Development of online patient Appointment Booking System.

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# CHAPTER 1

Introduction

* 1. PREAMBLE

The MEPHI Health services is a private Hospital in Kilifi County, it offers medical services including outpatient services and inpatient services.

Most of the services include

The MEPHI Health services has a staff capacity of 40 and a workload off 250 outpatient clients and 50 inpatient clients. Daily outpatient appointments are done mostly at patient arrival or via a telephone conversation for the new clients. For special clinics appointments are given every time the patient visits the hospital for clinical reviews.

The records department at Mephi Hospital is responsible for managing the patient’s appointments. That is every visit a patient come for consultation when the consultant documents the next appointment on the patient card and after service delivery, the patient presents the card to the record person in the record department to schedule on the appointment book.

This department then is responsible for reminding the patient to come for the next appointment when its due.

* 1. PROBLEM DESCRIPTION

Give the workload of 250 patients in the outpatient alone documentation of register and cards becomes a challenge.

60% of the records on the registers were not accurate, due to poor documentation.

Retrieving of records of the past few years was a challenge due to missing old registers and miss handling of registers.

* 1. PROJECT OBJECTIVE

The main purpose of the online booking system is to generally to reduce a lot of paper work, when the booking is computerized it is even easy to manage due to the reduction of the paper work.

Most of the benefits of computerized system over a paper-based system are:

Making work easier

Improved confidentiality of patient records

Ability to store and reserve information for a long duration of time without losing

Fast and effective way of retrieving information

The other object of the online booking system is to increase the market population, to reach out to the people who can access the internet it becomes easier for them to book online instead.

With the current emerging of technology most people would prefer online platforms.

* 1. PROJECT SCOPE
     1. Scope
     2. Target User

The appointment booking system is specially design for the Records department at MEPH hospital, the record department is responsible for handling patient records. One of the most important activity that this department handle is the appointment for every client client who walks in the MEPHI hospital.

Basically, when a client is done with the doctor’s consultation, the clients presents themselves to the records person for the details to recorded in the appointment register and another appointment is hence generated. Ie this routine is for the existing client

For the new client mostly, they make a phone call to the facility and request for an appointment.

Both the new and the existing clients of the facility will be able to access the appointment booking system, clients will be able to do their appointment at their own comfort.

The record person will be able to also use the system for planning purposes and managing the workflow.

* + 1. Specific Platform

# CHAPTER 2



* 1. INTRODUCTION

Health care is changing with a new emphasis on patient-centeredness. Fundamental to this transformation is the increasing recognition of patients' role in health care delivery and design. online patient booking system, as the starting point of most non-urgent health care services, is undergoing major developments to support active involvement of patients. By using the Internet as a medium, patients are given more freedom in decision making about their preferences for the appointments and have improved access.

 Objective: The purpose of this study was to identify the benefits and barriers to implement online patient booking system under the current health care environment.

Most of the practices have positive changes in some metrics after adopting online patient booking system, such as reduced no-show rate, decreased staff labor, decreased waiting time, and improved satisfaction, and so on. Cost, flexibility, safety, and integrity are major reasons discouraging providers from switching to online patient booking system. Patients' reluctance to adopt online patient booking system is mainly influenced by their past experiences using computers and the Internet as well as their communication preferences.

The findings of this review suggest that there are benefits to a variety of patient outcomes from online patient booking system.

* 1. SYSTEM REVIEW
     1. Existing Products

Patient Appointment Card

Appointment Register

Daily activity register