

REVOLUTIONIZING DR. WILLY'S CLINIC

A System Analysis & Design Journey



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February 2021

Case Study Overview

Howdy!

This project revolves around a case study of Dr. Willy's clinic, which currently operates with manual management practices for patient records, medicine inventory, and sales. The manual system results in data retrieval challenges, data inconsistency, and redundancy. Patients often face issues determining whether they've received prior treatments at the clinic. The daily workflow involves manual patient registration, diagnosis, prescription, and medication processing. Additionally, staff must prepare daily sales reports and manage the clinic's medicine inventory through time-consuming weekly checks and supplier orders. Dr. Willy has allocated a budget of RM 15,000 and an 8-month timeline to improve clinic management.

Our task in this project was to create a Project Planning Report for Dr. Willy's clinic, outlining the steps and components required to develop a Clinic Management System that addresses the existing manual management challenges. The report was supposed to cover various aspects, including systems analysis, design, and development to enhance the clinic's operations and ensure efficient patient data management, diagnosis, prescription, sales reporting, and medicine inventory control

[Read the case study problem in detail here](#)

- **The Challenge**
 - : In Dr. Willy's clinic, they were drowning in paperwork, wasting time, and struggling with data accuracy. So, we set out to rescue them.
- **The Hero**
 - : Our hero isn't wearing a cape but color, fonts, and lines of code. It's a software system that simplifies the clinic's life. Wait and see.
- **Goals**
 - : We aimed to streamline data management, enhance security, ensure medications are never mixed up, and make the clinic a well-oiled machine.

Our Journey

: I'm not sure if you're interested, but here it is..

Think of this project as a thrilling adventure. We followed the System Development Life Cycle, from planning to maintenance. Feasibility studies were our treasure maps, and we used the PIECES framework to build our roadmap.

Geek Alert

: Tech specs! We've got the nitty-gritty on hardware and software needs, ensuring our hero works like a charm. Do read our documentation.

- **User-friendly** : We made sure our interface was as friendly as your neighbor's dog, clean and minimalistic.
- **Getting It right** : Requirements gathering? We did interviews, questionnaires, and surveys, and played detective with observation. A bit of Sherlock Holmes meets tech development! Oh, that doesn't make any sense. Sorry!
- **Blueprints** : We've got fancy data dictionaries and design diagrams. They're the master plans for how our hero operates.

That was me trying to explain the project in a facile manner.

To understand the project and our work, please read the project documentation

CASE STUDY: Clinic Management System

Dr. Willy has requested a management system for his clinic to assist all the aspects of management and operations of the clinic. Currently, the management of the clinic is done manually. All records such as patient records, medicine, and sales are stored in files. In the case where the patient is unsure whether they have previously received any treatment in the clinic or not, the staff will register the patient again. Due to this practice, data retrieval has become complicated and this has led to data inconsistency and redundancy.

In managing the daily tasks, a patient will be registered by the staff and the patient will be assigned a specific waiting queue number. When the patient gets their turn, the doctor will diagnose the patient and prescribe medication and/or medical leave on his card. Later, the staff will collect the medication card from the doctor and manually calculate the price of the medicine prescribed. The receipt will be issued to the patient, patient proceed to the counter to pay and take the medicine.

On the other hand, for clinic management purposes, the staff have to prepare daily sales reports on several patients and the sales. Another tedious task is the medicine inventory. Every week, the staff have to spend time checking for the medicine in the store and placing orders to the supplier.

Dr. Willy has a budget of RM 15,000 and the project needs to be completed within 8 months. To put this idea into practice, Dr. Willy has decided to hire your company. Your task is to come up with a Project Planning Report that consists of the following contents.

Taking Care of Dr. Willy's Clinic Using System Analysis & Design

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