



**UNIVERSITY POLY-TECH MALAYSIA
SWC3153
OBJECT ORIENTED SYSTEM ANALYSIS AND DESIGN**

PROJECT PROPOSAL /FINAL DOCUMENTATION

Clinic Online Appointment Scheduling System

Prepared by:

MOHD AZHADZ AIDIL BIN DANNY (AM2304013020)
YUTAKA ASAHI BIN MOHD RIZAL (AM2307014322)
MUHAMMAD FIKRI BIN MOHD SABRI (AM2304013009)
MOHAMAD KHAIRIZ BIN ZAIDIN (AM2304013599)

Prepared for: JIHADAH BINTI AHMAD

*[Bachelor of Information Technology (Honours) in Computer Application
Development (CT204) & SWC3153]*

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ABSTRACT

The Clinic Online Appointment Scheduling System is an online tool created to help medical facilities manage and schedule appointments more efficiently. A user-friendly web platform enable patients to schedule and reschedule with healthcare providers. The method improves accessibility, convenience, and efficiency for patients and healthcare providers by eliminating the need for over-the-phone or in-person appointment scheduling. This system integrates features such as real-time appointment availability, automated reminders, patient records management, and secure communication channels. Healthcare providers can easily manage their schedules, view patient details, and optimize their time slots, improving operational efficiency and reducing administrative workload. Patients benefit from a user-friendly interface, easy access to available time slots, and the ability to manage their appointments from any internet-enabled device. The system makes scheduling medical treatments simple, dependable, and effective, which raises patient satisfaction and eventually leads to improved healthcare administration and delivery. Moreover, it is scalable to meet the requirements of both major medical facilities and small clinics.

CHAPTER 1

1.1 INTRODUCTION

In today's fast-paced world, the healthcare sector is constantly evolving, with an increasing focus on the integration of digital technologies to enhance service delivery. One of the most significant areas for improvement within healthcare facilities is the appointment scheduling process. Traditionally, hospitals and clinics have relied on manual methods such as phone bookings and in-person scheduling, which can be inefficient, time-consuming, and prone to errors. These outdated systems often lead to long waiting times, overbooked schedules, and a lack of flexibility for both patients and healthcare providers.

To address these challenges, the implementation of an Online Appointment Scheduling System is becoming essential. Such a system streamlines the booking process, allowing patients to schedule appointments quickly and efficiently, while the clinic's staff can manage and monitor appointments more effectively. This shift towards automation and digitalization not only improves the operational flow of healthcare facilities but also enhances the overall patient experience by providing them with a convenient, accessible, and user-friendly platform. As a result, the clinic can reduce administrative burdens, optimize resource allocation, and ultimately, deliver better patient care.

1.2 PROBLEM STATEMENT

1) Manual and Time-Consuming Appointment Scheduling:

The current clinic appointment process heavily relies on manual phone-based bookings, which introduces several inefficiencies. Patients are required to call in to

reserve slots, often leading to booking errors due to human error, extended waiting times for confirmation, and overbooked time slots. These issues cause administrative burdens for clinic staff, who must constantly manage and verify appointments, and result in dissatisfaction among patients. Furthermore, this process is time-consuming for both the clinic and its patients, as the lack of automation prevents streamlined booking procedures.

2) Frequent Missed Appointments:

A significant problem with the existing system is the absence of an automated reminder system for appointments. As a result, many patients forget their scheduled appointments, leading to a high rate of no-shows. Missed appointments not only reduce clinic efficiency but also result in unused slots that could have been allocated to other patients. This situation contributes to poor time and resource management for the clinic, impacting its overall productivity and service quality.

3) Limited Accessibility for Patients:

The current system is not user-friendly for patients, as it restricts their ability to manage appointments outside clinic hours. Since there is no online booking system, patients are forced to call or visit the clinic in person, both of which are only possible during working hours. This lack of flexibility creates frustration, particularly for those with busy schedules or those who need to modify their appointments. An online system would significantly improve patient experience by allowing them to book, reschedule, or cancel appointments at their convenience, without needing to conform to the clinic's operating hours.

1.3 PROJECT SCOPES

The web-based appointment booking system for the clinic will provide improved usability, convenience in the scheduling process, and better patient engagement.

Navigation Bar

The navigation bar will give easy access to functions like booking appointments, information about the clinic, and other resources for patients.

Booking System

The booking system will enable user registration, allowing individuals to register for themselves or on behalf of others. There shall be an interactive calendar to assist users in selecting dates and preferred times for appointments. The system shall include selection of doctors, complete with profiles detailing the specialty and qualifications of each physician.

Location

Users can easily locate where the clinic is located, easing people closeby to book without thinking much.

Information About the Clinic

There will also be an information repository that will contain all the details about services offered at the clinic and the background to build trust and transparency.

1.4 OBJECTIVES

The clinic appointment booking system's main goal is to develop a comprehensive platform that makes scheduling easier for patients and healthcare professionals. This will ultimately improve patient happiness, lessen administrative strain, and streamline clinic operations.

1. The clinic appointment booking system's **user-friendly interface** has been carefully crafted to offer a smooth and simple experience for both patients and medical professionals. It is the system's backbone, making it simple for users to browse and take advantage of all of its features. Even nontechnies will be able to easily schedule, postpone, or cancel appointments thanks to the interface's clear and uncomplicated design. The interface will use straightforward English to minimize confusion and improve understanding by avoiding technical jargon and complicated medical terminology.
2. One essential aspect of a clinic appointment booking system is **real-time availability**, which enables patients to view and reserve available time slots for medical professionals right away. By allowing patients to make appointments whenever it is most convenient for them, this feature greatly improves patient happiness by cutting down on wait times and elevating overall experiences. Additionally, it streamlines the appointment scheduling process and reduces the need for paperwork and phone calls, increasing efficiency. Because they can readily manage their appointments and personal information, patients are empowered to actively participate in their treatment.
3. **Visual clutter** in a clinic appointment booking system can lead to a poor user experience, causing frustration and confusion among patients and healthcare providers. To minimize visual clutter, it is essential to adopt a clean and simple design approach that prioritizes essential features and information. This can be achieved by employing a minimalist aesthetic, using clear typography, and strategically organizing content. A clutter-free interface enables users to focus on the primary tasks of booking, rescheduling, or canceling appointments, without being distracted by unnecessary elements.

