

CHAPTER 1

INTRODUCTION

1.1 Introduction

The rapid advancements in information and communication technologies (ICTs) in today's e-society has become a significant element of development. Its profound impacts has been felt in every sector of many countries economy such as education, communication, banking, healthcare, and so on .In particular, ICT tools has really changed the way information is created, stored, used and exchanged. It is important to realize that a hospital does not manage emergencies or disasters by itself. There are other pre-hospital factors, which have to be considered. Developed countries such as the USA, the UK, other European countries, Australia and Japan already have systems that integrate pre-hospital and inter-hospital facilities. In developing countries, a pre-hospital emergency service may not exist, and resources are minimal. If we can integrate all the pre-hospital and hospital resources which are available, we can make an Integrated Emergency Ambulance and Medicine Services System which will provide the means to manage daily emergencies and disasters in an organized way, and also provide good quality emergency medical care .Such a system should have the same organizational structure at national, provincial, district and local level so that there is uniformity even if the resources vary. In the software, we can register as an admin & need to user registration. Users open the site and directly show the all the information about ambulance and medicine services. Admin has the power to add new ambulance and medicine, update or manage the all upload ambulance and medicine services .In this software, we designed and implemented a system which is a location based service (LBS) to bridge the communication gap between healthcare service providers and patients residing in the rural and urban areas. The focal point are the rural communities in Mafikeng in SA. With this system, patients in need of medical attention unavailable in the rural area of residence can perform tasks such as make an appointment or book access the services of ambulance transportation quickly, as well as predicting its arrival time. Furthermore, it will assist paramedics to locate the current or actual position of the patient. To this end, smart mobile devices are utilized for the efficient and effective operations.

1.2 Existing System

There are many software systems, who use manually their process of the clients and most of them are online based. Manual scheduling can be a burden for many establishments, as it requires significant time and staff resources to manage properly. First client should go to the website or apps to have an ambulance and medicine. Then they need to fulfill the form after that the form will check by the admin and if there is any wrong, admin will call the user to solve the wrong. After this long process, finally they decide for a deal and they reached a fare condition.

1.2.1 Uber

Uber Technologies, Inc., commonly known as Uber, is an American multinational ride-hailing company offering services that include peer-to-peer ridesharing, ride service hailing, food delivery (Uber Eats), and a micro-mobility system with electric bikes and scooters. The company is based in San Francisco and has operations in over 785 metropolitan areas worldwide. Its platforms can be accessed via its websites and mobile apps. In addition to giving riders a way to get from point A to point B, it's working to bring the future closer with self-driving technology and urban air transport, helping people order food quickly and affordably, removing barriers to healthcare, creating new freight-booking solutions, and helping companies provide a seamless employee travel experience.

As of 2019, Uber is estimated to have over 110 million worldwide users.[4] In the United States, a 67% market share for ride-sharing in early 2019[5] and a 24% market share for food delivery in 2018.[6] Uber has been so prominent in the sharing economy that the changes in industries as a result of it have been referred to as uberisation and many startups have described their products as "Uber for X". The National Bureau of Economic Research estimated that, in 2015, Uber had accounted for \$6.8 billion in consumer surplus.

1.2.2 Pathao

Founded in 2015, Pathao is among the fastest growing tech startups in Asia which has dedicated itself to create solutions to minimize infrastructural problems.

A fast paced organization, the company gives its employees an immense amount of space to grow professionally as well as take ownership of the initiatives undertaken in the organization.

With a hope to accelerate the establishment of digital Bangladesh, Pathao provides an app based solution through ride sharing, food delivery and e-commerce logistics services. By harnessing the power of technology, Pathao aims to provide all services in one platform.

1.2.3 Foodpanda

Foodpanda (stylized as foodpanda) is a mobile food delivery marketplace available in 12 countries. It is mostly active in Asia Pacific, Bulgaria and Romania. It is headquartered in Berlin, Germany.

