**DREIDENTS DENTAL CARE ONLINE PATIENTS SCHEDULING WITH REMINDER SYSTEM**

**A Thesis Project**

**Presented To**

The College of Information Technology Education

University of Iloilo

PHINMA Education Network

# In Partial Fulfillment

**Of the Requirements for the Course**

IT 062 – System Analysis and Design

**By:**

Jan Russell Bautista

Ian Ray Meliton

Kristoffer Ian Prado

Kenneth Robert Imalay

1. **Introduction:**

The aim of this project is to develop an online system that can handle and manage the scheduling, reminder and patient’s information system involved in “Dreidents Dental Care” in an efficient and reliable way. After some questions with the owner herself, we were able to determine that their clinic currently doesn’t have any online or computerized system. We proposed our system titled Dreidents Dental Care Online Patients Scheduling with Reminder System (DDC-OPSRS) as it was an opportunity to significantly help their clinic. Our system will replace Dreidents Dental Care’s current system that keeps patient information on cards which can easily be lost and will take up space over time. The new system will instead store a patient’s personal information online and can be easily be accessed by Front Desk or Admin for viewing, editing, or even printing. There will be no need for patients to call or go to the clinic itself just to schedule an appointment: our system will enable them to do it online with just a few clicks. Patients will get pop-up notification on the website and a confirmation via text or email once their appointments have been successfully scheduled online. They will get a reminder via text and email the day before their appointment so that they won’t forget. The system will get the information needed to send the patients a reminder for their appointment from the email address or phone number they enter when they created their online profile. Patients will also be able to view and edit their existing profile if there is need for changes. The clinic’s Front Desk or Admin will also have an interface to easily track upcoming scheduled appointments. They will also be able to view, edit, remove or print patient information. They can also print weekly, monthly or yearly reports for tracking and storing purposes.

* 1. **Background of the Study**
     1. **Company Background**

The Dreidents Dental Care was established May 29, 2017. The name of the clinic was derived from the German word, “Drei” which means “three” as there were 3 dentists that founded the clinic. The clinic is located at #23 Huervana St. Brgy, Railway, Lapaz Iloilo City and their clinic hours are Monday to Saturday 9:00am-12:00 noon and 1:00 pm-5:00 pm and Sunday by appointment. Dreidents Dental Care is owned by the Cavan family (dentists by profession) together with their close friends. There are two dentists that are regularly on duty and one dentist on call. The three dentists offer general dental services. The clinic also employs a secretary/receptionist.

* + 1. **Statement of the Problem**

Dreidents Dental Care has no online or computerized system for patient information or scheduling appointments. To schedule an appointment, patients must call or visit the clinic itself. Currently, patients are only reminded by a secretary/receptionist over phone a day before their next appointment. Patient information is only written on a form, which takes up space and can be easily lost.

* 1. **Statement of Objectives**
     1. **General Objectives:**

The general objective of the Dreident Dental Care Online Patients Scheduling with Reminder System (DDC-OPSRS) is to facilitate the process of patient information storage and appointment scheduling. It does this by making record keeping more efficient and secure. It makes it possible for patients to schedule appointments with greater ease and speed, and reminds them of appointments more effectively.

* + 1. **Specific Objectives:**

The first objective of the DDC-OPSRS is to reduce the time needed to schedule an appointment. Patients may schedule appointments online, without having to call or visit the clinic. In addition, patients will be able to create and edit online profiles. The system will also remind patients a day before of their upcoming scheduled appointments through email and SMS from the information they have provided on their online profile. The secretary/receptionist will be able track schedules and reminders on a specific admin created interface. The secretary/receptionist can also add, edit, remove and print patients’ online profile information, and print monthly reports.

* 1. **Significance of the Study**

The DDC-OPSRS has been created for the benefit of the Dreidents Dental Care practice and for the convenience of its patients. Dreidents Dental Care will enhance its business professionalism by maintaining a historical database of patient treatment. The DDC-OPSRRS will streamline and automate patient scheduling and appointment reminder capabilities, making the Front Desk’s job easier and patient notification more effective. This striving for perfection will create a satisfied and loyal patient base and help make Dreidents Dental Care a patient’s dentist of choice.

* 1. **Scope and Limitation of the Study**

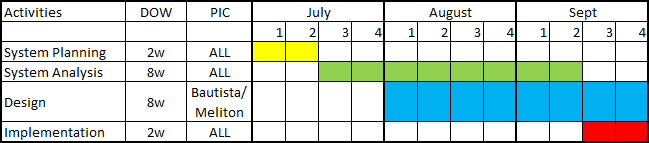
**Scope:**

The DDC-OPSRS will record a patient’s information using an online form. Patients and practice admin can add, edit or delete information. It will show all scheduled appointments entered into the system for a requested date at the Admin’s interface. The system will have a reminder system incorporated into it sending advance notifications of appointment date and time to patients via SMS text message and or email dependent on the patient’s preference.

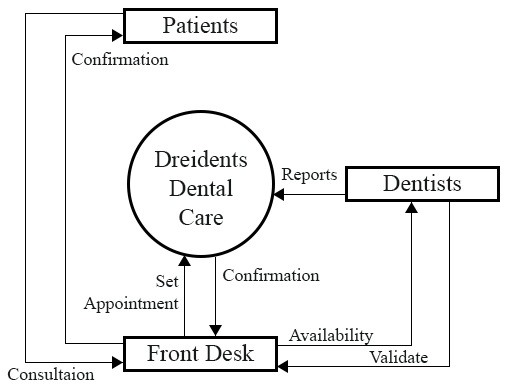
**Limitations:**

The DDC-OPSRS system is an online system and will not be accessible for patients or admin if internet connectivity is unavailable. Patients without a mobile phone or email will not be able to receive appointment reminder notifications via the automated system. For patient confidentiality, the Admin system will have a separate secure access utilizing different login credentials. The system will be limited by patients’ and dentists’ scheduling availability and also their computer literacy.

**Scheduled Feasibility Gantt Chart**



**Data Flow Diagram (Existing System)**



**Data Flow Diagram (Proposed System)**

**Dentists**

**Patients**

**Front Desk**

Login

Confirmation/via SMS Reports

Availability

Set Appointment

Validate