1.5 TARGET USER

For the online Appointment Scheduling System, the target users are:

- I. Patients: Primary users, patients need an easy way to book appointments with doctors, see available time slots, and manage their medical consultations online.

- II. Doctors and medical staff: Doctors, nurses, and medical staff use the system to manage their appointments with patients, see their daily schedule, and avoid overlapping bookings.
- III. Pharmacists: Support staff, such as pharmacists, can use this system to schedule consultations for medication reviews.

1.6 PROJECT SCHEDULE

The project timeline is organized as follows:

1.6.1 WORK BREAKDOWN STRUCTURE (WBS)

Level 1: Clinic Appointment System

1.1. Background Research & System Preparation

1.1.1. Research Clinic Management Systems – Research existing clinic system to understand the features.

1.1.2. Learn Required Technologies – Familiarize with tools like database.

1.1.3. Document Findings – Record insights from research for the future reference.

1.2. Requirements Gathering and Analysis

1.2.1. Interview Clinic Stakeholders – Collect requirements from doctors, nurses, admins.

1.2.2. Create User Stories– Define user needs based on the interview.

1.2.3. Define Acceptance Criteria– Develop benchmarks for features completion.

1.3. System Design

1.3.1. Create System Wireframes – Design mockups of the appointment system.

1.3.2. Create Database Schema– Design database structure for storing patient and appointment data.

1.3.3. Review Designs with Stakeholders – Get feedback on wireframes and database schema.

1.4. System Development

1.4.1. Develop Frontend (Appointment Interface) – Implement user interface for scheduling appointments.

1.4.2. Develop Backend (Appointment Management) – Implement server-side logic for handling appointment requests, cancellations, etc.

1.4.3. Integration with Calendar APIs – Integrate with calendar APIs for automatic reminders.

1.4.4. Daily Stand-Up Meetings – Team meetings to track progress.

1.5. Testing

1.5.1. Unit Testing – Test individual modules like appointment scheduling, notifications.

1.5.2. Integration Testing – Ensure frontend and backend components communicate correctly.

1.5.3. Usability Testing – Conduct testing with real users to ensure ease of use.

1.6. Evaluation and Feedback

1.6.1. Review with Stakeholders – Present working system to stakeholders for final feedback.

1.6.2. Bug Fixing and Optimization – Fix issues and optimize system based on feedback.

1.7. Documentation and Finalization

1.7.1. Create System Documentation – Provide documentation for users and developers.

1.7.2. Finalize and Launch System– Deploy the system in the clinic for real use.

1.8. Post-launch Monitoring and Support

1.8.1. Monitor System Performance – Track usage and issues after deployment.

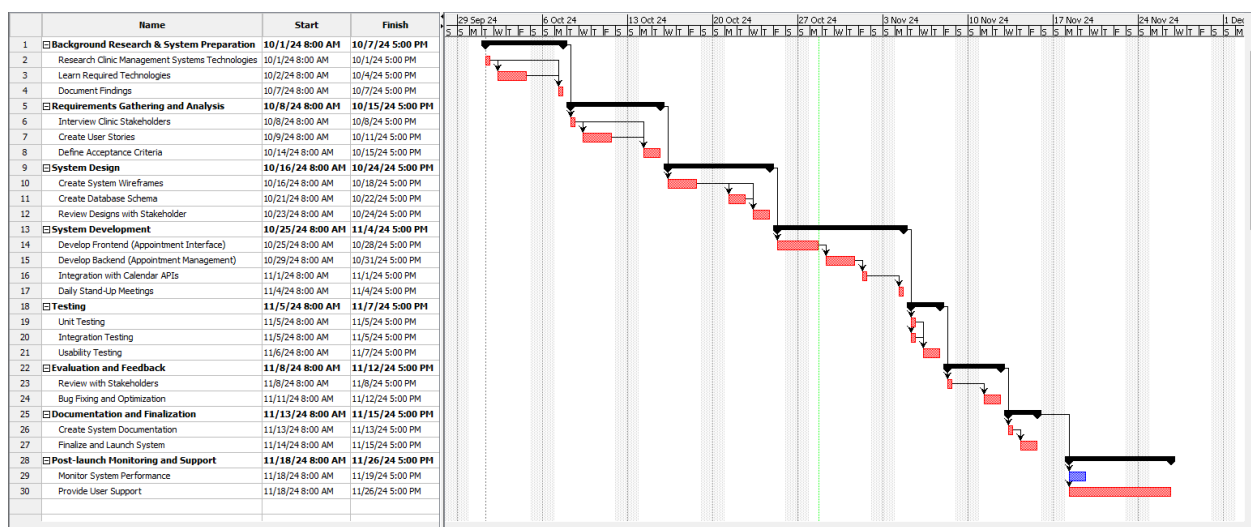
1.8.2. Provide User Support – Offer support and training to clinic staff.

1.6.2 WORK BREAKDOWN STRUCTURE (TABULAR VIEW)

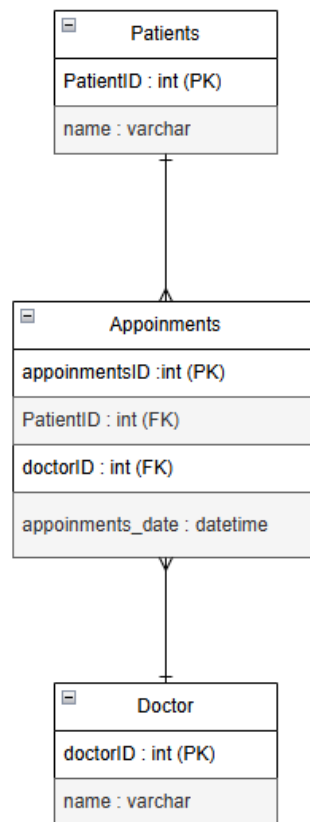
Level 1	Level 2	Level 3	Resources
Clinic Appointment System	1.1 Background Research & System Preparation	1.1.1. Research Clinic Management Systems Technologies	Khairiz
		1.1.2. Learn Required Technologies	Aidil
		1.1.3. Document Findings	Fikri
	1.2 Requirements Gathering and Analysis	1.2.1. Interview Clinic Stakeholders	Aidil
		1.2.2. Create User Stories	Fikri
		1.2.3. Define Acceptance Criteria	Khairiz
	1.3 System Design	1.3.1. Create System Wireframes	Yutaka
		1.3.2. Create Database Schema	Yutaka
		1.3.3. Review Designs with Stakeholder	Yutaka
	1.4 System Development	1.4.1. Develop Frontend (Appointment Interface)	Fikri
		1.4.2. Develop Backend (Appointment Management)	Aidil
		1.4.3. Integration with Calendar APIs	Khairiz

