

2nd Stakeholder 1st Interview

Venue : PKU
Date : 3/5/2023
Time : 2p.m.
Stakeholder Name : Puan Nazlin Binti Ali
Interviewer : Goh Jiale, Ong Yi Yan, Lee Yik Hong, Tang Yan Qing, Koh Su Xuan

1. This system is just for university students but not for outside people used.
2. Medical Checkout result cannot be viewed unless discuss with director of PKU since the report is confidential.
3. SOS button is possible if just link with the emergency call number.
4. Online chat with PKU is impossible since it required a staff or medical officer to chat with patients and not enough PKU staff to do this unless director of PKU can help to create a department for doing this.
5. For patients in PKU, weekdays is roughly 100 to 200 patients per day and weekend is about 50 patients per day.
6. PKU currently provide free medical fee to get medical services since the fee is include in study fee. For heavy sick, PKU will send patients to government hospital for treatment and fee that will be cover is below RM6000.
7. The limitations of PKU is don't have enough specialist Dr and equipment.
8. In fact, PKU is operating from 8am-10pm, which is longer than other university's health department. It also accept 24 hours treatment for emergency purpose include public holidays.
9. For rule and regulation for data confidential, it can be identified by asking digital service department.
10. The features that recommended by Puan Nazlin is student consultation and medical report upload in this system.
11. The existing system that PKU used is TISMA, which only can be access by staff and medical officer. Behalf TISMA, Puan Nazlin prefer system that user friendly, easily extract and input data, sort data, easy in navigation and get information and consist of manual guidance and navigation.
12. Puan Nazlin recommend to get analysis data from system since can see trend of disease from system. For example, if there are any increase in health issues from data analysis, they will investigate this through data collection and investigate in the place spread of this health issues.

13. The other weaknesses of TISMA is non-efficiency (Need to contact system developer manually if got problems in system) and system slow.
14. Puan Nazlin recommend us to discuss with Dr. Shahizan about the project is used real or mould data.
15. The stakeholder recommended by Puan Nazlin are at below:
 - a) System Administrator
 - i. Name : Puan Husna
 - ii. Phone.no: 013-7444639
 - b) Secretary Director
 - i. Name : Kham Siah
 - ii. Phone.no: 017-7526042
 - c) KTDI officer or student JKM