

ABSTRACT

DESIGN OF A MOBILE APPLICATION THAT ENHANCES ZIMBABWEAN PATIENT QUEUING CONTROL SYSTEM

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During peak periods, patients spend a long time at the waiting area to wait for service. They will be afraid to leave the waiting area to do other things because they can't estimate the waiting time. As a result, it has caused many problems such as long queues, poor service, high death rates and slow patient service in hospitals. It has become a major problem in the health sector and specifically in Zimbabwe. When attending hospitals in Zimbabwe, patients experience challenges in finding an appropriate specialist doctor or to even get a service because of service interval inconsistency. Timely availability of doctors is critical whenever a patient needs to see a specialist doctor for treatment and a serious bottleneck lies in the application of appropriate technology techniques to enhance appointment scheduling. In this research an effort has been done to design and develop an android mobile application (ZimDoc & ZimMedic) by using Kodular Creator with knowledge of Java programming language. Built applications has been tested based on functional testing and usability testing. The result from functional testing shows that the applications meet functional requirements while usability testing has an average score of 78.6% from System Usability Scale method. That validates our built mobile application systems to be good and highly acceptable.

Keyword: Mobile application design, Appointment control system, Patient, Doctor, Hospital.