		1.4.4. Daily Stand-Up Meetings	All
	1.5 Testing	1.5.1. Unit Testing	Aidil
		1.5.2. Integration Testing	Khairiz
		1.5.3. Usability Testing	Fikri
	1.6 Evaluation and Feedback	1.6.1. Review with Stakeholders	Yutaka
		1.6.2. Bug Fixing and Optimization	Aidil
	1.7 Documentation and Finalization	1.7.1. Create System Documentation	Fikri
		1.7.2. Finalize and Launch System	Khairiz
	1.8 Post-launch Monitoring and Support	1.8.1. Monitor System Performance	Yutaka
		1.8.2. Provide User Support	Aidil

1.6.3 GANTT CHART



1.6.4 RELATIONAL TABLE DATABASE



In the Clinic Online Appointment Scheduling System, there is a direct relationship between patients, doctors, and appointments.

A patient can have multiple **appointments**, but each **appointment** is associated with only one **patient**. This relationship is **one-to-many** from **patients** to **appointments**. For example, a patient can schedule several appointments over time, but each appointment is tied to a single patient.

A doctor can also have multiple **appointments** with different patients, but each **appointment** is associated with only one **doctor**. This relationship is **one-to-many** from **doctors** to **appointments**. This means that each appointment is scheduled with a specific doctor, but a doctor may treat many patients across different appointments.

Additionally, **appointments** serve as the bridge between **patients** and **doctors**. Each **appointment** contains information that links a specific **patient** to a specific **doctor** on a given date and time. Furthermore, each appointment is associated with a **department** (e.g., cardiology, dermatology) that the doctor belongs to, helping categorize the type of medical service being provided.

In summary, **appointments** are the central entity that connects **patients** and **doctors** in the system. A patient schedules an appointment with a doctor, and each appointment is a one-time interaction between a patient and a doctor. Both patients and doctors can have multiple appointments, but each appointment is linked to one patient and one doctor.

1.7 CONCLUSION

The Clinic Online Appointment Scheduling System (COASS) is a beneficial advancement in clinical appointment operations, easing patients to book and caring for their time. It reduces unnecessary headaches and improves patient satisfaction by simplifying patient's appointment scheduling. Appointment is already set with available doctors with the time and date attached, enabling healthcare professionals to make informed decisions. Simple appointment interfaces lower the learning curve for older users to navigate through, aiding in strategic planning for customer's satisfaction. In conclusion, the COASS is a comprehensive solution that optimizes clinic efficiency, improves patient satisfaction, and contributes to the long-term success of healthcare facilities.

CHAPTER 2

2.1 Introduction

The Clinic Online Appointment Scheduling System is designed to streamline the process of booking and managing appointments in healthcare settings. By providing a user-friendly platform for patients to schedule, reschedule, or cancel appointments online, this system helps reduce wait times and administrative hassles often associated with traditional booking methods. It not only eases the workload for clinic staff but also enhances patient satisfaction by allowing them to manage their appointments conveniently from their devices. This analysis will explore the system's key features, technology requirements, and overall benefits, demonstrating how it improves efficiency and engagement in the healthcare experience.

2.2 System Development Process

The Software creation Life Cycle (SDLC) serves as the foundation for the methodical approach used in the creation of a clinic online appointment scheduling system, which is directed by the Agile methodology. This iterative development process guarantees that the system stays user-centric by facilitating ongoing feedback and providing flexibility in fulfilling evolving requirements. In the planning and requirement analysis stage, which comes first, stakeholders like patients, clinic employees, and IT workers are identified, and their needs are ascertained through surveys and interviews. A feasibility study to evaluate the project's operational, financial, and technical viability comes next. The overall architecture, database schemas, and user interface prototypes are all established during the system design phase.

During the development stage, a suitable technological stack must be chosen, and code must be written according to coding standards. The next step is thorough testing, which includes user acceptability, system, integration, and unit testing to make sure the system satisfies all functional and non-functional criteria. After testing is over, the production environment is set up and the system goes live, along with user support and training. In order to fix bugs, apply updates, and offer technical support, continuous maintenance and support are necessary after deployment.

In the evaluation and review stage, the system's performance is evaluated in relation to the original requirements, user feedback is gathered for ongoing improvement, and all documentation is kept up to date. Patient care and clinic operations are improved by the development of an effective and user-friendly appointment scheduling system made possible by this methodical yet adaptable approach.

2.3 Requirement Analysis

Requirement analysis is a critical phase in the development of a Clinic Online Appointment Scheduling System, as it lays the foundation for what the system needs to accomplish. This phase involves gathering, analyzing, and documenting the requirements from various stakeholders to ensure that the final product meets their needs. Below is a detailed breakdown of the requirement analysis for such a system, including hardware, scripting languages, and software requirements.

