

# CMSC243: Systems Analysis and Design

## Assignment 10: Users Manual, Changeover

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*Task 1: Prepare 10 FAQs and answers for use in the printed user manual and context-sensitive Help Screens. 10 points*

### FAQs For Patients

Q: Where do I get a patient ID?

A: The receptionist will give you a patient ID and temporary password.

Q: How do I change my address?

A: On the screen where the old address is shown, click the **EDIT** button.

Q: How do I add a new member of my family?

A: Only family members who are patients can be added. Click the **ADD** button next to the **FAMILY** section. Fill in the name and date of birth. If the person is a patient, they will be added.

Q: The form lists a prescription that I don't take anymore. How do I remove it?

A: On the screen where the prescriptions are shown, click **EDIT**. Select the prescription, then select the reason to remove it from the drop-down list.

Q: How do I change my password?

A: From the menu select Reset Password. A link to reset the password will be sent to your email. If you do not receive the link, call our office.

### FAQs For Reception

Q: Where do I get a patient ID?

A: Enter the patients name and date of birth. If the system does not find a match, it will ask for additional information, such as phone number. If there is still no match, it will ask if this is a new patient. A new patient is then assigned a Patient ID. Click the PRINT button to print a welcome letter with the patient ID and temporary password and explanation of how to login.

Q: I entered a patient's name and date of birth, but the system can't find it. I know this is not a new patient, what should I do?

A: Try searching for the phone number. If that doesn't work, call IT help desk.

Q: How do I change my password?

A: From the menu select Reset Password. A link to reset the password will be sent to your email. If you do not receive the link, call the IT help desk.

Q: A patient accidentally deleted their address. How do I recover it?

A: Login to your account. Enter the patient ID, select the patient, then Select RECOVER. From the menu select ADDRESS. (This works the same for other data that may have been changed by accident.)

Q: I was logged out of my account. How long does the system wait until I am logged out? Can I change this?

A: The system will log you out after 5 minutes of inactivity. You can not change this, it is a security measure. If you will be away from your desk, you should log out.

**Task 2:** Suggest a changeover method for the new system and provide specific reasons to support your choice. Give details on how you would implement the changeover. 10 points

The changeover to the new system should be phased:

1. Phase 1: Patient fills out forms, then reception enters the information from the form using the new system.
2. Phase 2: Reception ask the patient if they would like to try out the new system. Reception will assist the patient if they need help.
3. Phase 3: Reception provides the tablet to each patient. If the patient prefers to use the paper forms, they will be provided. (There will probably be some patients who prefer paper forms even after full implementation.)
4. Phase 4: Reception asks patient if they would like to try the new system on their smart phone. Reception will assist the patient if they need help.
5. Phase 5: Patients are given information on filling out the forms on their own computer before their appointment. If they come to the office without having filled out the forms, they can use the tablet or their own smart-phone.

The system is now fully operational.