

## Appendix 3- Design proposal

Date: 12/02/2021

**Interviewer:** As you had asked me before to create a system that would be extremely efficient for you and your clinic to function, I've now created the final layout to give you an idea of what the system will actually assist you to make it easier for you to run your clinic. There are a bunch of features that I've incorporated in this system which I'll run you through so that you can give me your opinion and feedback on what you think is lacking and any suggestions that you would like me to add.

So firstly the system will take data entry from one of your employees or in technical terms the administrator of patient records. So when a new patient comes to your clinic their records have to be entered into the database so there will be an online form in the system itself that will require one of your employees or you could do it yourself to enter the details of the new patient so that their information is stored in the database. So do you think this is a convenient method for you to operate your clinic.

Client: yes definitely the seems as a much more convenient method for my clinic as I don't think I any longer have to go through physical stacks of paper looking for patient records.so definitely there will be saving of a lot of time which will help me go through my procedures faster and not resulting in any delays.

**Interviewer:** So after this data entry is done of your patients now when you have to schedule an appointment which was one of your greatest concerns when we had our previous discussions show to make it extremely convenient and quick all you have to do is enter the patient's name and select the date and time slot and then it will automatically notify your patient without you having to call them again and inform them. It will also send you a reminder, how much before you want that reminder that you can set according to your personal preference but it will send you a reminder how much overtime before you want it to so in case you forget about your appointment you will have a nice reminder so that you can reach the clinic on time.

Client: that seems like an extremely good feature, scheduling of appointments was one of the greatest concerns I had so with this feature obviously my burden of appointments mishaps will reduce. However I would like to know that to schedule these appointments will I always have to be in the clinic or will my employees always have to be in the clinic

because the system will be installed on the clinic computer so will there be a way that I can schedule appointments or my employees can schedule appointments when we are outside the clinic? Also will patients be able to contact us through the software or when they want an appointment they will have to call us and then take the appointment after which we input it into the system?

**Interviewer: Ma'am to answer your first question, yes there definitely will be away for you to schedule appointments when you are not at the clinic. I will guide you exactly as to how you are supposed to do that when you are not at the clinic. We can make a mobile app which will be linked to your software in the clinic and after you input any entry in that app it will automatically be registered in your system at the clinic. Coming to the second question, currently I have not planned for your patients to contact you through the software directly, they will have to call your clinic after which your employee's or yourself will have to enter the appointment schedule into the system. If you would like I can add this feature where your patients can directly contact you through the system.**

Client: No, I would prefer not that the patients contact the clinic through the system at least right now. I would rather have them call my assistants to schedule an appointment and then one of my assistants can input it into the system. I suppose that would be easier right now as I do not have staff completely trained to use an automated system. So for the time being we can start slow and maybe incorporate this feature in later.

**Interviewer: sure, as you would like it. So for now we will not bring in this feature of patients contacting you through the system, they will manually contact you via phone call.**

**Coming to other features of the system, you can do the same procedure when you want to schedule equipment servicing or lab pickups, the system will notify the person concerned- I will program that according to your requirement to whomsoever you deal with for these procedures.**

Client: So will the system also have to be installed on the labs I work with so that they can get my servicing request which I make through the system?

**Interviewer: no ma'am, the system will not have to be installed at the labs. That would be a very inconvenient way of working. The system will have the mobile numbers or office number stored and it will send them an SMS through which they will be notified. Again if they have to contact you for whatever reason they can make a phone call as the system will not allow them to reply to it.**

Client: okay that sounds fine, So what else is there in the system that would make my clinic function more efficiently.

**Interviewer: ma'am there's also a feature that will allow you to generate financial reports at the end of each month. Since the billing procedures are done through the system all the data will be stored in the system which will allow you to generate a financial report at the end of the month or whenever you would like. All your servicing charges and procedure charges all this will be stored in the system so your cost will continuously be monitored, your profit, your revenue all will be monitored which will help you keep track of your finances. It will allow you to edit your cost which has been preset already due to whatsoever reasons if you have to change your charges. You will be the admin and you will be given an admin key with which only you will have access to employee attendance and their salaries. So you will be able to monitor that and you will be able to edit their salaries for example some bonuses or any pay cut for whatsoever reason.**

Client: okay that's great and will my staff be able to contact me ever through the system if not via call?

**Interviewer: yes I've incorporated a feature with which your employees can click a button and they can type in the message that they want you to know or they can also click the emergency button if they need you at the clinic urgently.**

Client: Okay, Seems like everything is in place and everything sounds good as of now. I really like the layout and the features and it seems like it will make my workplace way more convenient, so thanks a lot and hope to see good progress with the system.