2.3.1 Hardware, Scripting Language and Software Requirements

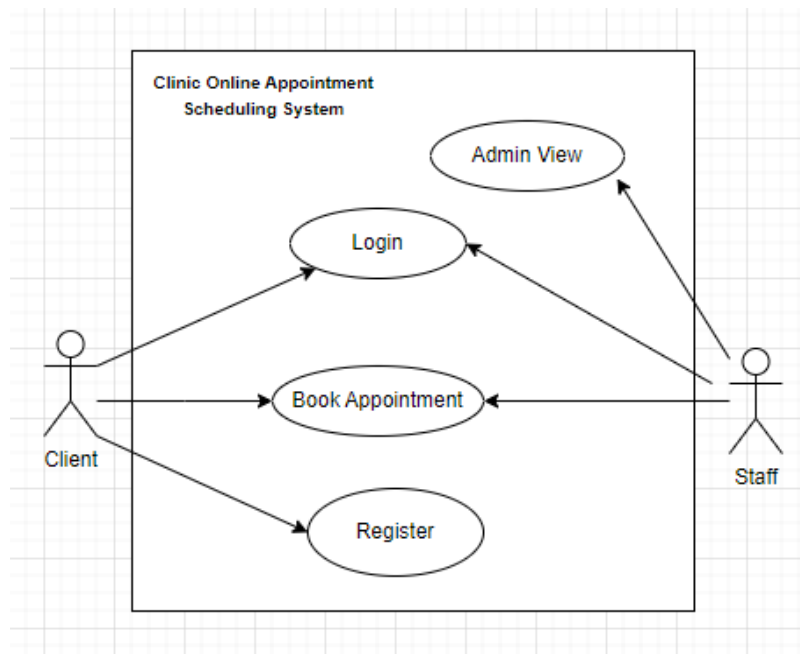
To successfully implement the Clinic Online Appointment Scheduling System, a well-defined infrastructure is essential. The hardware requirements include a dedicated server or cloud-based solution with at least a quad-core CPU, a minimum of 16GB of RAM, and SSD storage to ensure fast data access and processing.

For development, the system will utilize front-end scripting languages such as HTML, CSS, and JavaScript, potentially enhanced by frameworks like React or Angular for a dynamic user experience. On the back-end, Python with frameworks like Django or Flask, or PHP with Laravel, will manage server-side logic, with Node.js as an option for real-time functionalities.

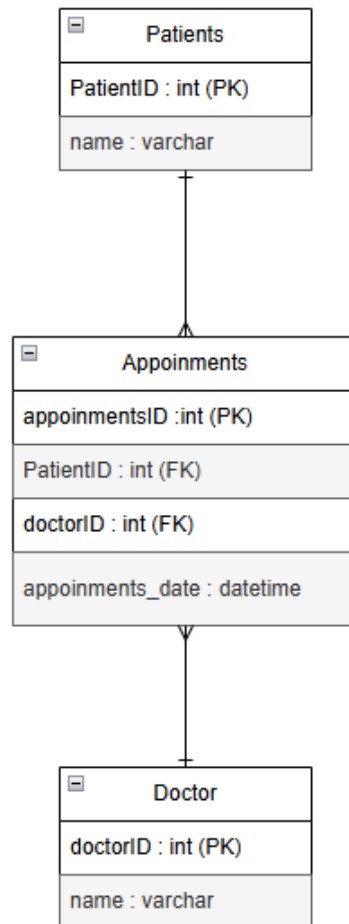
The software requirements consist of a web server (Apache or Nginx) to host the application, a relational database management system (MySQL or PostgreSQL) for data storage, and development tools such as Visual Studio Code or PyCharm for coding and debugging. Additionally, version control through Git, security measures like SSL certificates, and testing frameworks such as Selenium will be crucial to ensure the system is secure, reliable, and efficient for both patients and clinic staff.

2.4 System Modeling

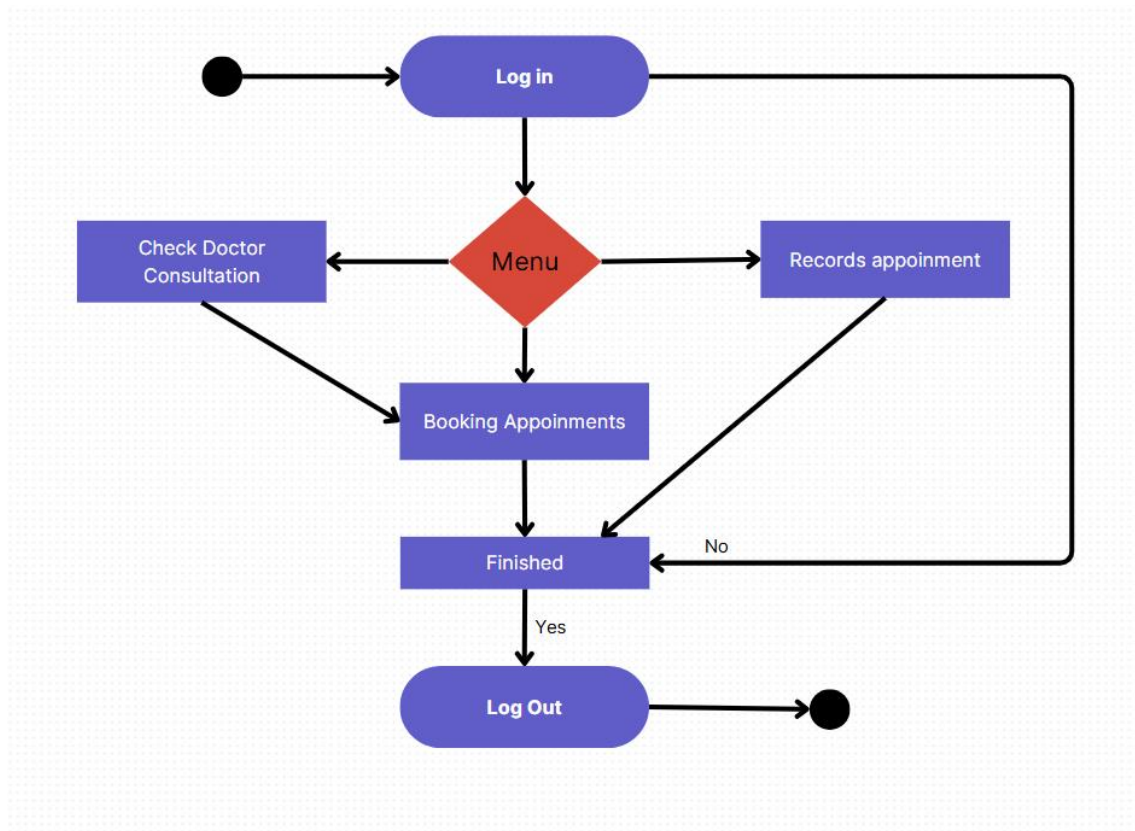
2.4.1 Use Case Diagram



2.4.2 Class Diagram



2.4.3 Activity Diagram



2.5 Conclusion

In conclusion, the Clinic Online Appointment Scheduling System represents a significant advancement in the way healthcare providers manage patient appointments. By automating the scheduling process, the system not only enhances operational efficiency but also improves the overall patient experience. The integration of user-friendly interfaces, real-time updates, and robust back-end functionalities allows both patients and clinic staff to navigate the appointment process with ease. Additionally, the system's reliance on modern technologies and scripting languages ensures scalability and adaptability to meet evolving healthcare needs. As clinics increasingly adopt digital solutions, the implementation of such systems will be crucial in fostering better communication, reducing administrative burdens, and ultimately leading to improved patient outcomes. This analysis underscores the importance of investing in technology that enhances healthcare delivery, making it more accessible and efficient for everyone involved.

