NEW PRODUCT DEVELOPMENT TEMPLATE

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"We Care" Apps

Faculty	:	ARCHITECTURE, PLANNING AND SURVEYING
Program	:	LANDSCAPE ARHITECTURE
Program Code	:	AP248/5A
Course	:	TECHNOLOGY ENTERPRENEURSHIP
Course Code	:	ENT600
Semester	:	5
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Submission Date :

2 MAY 2018

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2.0   INTRODUCTION

- **Problem Statement/Issues**

    The study intends to investigate the benefits of apps "We Care" online system for hospital or clinic staff and patient. Who will be benefit on the implementation of this app are the hospital/clinic staff and also users (patient) because they can access all the information through the system. In particular, this study aims to facilitate the society in the future.

- **Methodology: Data Collections (Who, Where, When, How)**

    Data collected through GPS tracking system, hospital and clinic information anywhere and anytime as long as the internet and Wi-Fi access were available through the 'We Care' applications.

- **Limitations**

    Although this research was carefully prepared, I am still aware of its limitations and shortcomings. First of all, the apps "We Care" online system can be access by the patients and hospitals selected only and need Internet and Wi-Fi to be functioning as this may cause a burden if the users is in area that is out of internet services.

3.0   NEW PRODUCT DEVELOPMENT

3.1   Definition

Apps "We Care" online can make it easier for the users (patient) in the future because it is only require "We Care" application installation through the mobile/pc play store. In addition, "We Care" application has many functions which is users can make registration through these apps, making an appointment, etc. Moreover, these applications can make it easy for users (patients) to pay bills via online banking instead of having to wait for turn when in the hospital.

3.2   Classification of NPD

Conducted research on the facts related to the system that might be helpful to its development. The apps "We Care" online for hospital and clinic reservation system can make patient lives easier. The use of online service nowadays becomes more necessary in the various fields. It is because of the advantage and useful effect to many people when it online reservation because our society is facing rapid growth of need, availability and development of different commercial web-based application.

Apps "We Care" online will make it easier for the community to come in the future. The device aims to provide patients with access to the health history of their records and has more functionality than this app. In addition, this app also provides appointment booking facilities for patients and with this app will also facilitate hospitals and clinic staff.

Next, the other function of the application is to computerized the patient information review and maintenance. Other than that, hospital and clinic staff can easily view the patient's information for registration, maintenance and info updating.

3.3.1 Research & development

The R&D process done for the ideation stage through:

- Idea generation

This has made researchers think about this solution that helps the community access through "We Care" immediately to review their health history records. This app has more functions such as online registration, hospital bill payment via online, booking parking or doctor's gender and also this app has GPS that can find the nearest hospital and location tracking.

- Idea Screening
    1. **Strength:** Public can access through the "We Care" apps 24/hours and no limit.

    2. **Weakness:** These apps need internet and sometimes can be out of service or system down. Browser technologies are too limiting.

    3. **Opportunity:** Time saving and user friendly.

    4. **Threat:** Others apps may imitate and make it easier to access.

- Market Survey

User especially public community really needs this app in the future as it can be a big in important and emergency situation.