September 12, 2017

To Whom It May Concern:

We are 3rd year BSIT Students of Informatics College Eastwood. We believe that your company can be of significant help to the system that we are currently developing for our Thesis A subject. This system would help clinics make healthcare more efficient and effective for both patients and therapists.

In line with this, we would like to conduct an interview that aims to gather information regarding flow of data, work load and other procedures to help customize the system we’re developing. Any information regarding patients and other sensitive data will not be included in the survey. Rest assured that all information shall be kept confidential.

We are hoping for your favorable response regarding this request.

Thank you and Godspeed.

Sincerely,

Arjel Joseph T. Bien

Noted By:

Anthony R. Caliñgo, MIT

Dean of Information Technology

Thesis Project: Online Patient Portal

with SMS Schedule Reminder

1. When does your company do? What services does your company provide?

Big River Orthopedic Massage Clinic provides Orthopedic, Therapeutic and relaxing massage. We provide services for accident, work, sport injuries and aging and decease pain relief. Also we do maintenance therapeutic massage for people in stress related lifestyle and relaxing massage for the general public. We are fully qualified to do these things and are recognized by the medical profession and the medical insurance industry.

1. When did your company start?

The company started in 2002.

1. What sort of questions do you ask to your patients? Do you have any sample of it? First of all we look at how the client walks in, his/her posture and ask some general questions. Please see intake sheet. If in case of an injury we ask how the injury occurred, if the there was a medical diagnose, X-rays etc. A massage therapist can do an assessment but not a diagnosis.
2. Why do you need to ask a health condition like? HIV, Epilepsy, Scoliosis, Stroke to your patient?

We need to know the condition of the client. If there are certain conditions that interferes with the massage. Massage moves a lot of blood so with high blood pressure or diseases that influence the blood stream or that affects the bone structures. Also in orthopedic massage we move a lot of ligaments and if there are problems in the joints we have to know about it. With HIV the medications effect muscle tissue. And we have to know if there are open wounds.

1. Do you have any branch aside from Canada?

We have a branch in Edmonton with three therapist who have the 2200 hours required training, branch in Calgary with four qualified 2200 hour therapist and have a branch in Bangkok with six therapist trained by myself.