CHAPTER 3

3.1 Introduction

This chapter outlines the design phase of the Clinic Online Appointment Scheduling System (COASS) project, focusing on the overall system architecture and user interface design. It provides an elaborative blueprint of constructing the system, hence allowing for all requirements of analysis to be translated into one comprehensive design. This will include architecture design, database design, creation of screens and interfaces that are user-friendly. This stage will ensure that the structure and usage of the system are clearly stipulated and have been considered against the project's objectives.

3.2 System Design

The system design phase involves translating the requirements into a blueprint for constructing the system. Key design elements include:

Architecture design

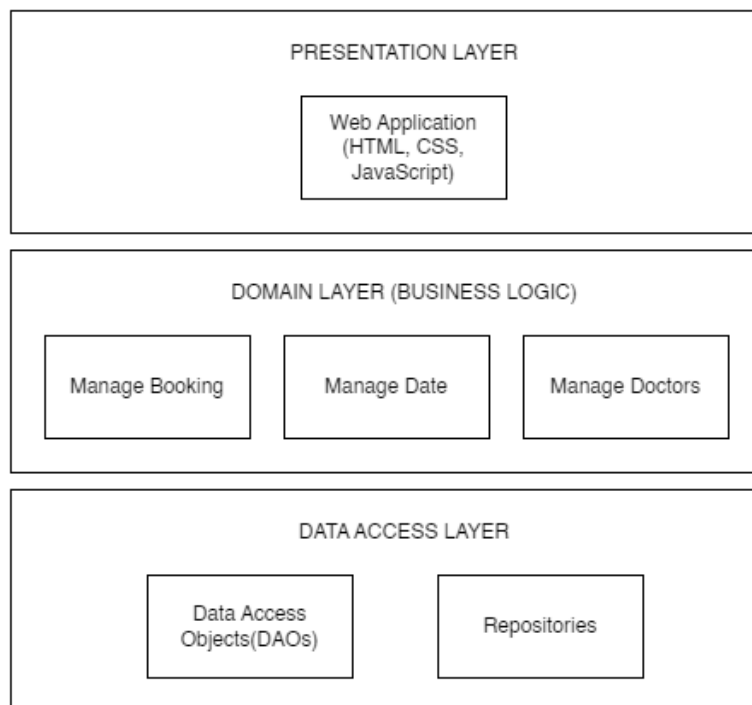
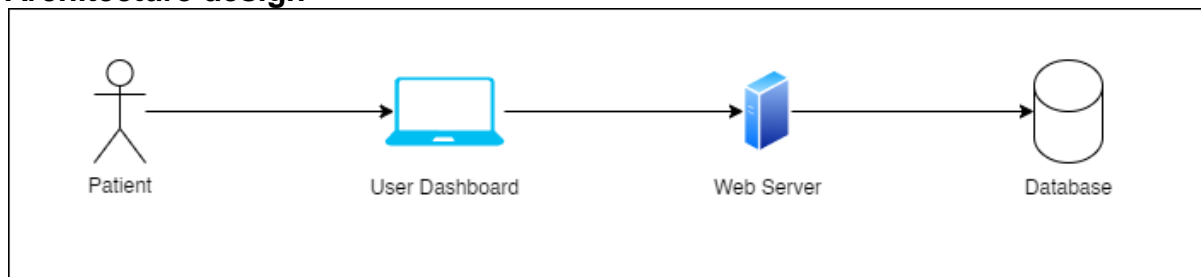


Figure 3.2.1 : The COASS is designed using three-tier architecture consisting of the presentation layer, domain layer, and data access layer

Our system uses a Client-Server Architecture Pattern. It separates the system into two main components: clients that request services and servers that provide them. So, it is the Client requesting something and the Server serving it as long as it is in the database.

Three-tier architecture

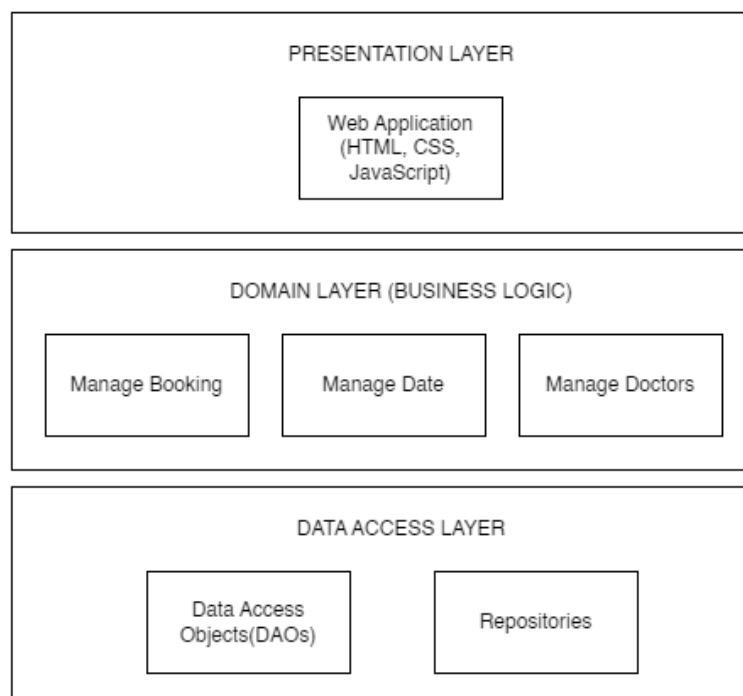
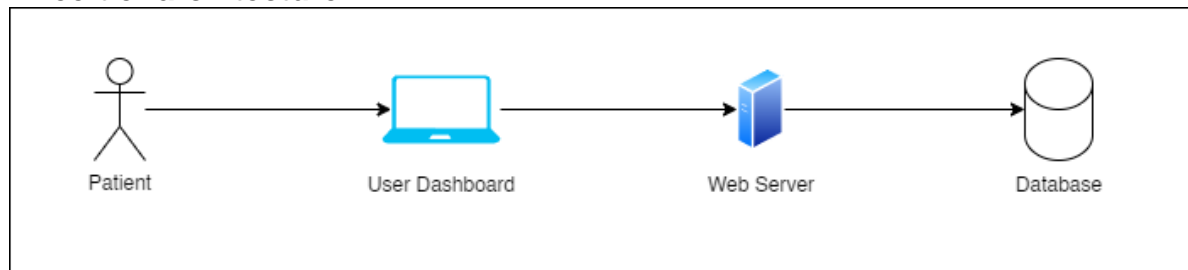


