

## GROUP 9

PS/CSC/18/0007

PS/CSC/18/0022

PS/CSC/18/0086

PS/CSC/18/0126

PS/CSC/18/0063

PS/CSC/18/0124

### TOPIC: HOSPITAL BOOKING SYSTEM

- **MENTAL MODEL:**

The ability of users/patients to access and book appointments with a hospital within specified, available time ranges to receive healthcare services.

- **ASSUMPTIONS:**

1. Users would like to visit the hospital at their own convenient time by booking appointments through the system.
2. Users would like to see a specific health practitioner of their own choice
3. Users would like to state symptom(s) of their condition(s)

- **CURRENT PROBLEMS:**

1. Complicated user interface
2. A slow and dull system due to large data traffic
3. Difficulty in reaching health personnel for assistance.

- **WHAT TO CREATE:**

A system to access and book appointment with a hospital within a specified and available time frame to receive healthcare services.

- **ACHIEVEMENT:**

Yes it can be achieved

- **INTERFACE METAPHOR:**

- Desktop Interface Metaphor

This because, it represent the user interface in a way that is similar to interaction concerning certain objects, tasks and behaviors encountered in physical office environment.

- **STAKEHOLDER/USER'S ROLE:**

1. Hospital staff : Attends to users/patients on the system.
2. Users/Patients: To book appointment to receive healthcare services and also accessing healthcare services provided by the system.

- **KINDS OF INTERACTIONS:**

- Hybrid

Because:

1. The user/patient instruct or tell the system what to do.
2. The user/patient can contact a health assistant through the system.

- **WHY THE SELECTED TOPIC:**

To improve on services provided to patients or users by the hospital and for easy tracking of and follow-up on patients by health practitioners

- **HOW TO MAKE A NEW DEVELOPMENT :**

By developing a web application