Universiti Teknologi MARA

Happy Smile Dental Clinic Appointment System (HSDCAS)

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ABSTRACT

Organizations need to invest in information technology and information systems to be more competitive. Klinik Happy Smile (KHS) is a dental clinic that current business process was using manual process which is using log book to schedule the appointment date and time and WhatsApp for patient book the slot. That make the business process were not satisfied by user. From that Happy Smile Dental Clinic Appointment System (HSDCAS) was develop to enhance the business process became easier and more efficient. The HSDCAS is a web-based system that was developed for KHS. HSDCAS will assist patient in booking for dental appointment, and save time through a website functionality. The objective is to design and develop an online appointment system for KHS. On top of that, evaluation of the system's functionality was only conducted. The scope of the project includes systematic scheduling in queue list and appointment module with notification. Adapted waterfall model was used in developing HSDCAS. Eight golden rules of interface design were used to develop the interface of HSDCAS. System's functionality and usability were evaluated through system testing and user evaluation. There were three experts' lecturer from UiTM Kuala Terengganu, their review resulted in a positive outcome, where experts agreed that this appointment system is efficient for patient and beneficial to the company. User evaluation also been conducted using System Usability Scale (SUS) and the result is 72.5 which indicate the system is good. Shows that the HSDCAS is a good based on the general guidelines for interpreting SUS scores. In the recommendation the HSDCAS should allow customers to do online transactions using the system. Also this system can give the patient access to a chat space for easier patient to ask something. The following suggestion is to receive notification to inform the patient of the appointment's status via email or WhatsApp so that the patient not forget their appointment.

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CHAPTER THREE: METHODOLOGY