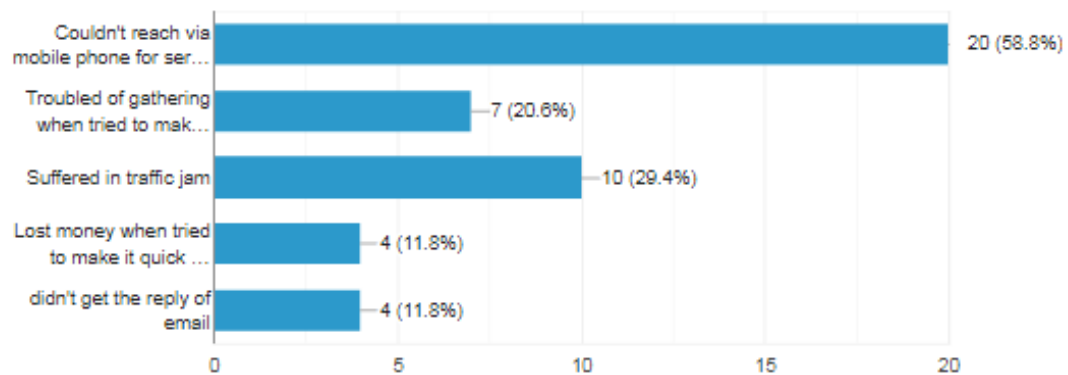
Question No 5:

Did you ever feel the necessity of an online doctor's appointment system ?

34 responses

- Yes
- No

91.2%
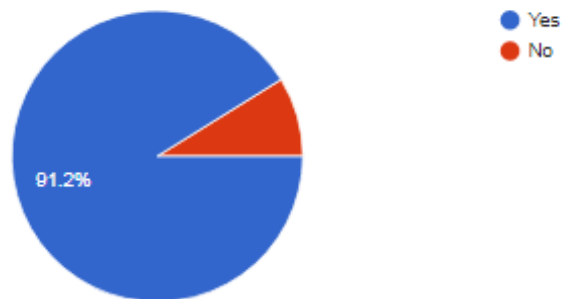
Question No 6:

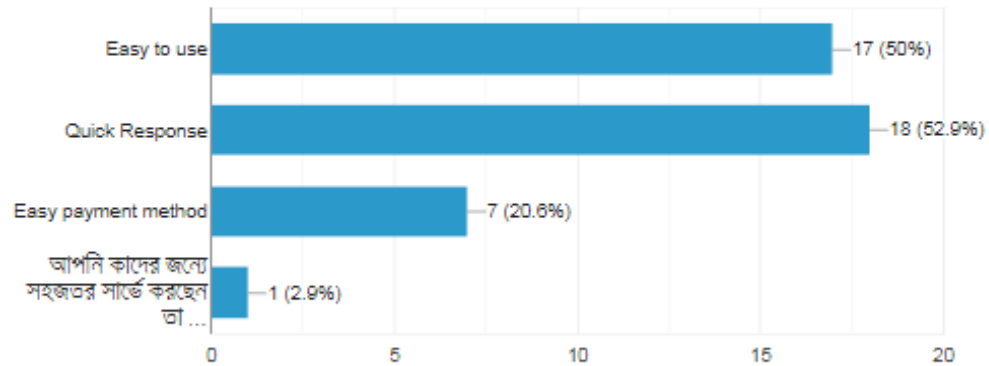Do you think this system will reduce people's suffering on this ground?

34 responses

- Yes
- No
- Maybe

79.4%
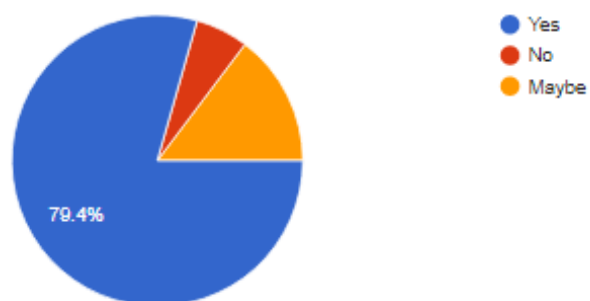
Question No 7:

Which will make it effective?