Figure 3.2.2 : The three-tier architecture containing the details inside the presentation layer, domain layer, and data access layer

3.3 Screen and Interface Design

What is seen on the screen is important as it is what the client sees first before deciding whether to use the system. This part focuses on creating an intuitive and user-friendly interface for the COASS. In the system, we made the system to be a one-page website or parallax websites. Rather than having a navigation menu that takes readers to another page when clicked, the browser instead jumps to the specific section of the page.

One-page websites are designed for simplicity. The lack of links and various menu options on multi-page sites means users consume information in a linear pattern. Readers consume content from beginning to end, with only two options: scroll down

and back up again. If visitors are looking for specific info (e.g., contact details), they can go ahead and click on a menu option to jump to the section on that page.

Single page designs provide a clean and clutter-free experience. There are no distractions and no jumping through hoops to find relevant content. Very suitable for patients that are not well acquainted with technologies such as old people.

First section

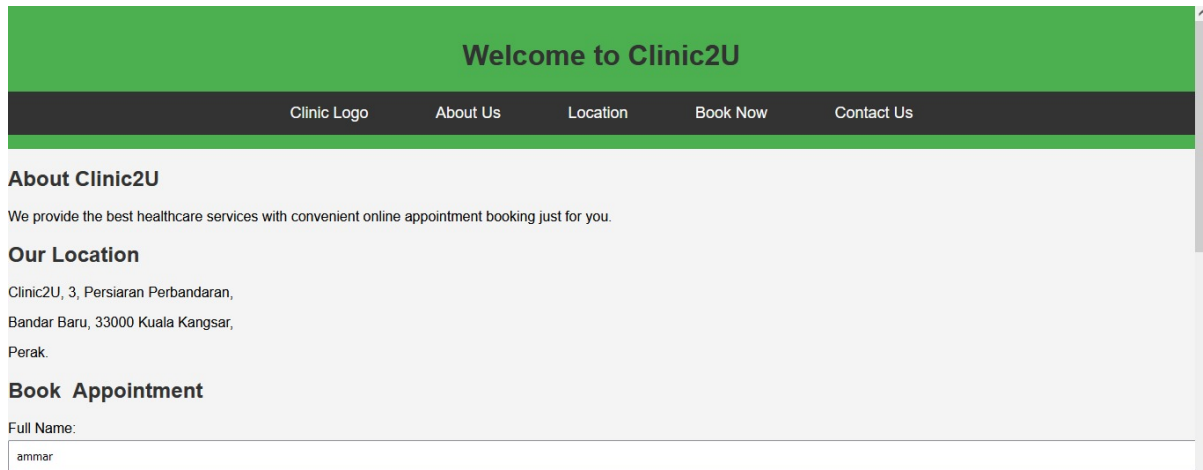


Figure 3.3.1 :The navigation bar and an about us section

Telling clients what the system is about and where the clinic is located in case a client prefers to make a physical appointment instead. The navigation bar is on top to make the section jump easier. If clicked, the web page will jump to the selected section.

Booking Section

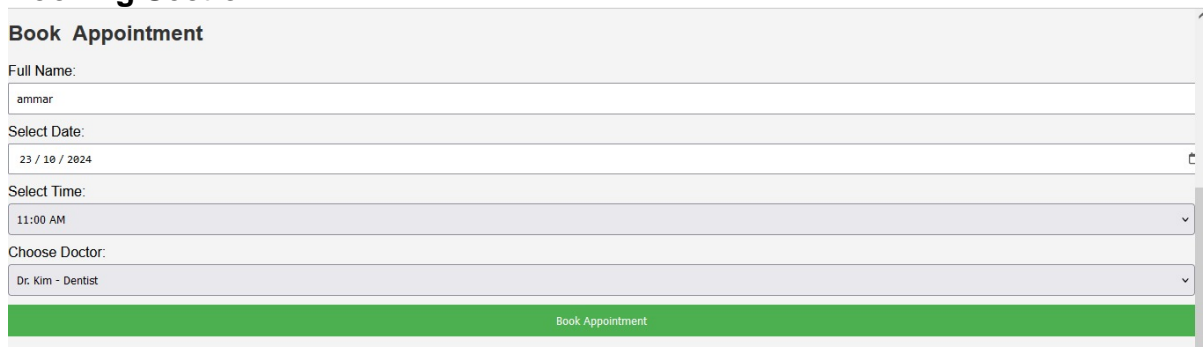


Figure 3.3.2 : Book Appointment Section where clients can fill in their data

Clients can enter their full name, select the date that they want to by using a provided calendar system, select the time, and choose their preferred doctors with specified specialty such as a dentist or just a general health check-up doctor. After clicking the Book Appointment button, the system will update the database using the inserted information.