The service allows users to select from local restaurants and place orders via its mobile applications as well as its websites. The company has partnered with over 27,095 restaurants in 193 cities and works with over 15,733 delivery riders. The firm was acquired by Delivery Hero in early December 2016. Foodpanda's business in India was acquired by Indian cab-aggregator Ola on 29 December 2017 for an undisclosed amount.

Lunched on November 19th, 2013 in Bangladesh, FoodPanda is an excellent online food delivery system. You can order different types of food from their partnering restaurants, and they will be delivered at your home for free! You can pay as soon as you get the food delivered. No credit card is required to order food, no advance payment.

1.3 Motivations Based on these above problems, we are highly motivated to introduce or develop a new system namely 'Bachao' having the following features.

- Earlier, people had to contact a hospital to call for an ambulance, but with this app, people can significantly reduce the amount of time to call one.
- The purpose of an ambulance is to get a patient to a hospital, as soon as possible.
- Going Online To Find The medicine.
- User could give us feedback & opinions.

- Admin can add ambulances and medicines.
- Scope of further improvement.

For above all information, we are highly motivated to develop “Bachao”.

1.4 Objectives

The main objective of the “Bachao” is to manage the details of ambulances, medicines and registered users. The project is totally collecting its necessary information from the registered users. If any information has any problem so that the admin modifies or delete that’s content. The following are the objectives of this project:

- To provide well equipped ambulances and qualified trained ambulance personnel for the sick and the injured
- Excellence in total patient care
- Assuring the infrastructure necessary so that our services will be available regardless of man-made or natural disaster
- Having an excellent, well deserved image and reputation in the emergency services and general communities, and maintaining good relationships in these areas
- To manage all clients and companies related information
- To capture all cities of Bangladesh
- To get the feedback from the users
- The system should provide admin facility to manage the properties

1.5 Contributions

The purpose of the project ‘Bachao’ was to build an application program to reduce the trouble of the users. After implement the project, we overcome the manual work for user satisfaction. So, the contributions of the project are:

- To create web-based ambulance and medicine services system.
- Our project ‘Bachao’ is fully web-based software.

- iii. Admin has to manage of the all projects and related information
- iv. It is an efficient system.
- v. Enough flexible for the users.
- vi. Admin can add a new ambulance and edited within a particular section.
- vii. The system provides a strong security system.
- viii. It saves time and money.

1.6 Organization of The Project Report

The organizations of the project report are as follows:

Chapter 2, we discuss the existing systems of “Bachao” that able to clear our intention to develop our system with saving time, energy. Manually, it is very energetic and time-consuming process. We also describe Existing/Supporting systems, Analysis of existing system and many diagrams in this chapter. Our proposed solution “Bachao” to make a truly online system to have met with Ambulance and Medicine Services System, all manual process has been automated through this system are described in Chapter 3.

Feasibility study, requirement analysis, system design, data-flow diagram (DFD), entity relationship diagram (ERD), database design, forms design, report design is also described in this section. Finally, we implement our system. In implementation various kinds of code are presented. All the experimental result in our system we describe in the Chapter 4.

Chapter 5 introduced system requirements, hardware requirements, software requirements graphical user-interfaces of each side (users’ side and Admin side) and user manual having all the screenshots with explanation how user can work and corresponding output of the system. It provides the direction to the users who don’t know how to use the software. It denotes which page will come after which one. It also denotes which task have to do after which one, how to complete our project. Finally, conclusion and the limitations of the project with prospective future scopes are defined in Chapter 6.

We also describe the benefits of our system in this section .

1.7 Conclusions

The “Bachao” is a system that provide the user interface where the all users can be searched a medicine and feedback. The admin can add an ambulances ,medicine and also manage all the systems. Admin show the all feedback and contract the users by message ,email, answer the users questions. Admin record the sells of medicine and the history for future need and also search the project to select city's, area, locations, types and price. A user select an ambulance or medicine and contract with the admin and deal with ‘Bachao’ Available at: each other and finally booking the select ambulance.