

MANAGEMENT INFORMATION SYSTEM  
(CSC 520)

"AUTOMATION SYSTEM FOR DR. ROSLI CLINIC"

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## 1.0 INTRODUCTION

### 1.1 BACKGROUND OF KLINIK DR. ROSLI

Klinik Dr. Rosli is a private clinic which operates under the jurisdiction of the Ministry of Health, Akta Perubatan 1971 and Malaysian Medical Association. This clinic was opened in June, 1987 and provide a general services.

Dr. Rosli has one clinic registered under sole proprietorship as Klinik Dr. Rosli - Klinik Kanak-kanak dan Dewasa and it is located at 108, Blok 15, Jalan 18.3, Section 18, Shah Alam.

The principal function of the clinic is to provide quality medical services at reasonable costs in line with the medical code of ethic. It provides general outpatient treatment for adults and children. It is currently serving an approximately 20 patients per day of which 40% consist of cash patients and 60% from billed patients from a list of 12 corporates and semi-government sponsored patients.

Below is the business hours of the clinic:

Monday - Tuesday	8 a.m. - 10 p.m.
Friday	8 a.m. - 12 p.m.
Saturday	5 a.m. - 12 p.m.
Sunday and Public Holiday	9 p.m. - 12 p.m.
	6 p.m. - 9 p.m.

## 1.2 CLINIC OBJECTIVE

Being a business organisation through utilization of professional practise in particular, the clinic's objectives are as follows:-

- a) To acquire maximum profits through utilization of professional qualification and expertise of practitioner.
- b) To provide the best, efficient and personalised service back-up with the latest medical equipment and quality medications.
- c) To provide quality medical services at reasonable costs in line with the medical code of ethic.

## 1.3 ORGANISATION STRUCTURE

The clinic has a formal organization structure based on the division of the clinic into functional activities of the staff as shown in diagram 1.1 (organisation chart attached).

Klinik Dr. Rosli is divided into 3 major functional elements:-

### a) ADMINISTRATION

This department handles administrative work including account receivables and payables and all the clerical work of the office.

### b) REGISTRATION

This department involves only the registration of new patient, which is further categorized into panel and non panel.