Contact Us Section

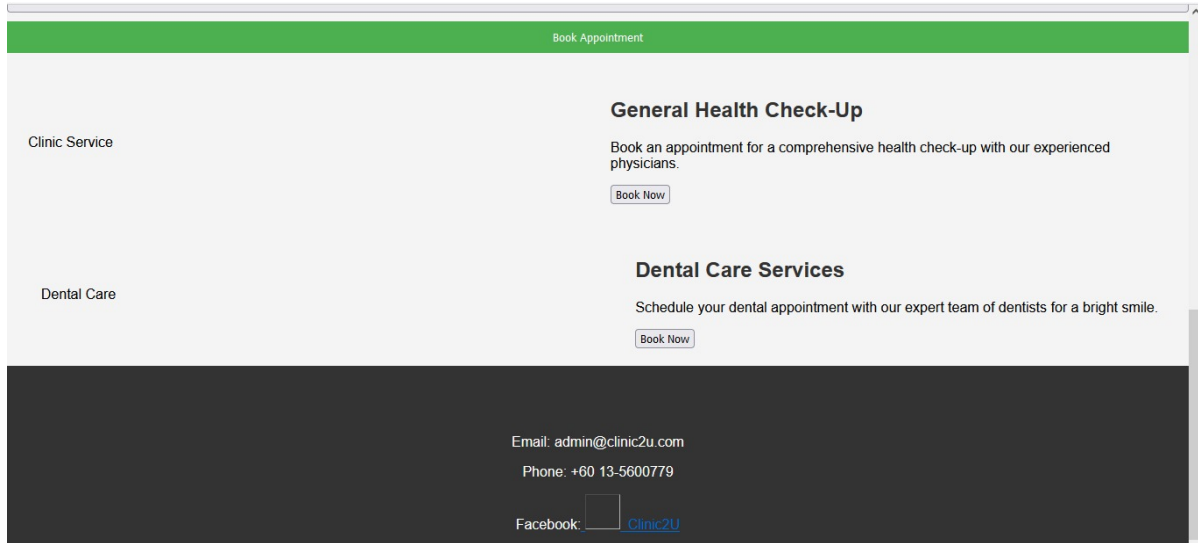


Figure 3.3.3 : Contact Details at the bottom for those interested in contacting

3.4 Conclusion

In conclusion, a comprehensive blueprint for the Clinic Online Appointment Scheduling System (COASS) has been produced as a consequence of the design phase, guaranteeing that all features are clearly specified and that the user interface is made to be both efficient and intuitive. This phase gives the system development process a clear and organized approach by emphasizing both interface design and system architecture. The development team and stakeholders can communicate easily thanks to the thorough design documentation, which opens the door for a successful implementation. This careful design process guarantees that the COASS will improve user experience while satisfying the clinic's operational requirements.

CHAPTER 4

4.1 Introduction

This chapter discusses the implementation and testing phases of the Clinic Online Appointment Scheduling System. The system was developed to facilitate online appointment booking and provide patients with an accessible platform to schedule and manage appointments with their healthcare providers.

4.2 System Implementation

During the implementation phase, the focus is on developing the necessary code to conduct an online appointment booking system.

- **Book appointment**

The PHP coding below builds the Clinic Online Appointment Scheduling System. This coding works to carry out the task for the client clinic to make a booking for treatment, whether it is a dentist or regular doctor.

```
> xampp2 > htdocs > clinic_system > book_appointment.php > ...
1  <?php
2  $host = 'localhost';
3  $db = 'clinic_db';
4  $user = 'root';
5  $password = '';
6
7  // Create connection
8  $conn = new mysqli(hostname: $host, username: $user, password: $password, database: $db);
9
10 // Check connection
11 if ($conn->connect_error) {
12     die("Connection failed: " . $conn->connect_error);
13 }
14
15 // Retrieve form data
16 $name = $_POST['name'];
17 $date = $_POST['date'];
18 $time = $_POST['time'];
19 $doctor = $_POST['doctor'];
20
21 // Insert the booking into the database
22 $sql = "INSERT INTO appointments (name, appointment_date, appointment_time, doctor) VALUES ('$name', '$date', '$time', '$doctor')";
23
24 if ($conn->query(query: $sql) === TRUE) {
25     echo "Appointment booked successfully!";
26 } else {
27     echo "Error: " . $sql . "<br>" . $conn->error;
28 }
29 // Close the connection
30 $conn->close();
31 >>
```

- Login page

The PHP and HTML coding below is the coding for the login admin page. This coding works for the admin to enter the admin page so that the admin can see the list of patient appointments with the doctor on what day and what time.

```
C: > xampp2 >htdocs > clinic_system > admin_login.php > ...

1  <?php
2  session_start();
3  $host = 'localhost';
4  $dbname = 'clinic_db';
5  $username = 'root';
6  $password = '';
7  try {
8      $conn = new PDO(dsn: "mysql:host=$host;dbname=$dbname", username: $username, password: $password);
9      $conn->setAttribute(attribute: PDO::ATTR_ERRMODE, value: PDO::ERRMODE_EXCEPTION);
10 } catch (PDOException $e) {
11     die("Database connection failed: " . $e->getMessage());
12 }
13 // Check if form is submitted
14 if ($_SERVER["REQUEST_METHOD"] == "POST") {
15     $input_username = $_POST['username'];
16     $input_password = $_POST['password'];
17     // Query to find admin user
18     $stmt = $conn->prepare(query: "SELECT * FROM clinic_admin WHERE username = :username");
19     $stmt->bindParam(param: ':username', var: &$input_username);
20     $stmt->execute();
21     $admin = $stmt->fetch(mode: PDO::FETCH_ASSOC);
22     // Verify password
23     if ($admin && password_verify(password: $input_password, hash: $admin['password'])) {
24         $_SESSION['admin_logged_in'] = true;
25         header(header: "Location: admin_dashboard.php");
26         exit();
27     } else {
28         echo "Invalid username or password";
29     }
30 }
31 ?>

<body>
<form method="POST" action="admin_view.php">
<table width="332" align="center">
    <tr>
        <td colspan="3" align="center"><b>Admin Login</b></td>
    </tr>
    <tr>
        <td width="68"><label for="username">Username:</label></td>
        <td width="8"><input type="text" name="username" required><br></td>
    </tr>
    <tr>
        <td><label for="password">Password:</label></td>
        <td><input type="password" name="password" required><br></td>
    </tr>
    <tr>
        <td>&nbsp;</td>
        <td>&nbsp;</td>
        <td><button type="submit" class="button">Login</button></td>
    </tr>
</table>
</form>
```

4.3 System testing

- Booking

This is an interface for users to enter the client's personal details to make a booking. In addition, the client can choose the date, time, and doctor desired by the client.

