**Introduction**

Healthcare is an integral part of every society, with hospitals being the centre of such activity. Thus, it is imperative that the healthcare process of a hospital is as nice an experience as possible for everyone involved. As a result, our team was tasked with enhancing the healthcare experience for patients attending the hospital by improving how they familiarise themselves with the depart/ward which they are being seen or are staying. This solution took the form of software through an interactive website which provides all the information a patient moving from the accident and emergency department to a ward in the hospital would need.

Our team used the rapid application development model in order to develop this application in order to provide for measurable progress of development and easy modification through compartmentalisation of system components. We created a user-friendly interface by keeping the end user in mind every step of the way. As far as the content of the site, it contains general information about the department/ward to anyone after they login with a guest ID and password. On the administrative side, administrative personnel can long on through entering their admin ID and password which must be approved before they can view the system. While logged in, they can manipulate certain information that is contained on the site such as updating the frequently asked question page by asking new questions.

One of the main areas our team focussed on was the quality of the application, and thus thorough testing played a large role in the development process. We utilised unit, integration and alpha testing to test the application as thoroughly as possible in order to detect faults which were rectified in the next software build.

In summation, given the importance of healthcare and its requirement for excellence we were tasked with this project and have done everything in our power to ensure it functions as it is supposed to and meets the needs of the patients.