

Universiti Teknologi MARA

**Development of Clinic Appointment
System (CAS) for Klinik Kesihatan
Seberang Jaya Using Rapid Application
Development (RAD) Methodology**

Norsyazlina Binti Md. Ismail

**Thesis submitted in fulfillment of the requirements for
Bachelor of Science (Hons) Information Technology
Faculty of Computer and Mathematical Sciences**

January 2014

ACKNOWLEDGEMENT

Alhamdulillah, praise to Allah because of His Almighty and His utmost blessings, I was able to finish this research within the time duration given. Firstly, my special thanks go to my supervisor, Madam Nor Diana Binti Ahmad

Special appreciation also goes to my parents Md. Ismail Bin Dawin,

Last but not least, I would like to give my gratitude to my dearest friends from CS2206A

ABSTRACT

This project is about developing Clinic Appointment System (CAS) for Klinik Kesehatan Seberang Jaya. This clinic was registered under government sector. In the healthcare environment, doctor usually will set a date for their patient to make an appointment. The date is used for patient meet the doctor for medical checkup. In today's situation, most of the clinics have provided an appointment card for patient to refer for their next appointment. Klinik Kesehatan Seberang Jaya had developed their non-computerized appointment system which using a lot of paper and time to manage the appointment for many years. As information technology grow, Klinik Kesehatan Seberang Jaya has taken a further step by requesting more advanced system which is using computerized system with short message service. In developing CAS, it was found that RAD is the most suitable methodology to be used because it has an ability to make rapid changes on the system design when user requested. RAD consists of four phases that are Requirements Planning, User Design, Construction, and Implementation. The system/data requirements are derived from a doctor name Dr Naimah Binti Majid, which is one of the doctors from Klinik Kesehatan Seberang Jaya. In short, doctor or staff will key in the appointment information in the system and then it will display the appointments that are two days from the due date. Staff will send the message manually to patient. For a further development, CAS will be developed with automatic message generator that system will automatically send the message two days before the due date.

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CHAPTER 1

INTRODUCTION

This chapter briefly describes the background of this project. It will provide the arising issue and significance of this project that lead to the development of clinic appointment system for Klinik Kesihatan Seberang Jaya, Pulau Pinang.

1.1 Project Background

In Malaysia, healthcare industry has been divided into two sectors, the public and private healthcare sectors. Both are being managed by Ministry of Health (MoH) which is no difference except the financial source and daily operation. Both also are complement each other's including from the biggest city to the small villages, where no Malaysian is deprive of access to healthcare. The use of private sector is to support public healthcare sector in order to fulfill the increment of Malaysian population.

At the beginning, 1880, public healthcare sector was the only one who provides the healthcare facility to the Malaysian. Public healthcare sector is being subsidized by the government where all programs are accessible to the Malaysian without any limitation and the rate is cheapest compare to the private healthcare sector. However, the increases of population in Malaysia had introduced private healthcare sector that can serve Malaysia population capacity.

Clinic and hospital are two words that are indeed different from each other when it comes to the purpose for which they are built. A clinic is a health center or a private