Book Appointment

Full Name:

KAMAL

Select Date:

26 / 10 / 2024

Select Time:

2:00 PM

Choose Doctor:

Dr. Hamilton - Dentist

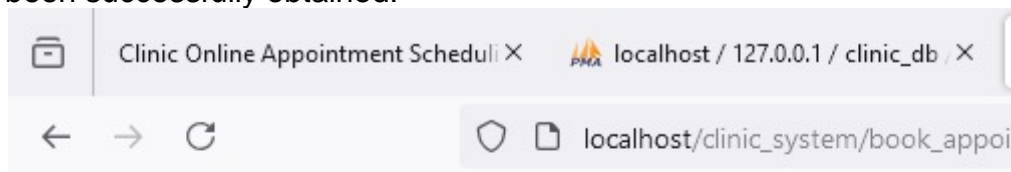
Book Appointment

Clinic Service

General Health Check-Up
Book an appointment for a comprehensive health check-up with our experienced physicians.
[Book Now](#)

- Booking success

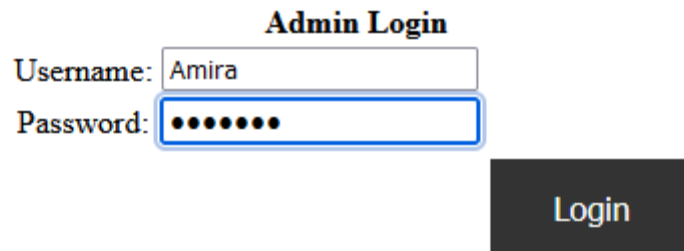
This is a situation where the booking information filled in by the customer has been successfully obtained.



Appointment booked successfully!

- **Admin Login**

This is the login page where the administrator enters their admin username and admin password to access the next page.



The image shows a web form titled "Admin Login". It contains two input fields: "Username:" with the text "Amira" and "Password:" with seven dots. A blue border highlights the password field. To the right of the fields is a dark grey button with the text "Login" in white.

- **Admin View**

This is an interface for the admin to see the information that has been filled in by the client, such as name, date, time, and doctor of choice.

ID	Name	Date	Time	Doctor
1	ammar	2024-10-23	11:00 AM	Dr. Kim
2	KAMAL	2024-10-26	2:00 PM	Dr. Hamilton
3	Jamal	2024-11-16	1:00 PM	Dr. Hanna
4	Sofie	2024-11-29	3:00 PM	Dr. Hanna
7	Sina A/L Kumaran	2024-11-21	1:00 PM	Dr. Kim

4.4 Conclusion

In conclusion, the implementation and testing phases of the Clinic Online Appointment Scheduling System have successfully demonstrated the functionality and user-friendliness of the application. Therefore, this system can be used by any Clinic that wants to make their customers make reservations online more easily.

CHAPTER 5

5.1 Introduction

This chapter provides an overview of the Clinic Online Appointment Scheduling System project, analyzing its key strengths, areas needing improvement, and overall impact on clinic operations. The main objective of the system was to modernize and optimize the appointment scheduling process in clinics, addressing issues such as time-consuming manual booking, missed appointments, and limited patient accessibility. Through system implementation and testing, we identified substantial benefits and areas that would benefit from further refinement. This chapter outlines the findings and insights gained from the project, emphasizing its accomplishments and the potential for future enhancements.

5.2 Strengths

The Clinic Online Appointment Scheduling System has demonstrated several significant strengths that positively impact clinic operations and patient satisfaction:

- **Enhanced Accessibility:** Patients can conveniently book, reschedule, or cancel appointments online, providing them with 24/7 access and flexibility. This functionality reduces the clinic's reliance on manual appointment management, thereby improving patient engagement and satisfaction.
- **User Friendly Interface:** The system features an intuitive, clean, and straightforward interface that accommodates users of all tech backgrounds. Patients, doctors, and other clinic staff can easily navigate the platform, reducing the learning curve and facilitating wider system adoption.
- **Real-Time Availability and Scheduling:** The real time availability feature allows patients to check doctors' schedules and book appointments instantly, which helps reduce wait times and prevents scheduling conflicts. This feature ensures a seamless experience for both patients and clinic staff by optimizing resource allocation.
- **Notifications and Reminders:** By providing automated appointment reminders and follow-up notifications, the system helps reduce missed appointments, ensuring a more efficient use of clinic resources and improving patient adherence to treatment schedules.
- **Scalability and Flexibility:** The system's modular structure allows for easy scalability and adaptability, ensuring that it can meet the evolving needs of clinics of various sizes and specialties. This adaptability makes it a valuable long-term solution for clinics looking to expand their services.

5.3 Weaknesses

Despite its strengths, the Clinic Online Appointment Scheduling System has a few areas that require improvement:

- **Complex Setup Process:** The initial setup, especially in database configuration and integration with other applications, requires a high level of technical expertise. Clinics with limited IT resources may experience challenges in implementing the system, leading to delays and initial frustration.
- **High Technical Demand for Setup and Configuration:** This weakness label highlights the need for advanced technical skills, particularly for setting up the database and integrating application layers. It reflects the complexity of implementation, which may lead to delays or user dissatisfaction, especially for healthcare facilities with limited IT support.
- **System maintenance and Updates:** Regular system maintenance is necessary to ensure security and operational efficiency but without consistent updates, the system could become vulnerable to security risks or fall behind in functionality, potentially limiting its long-term effectiveness.

5.4 Conclusion

In conclusion, this Clinic Online Appointment Scheduling System represents a substantial improvement in clinic operations, providing an efficient, accessible, and user-friendly platform for managing appointments. The system's comprehensive scheduling and management features streamline patient interactions, optimize resource allocation, and reduce administrative workloads. Its robust security measures, scalable architecture, and integration of automated notifications further contribute to its value as a healthcare tool.

While there are areas for improvement, such as enhancing customization options and addressing technical dependencies, the system's overall functionality marks a significant step towards digital transformation in the healthcare sector. Hopefully, this system will succeed and continue to grow successfully, and may it be beneficial for all the users.

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