

3. Proposed solution

This section describe the MHIS overview and propose application solution in use case view.

3.1. Mental Health Information System - overview

This section will describe the current process flow and system that practised in the current Healthcare Facility and also the future solution of MHIS.

3.1.1. Current Scenario

Currently, the majority of the system those being used in the primary, secondary and tertiary of healthcare facility in Malaysia are still isolated and decentralised. Most of the primary healthcare facility is still using the manual system instead of a computer system. While secondary and tertiary were exposed to the computer system with different solutions from the different vendors (accept Selayang Hospital and Putra Jaya Hospital).

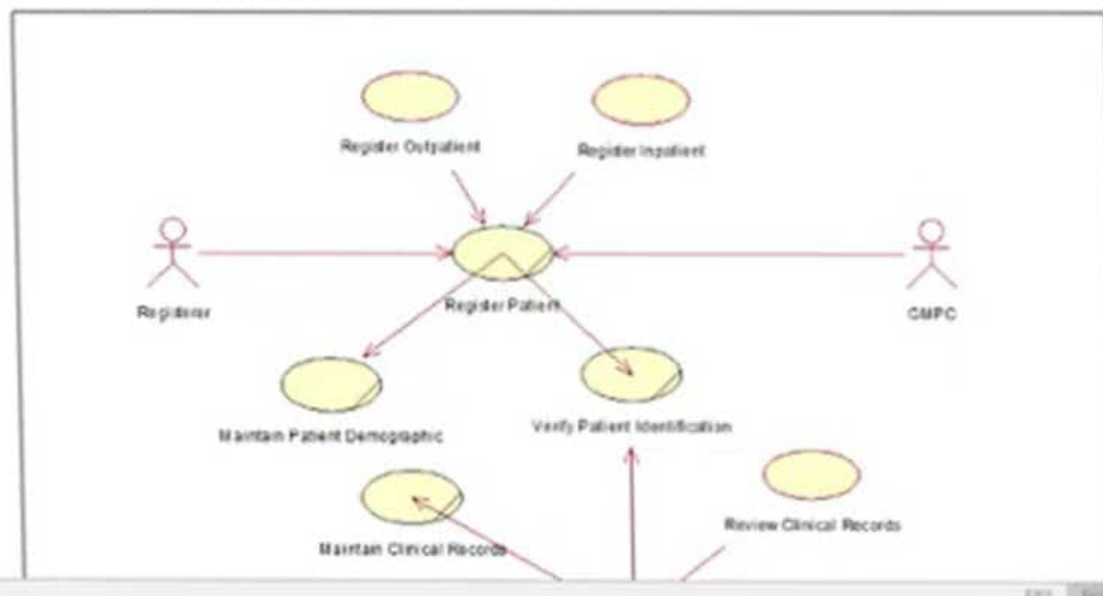
Computerization in Health programme is being carried out at present, in an ad-hoc manner and not linked and not integrated. Some health facilities have embarked on the acquisition of personal computers mainly for word processing and to certain extent databases and graphics. The data or information is not exchangeable between health care facilities and it is not integrated within the health care system. Analysis of data has not been done efficiently and updated on time due to delayed data transmission.

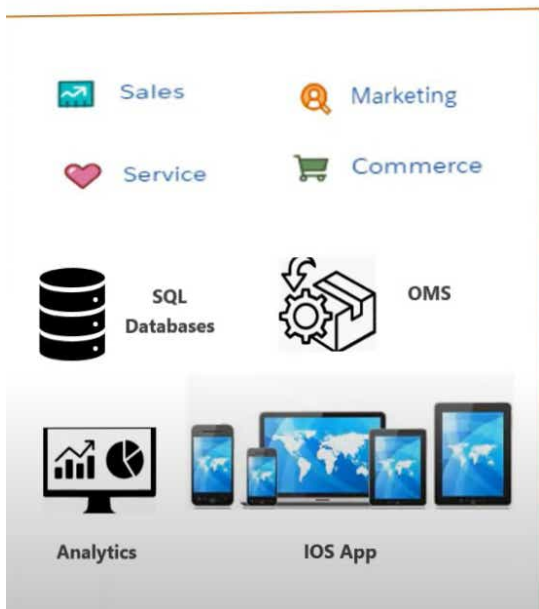
Some of the information generated currently is only utilized for sending the information to headquarters without benefitting the health care workers or professional generating the

3.2. Use Case view

In this section, a business use cases of MHIS are identified whose implementation would necessitate the mitigation of those risks. The detail use cases will be defined in SRS document. These are referred to as the architecturally significant use cases. Figure-3 depicted the business use cases involved in MHIS.

Glossary :





ARCHITECTURE

- Jen Monroe use Salesforce Commerce Cloud (Demandware) for their e-Commerce needs
 - Have 20 Commerce Sites (1 Realm)
- Salesforce Service Cloud for their customer issues
- Salesforce Marketing Cloud for customer journeys and emails
- Legacy OMS for order management life cycle
- Point to point Integrations (mostly) for Other Systems (Tax, Payments, Billing etc.)
- Mobile App (IOS)
- Other Legacy database and reporting tools





Sales Cloud



Service Cloud



Experience Cloud



Commerce Cloud



Marketing Cloud



Heroku

Connectors

1. B2C Commerce to Service Connector
2. B2C Commerce to Marketing Connector
3. Marketing Cloud Connect



Buyer



Service Agent



Sales Rep



Marketing Team



Developer



Primary person attributes, such as name, address, birthday, phone
Consent and compliance preferences
Case management information, including transactions, history
Recent snapshot for orders and engagement
Subscription preference information across all channels
Order history

Lifetime engagement tracking and history
Suppression lists
Subscription preferences
Other data for personalization or segmentation
Customer journey flow
Counsel and compliance preferences

Ecommerce transactions, including order records
Customer product affinity
Customer group membership aligned with ecommerce strategies
Promotion eligibility