34 responses

Question No 8:

Your Age Range

34 responses

- 13 - 18 Years
- 18 - 25 Years
- 25 - 40 Years
- Above 40 Years

Question No 9:

Gender

34 responses

- Male
- Female

41.2%

58.8%
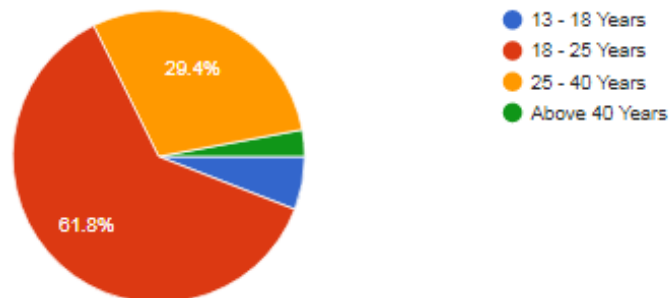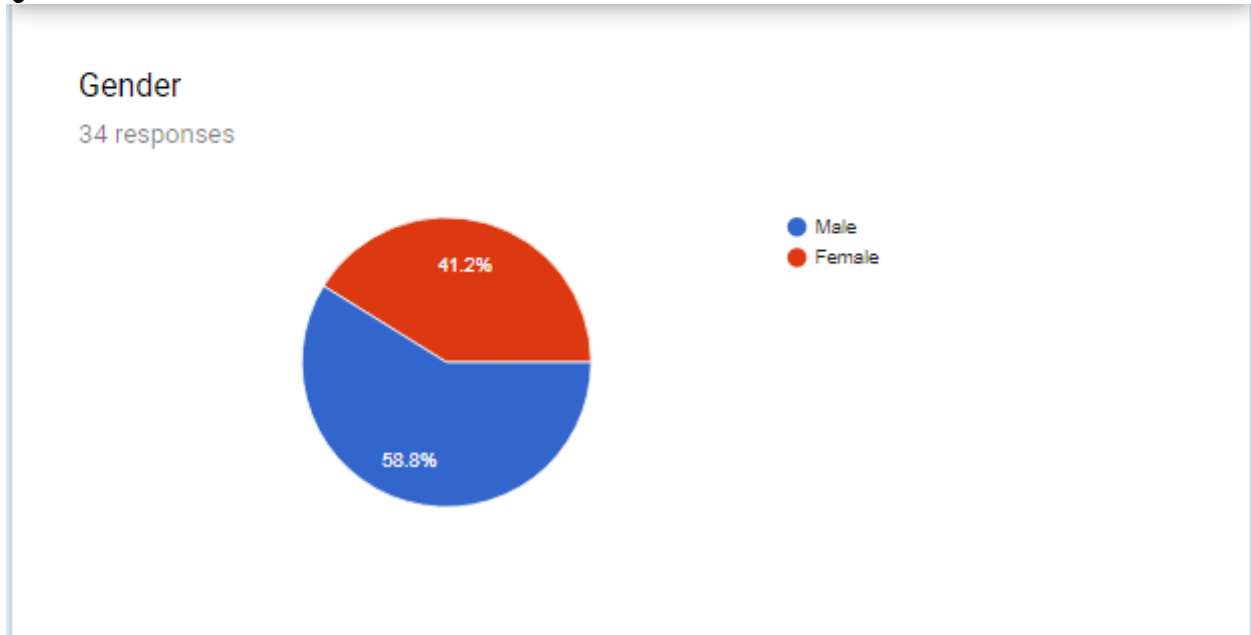
Investigations

- ❖ Almost 80% hospital do not have an active system of doctors appointment

- ❖ More than 58% people suffered when tried to make an appointment by phone

- ❖ More than 20% people suffered when tried to make an appointment physically at the hospital .

- ❖ Less than 5% hospitals have a web based doctor's appointment system .