

Clinical Management System

SECOND SEMESTER PROJECT

TEAM 4

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**Abstract**

The purpose of this report is to inform the reader on what methods and techniques where used to complete the given tasks for this project. For this case, the given tasks corresponded with the ones received from Vipassana which have been struggling with their business activities due to lack of technology being implemented accordingly resulting in slow and inefficient outcome.

Because of this several methods have been used to result in a satisfactory product for the costumer in hand.

This paper will provide all the steps, methods and techniques used in a detailed manner so that reader can get a good understanding on what took place.

A summary of the costumer will be provided at the beginning of this report since it is crucial for the first step to get a better understanding of the struggles faced in the enterprise.

Furthermore, a list of requirements will be provided in the beginning since they play an important role in understanding the client and what they want out of this project.

These will play a crucial role for the development and implementation for this document and will add functionality for the created system.

# 1 Introduction

Dan-Med is a clinic institute which resides in Denmark Århus and its focus is to provide healthcare to their patients and offer high quality services. The clinic does not specialize in multiple medical fields rather in general medicine. The staff has been concerned lately with the booking system that they are currently using since it is inefficient and unreliable in organizing and planning their daily activities.

The appointments are organized and stored using pen and paper and this makes it difficult for some staff members to keep track of each individual task. Also, the secretary must be able to send medicine renewal requests to the doctor from patients that requested this. Because of this miscommunication sometimes happen between the secretary and the doctor since most of the time this must be orally communicated and often the doctor is busy with meetings and the information is forgotten since it is not stored anywhere.

This is a bad practice and often results in conflict between the patients and the institute. Besides that, medical records of patients and prescribed medicine are also made using pen and paper and are stored on files inside drawers. Retrieval of certain patient’s records becomes a daunting task and a significant amount of time is wasted while searching through these records.

Because of these negative factors, the business is struggling these days to stay on the market.

As such the clinic wants to improve their activity flow and would like to receive an IT solution to solve their problems. The customer would like a system that could improve their daily activities such as storing records of patients, medicine and so on and the system should be able to make retrieval of this data fast and reliable.

Storing for the records must be made using a digital solution instead of paper and functionality must be kept always

As a result, this paper will provide the reader with all the necessary information needed to get a better understanding on what methods, techniques, resources where used to complete this project and what challenges arose and how they were solved.

Considering the delimitation chapter from the problem description, this paper will only focus on what has been established there and will not add anything new.

In the following chapter, the business case will be presented and requirements from it will be established and segmentation will be made based on importance level.

# 2 Requirements

In this chapter the purpose will be to establish the requirements based on the user stories from the customer. Based on the user stories requirements can be made and separated into two groups: functional and non-functional requirements.

This is done so that a better understanding of the customer’s needs can be made.