CHAPTER 1

INTRODUCTION

1.1 Introduction

In Malaysia, hospital services are provided by both public hospitals and private hospitals. One of the differences between public hospitals and private hospitals is the fees. The fees of a private hospital are higher than fees of a public hospital. It should be noted that public hospitals offer their services free of charge most of the time. In a public hospital, the waiting time is longer than private hospital since the services are mostly free. The patients have to wait for few years for some operations. In a private hospital, if the patients have money, they can get their operation done very quickly. The waiting time is lesser compared to public hospital. However, the patients also need to waste their time to wait at hospital without an appointment. Mobile Patient Appointment and Helping System for Emergency is an application that develops to reduce the waiting time of patients at hospital by making an online appointment.

Nowadays, smart phone becomes very popular. Most of the people have their own smart phone, even a child that aged only 10 years old. The Smart phone is a mobile phone which offers many advanced technologies with functions that can be found on a personal computer. Smart phone has a touchscreen interface and it provides a one-stop solution for information management and the functions of the mobile calls, email sending, Internet access and also an operating system capable of running downloads mobile applications.

Today, the technology is getting really advanced and it has become an important part of our life. Smart phones provide all the facilities that a user need in his daily life such as email, gaming panel, high resolution camera applications and many other computerized. There are a lot of the perceptions about the smart phones will
take over all the other digital computerized devices such as desktops, laptops and notebooks in the future.

Mobile Patient Appointment and Helping System for Emergency is a new mobile application that develops to allow the user to search the information through their smart phone in a short time. This application provides the users with an easier way to search the information. The users just need to run the mobile application on their smart phone, then they can get the updated information of the detail of the hospitals and doctors at anytime and anywhere. This application also provides the online appointments service of all the doctors. The purpose of the online appointment service is to reduce the waiting time of the patients at hospital. The patients can register their personal information and make an appointment. The patients are allow to make few appointment for few hospitals. Some classes, events and healthcare tips are provided by Mobile Patient Appointment and Helping System for Emergency.

1.2 Problem Statements

There are several main problems faced by the patient and the family of the patient. Each problem is briefly stated as below:

   a. Time consuming
      It is wasting time for the patient to wait at the hospital if they do not make an appointment.

   b. Hard to get the updated and reliable information
      There is no a single website that provides the updated information of all hospitals. They need to get a computer or laptop to access for the system to search the information.
1.3 Objectives

The objectives of the system are described as below:

a. To reduce the time consuming for waiting at the hospital.
b. To enable the users to get the updated information of all the hospitals.
c. To develop a mobile app to allow user appointment and emergency response.

1.4 Scopes

The scopes of the application are described as below:

a. The users:
   i. General public
   ii. Private Specialist Hospital
b. The system:
   i. Patient registration
   ii. Patient appointment

1.5 Thesis Organization

The thesis consists of seven (7) chapters.

   Chapter one is the introduction about the system. The introduction discusses about the overview of the system. The introduction consists of five sections which are introduction, problem statements, objectives, scopes and the thesis organization.

   Chapter two is the literature review. The literature review provides us a handy guide to a particular topic. The literature review discusses about the current existing system and the technique that used by those systems.

   Chapter three is the methodology. System methodology discusses about the method that use to develop the system and the tasks at every phases. The use of hardware and software will be discussed in this chapter.