

Design Thinking for Billing and Appointments at the Strathmore University Medical Centre

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Today, patient data can be effectively collected using software before it is stored as electronic health records, analysed, and used for effective decision making. This software in the medical environment can be categorized as under the general term called “Health Management Information System” (HMIS) and it enables proper communication between health providers while ensuring provision of quality health care to the patients. At the Strathmore University Medical Centre (SUMC), there is an implementation of such a HMIS which is used to capture patients’ details and health records. The HMIS also streamlines the management operations in the various departments at the medical centre namely the reception, accounting, pharmacy, and lab to mention but a few. This project focuses on analysing the challenges affecting the reception department at the SUMC and looks at possible ways in which to address these challenges to improve efficiency and quality of data collected. Among some of the challenges discussed in this project is the billing challenge that is burdening the receptionists at the SUMC. The receptionist is currently tasked with billing each patient that is served by the medical center. This is a load of work that leaves a room for human error due to the immense workload. There is also a challenge of appointments at the SUMC whereby the receptionists are still tasked with inputting each appointment that they receive from the patients into the system. The aim of this project is to develop a billing and appointments system for the SUMC. This is being done through integration with the current Health Management Information System by combating each of the various problems that are currently facing the reception namely the manual individual billing of patients, manual sending of credit notes by the receptionist, the defunct appointments booking module, a lack of appointment notification, manual tracking of the cards that are left open at the end of the day. Design thinking as well as an object-oriented approach are both being used to develop the additional modules. In conclusion, the project will benefit the SUMC by increasing the staff productivity and improving the quality care given to the patients.