

Development of an Information and Queueing System in an OB-Gyne Clinic

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Abstract

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Abstract:

Patient welfare is the concern of the healthcare provider like an OB-Gyne medical establishment. This study aimed to develop state-of-the-art information dissemination and queueing system for the patients in an OB-Gyne clinic using SMS notification. In this manner, the assessment of the system significantly provides insights for innovation. The researchers applied the basic text mining approach to the gathered data to perform the performance analysis of the existing system. The researchers created the developed system through the Microsoft Visual Studio 2012 and My SQL Server 2005. The developed system aimed to improve the patient's experience using the most common digital hand-held device. Based on the given patient's comments and queries, their concern is the traditional means of facilitating business to the patients. However, the management has a strong determination of transforming to digital technology. Results showed that the new system gives a significant improvement in patient experience (3.32) and usability (3.15). The developed system has positive feedback from the patients leading to successful innovation. Thus, the implementation of effective information dissemination and the queueing system is highly acceptable.

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