

Appendix B: Transcript of Final Interview with Client

Date: [REDACTED], 2020

Location: [REDACTED]

Client: Dr. Ajay Gupta

Interviewer: [REDACTED]

Me: Good morning, Dr. Gupta. Thank you for meeting me during your busy work day. I hope that you have been using the hospital management system for a while now.

Client: Absolutely! The receptionist has been using it regularly and she isn't facing problems in printing the bills now. Thanks for fixing that. I personally have used the director's portal every day to see daily payments being added to the monthly records.

Me: That's great! Okay now, remember I showed you the test plan for testing the final product? Also the important features that we noted down, do you remember them?

Client: Oh yeah. I provided that list of testing to the receptionist as well but I myself also performed those tests once before handing over the product to her.

Me: Okay that's perfect. Now, I'll be asking you if you think each of those features that you requested worked properly or not and also to what extent the product satisfied those specific needs.

Client: Okay sure.

Me: So I'll just read out this list of the features that you asked for which are called success criteria for my internal assessment. The first one is, "The application is protected by a username and password, and different types of users i.e., the receptionist and the director are directed to different interfaces after logging in." Do you think this criterion was fulfilled, if so to what extent?

Client: Uhh, I think this was one of the most smoothly functioning features. The login page never caused any problem. I even created 2 new users for a new receptionist, and one for my subordinate director. They were also able to login perfectly, and without entering a password, the portals were not opened.

Me: Did it meet all your expectations?

Client: Yes, I think so.

Me: Okay, nice. Next, "A data entry form to add, update, or delete a patient's basic information". Do you think this criterion was fulfilled?

Client: Well yeah. The patient's registration form worked perfectly. The receptionist could select a patient, and update his/her information. This was especially nice because our registers did not allow this. And deleting a record is so easy now. Also, the interface for the entry form was incredibly easy to use and perfect.

Me: Okay, so did it meet all your expectations.

Client: I think it went beyond my expectations. The receptionist's task has become much easier because of it.

Me: That's good to hear. Okay next, "The receptionist can enter daily visits and services availed by OPD and indoor patients". Was this criterion met and to what extent?

Client: Yes.. The visit entry page is great. I especially like the fact that only one day's visits are shown and it automatically assigns a visit number for the new patient. Coming to the services, I think that's fine too. It does allow the user to allot services easily. It is definitely better than writing down all the services by hand. I also like that the user doesn't have to write the price of the service and its automatically given to it. This couldn't have been better.

Me: Okay so the next one is, "The receptionist can view room occupancy and allot an available room to an indoor patient". Did this feature meet your expectations?

Client: I was waiting for you to ask this one. The checkin and checkout pages are really, really good. Like, now the receptionist can just see which patient is in which room and also see his details like which doctor is assigned to him. This was really a hustle before we had this application. Atleast now the receptionist doesn't have to call 5 people or flip through 10 registers to know which patient is in which room. And yeah, the allotting a room to the patient also works fine. I like that it prevents accidentally allotting an occupied room.

Me: Thank you for those comments. Next we have criterion number 5 which is, "The receptionist can search for a specific patient to view all of his/her previous visits and the details of the visits."

Client: This is a simple one. The search functions works just fine and yeah its way better than using registers.

Me: So, next we have, "The receptionist can view basic patient information every time a patient is selected so that she can verify it with the patient in case the wrong patient has been selected."

Client: Yes! Thank you for this feature. While the last version you shared with me had some issues. Like when the patient was chosen, someone else's details were shown sometimes instead of the selected patients. But the final version solved that issue after we discussed this. It's a very nice functionality indeed and would save a lot of time.

Me: The next one is, "Perform calculations automatically to calculate the expenses of a patient."

Client: This one works as expected. Now, there is no chance of error in the bills of the patient because its accurate every time.

Me: Okay. Next, Ability to print and save bills for a patient including all of his/her expenses."

Client: We bought a new printer just a week ago and it works perfectly with it. The patients are appreciating the more professional looking bill. So yeah, this feature is great and works well.

Me: The next is, "Allows the admin/director to edit the doctor's fee, organizational discount and service fee."

Client: Yeah, this works too. It lets me change the charges of the services and fees and stuff whenever I want. The best part is that the receptionist does not need to remember all the details and changes in fees so its very helpful.

Me: Okay great! Now, "The admin can view monthly and yearly payment records."

Client: Yes it allows me to do that. It's a nice feature to have and is very quick and efficient.

Me: Did it meet your expectations?

Client: Yes it did. It works like I expected and the table is very well organized.

Me: Lastly, "The program has graphical features and easy-to-navigate user interface."

Client: Oh yeah. The interface is very good. I like all the icons that you have added to buttons and everything, that's a very nice touch. I like that its very easy to understand. It took me only a day to get used to the features and the receptionist also quickly understood the functionality because of the simple design.

Me: That's great, I'm glad it didn't disappoint you. well, thank you for such great comments, I am really glad that the application fulfilled your expectations. However, when we had a

meeting last time, you said there were some things you would have liked to include. Could you take a moment to think about some improvements that can be made to the product?

Client: Well, I really appreciate all the problems that this product solves. But, I think it could do more. For example, we have a separate lab and pharmacy in the hospital. Usually, different bills are generated for those and the receptionist doesn't have to handle their records. But, this application could add 2 more users with different interfaces to enter the records for lab services and the medicines purchased from the pharmacy. Like, you could create two more portals which are handled separately and the information is forwarded to the receptionist so that she can see the final expenses of the patient and generate the complete bill that includes those charges too.

Me: Okay, yeah that is a good suggestion for future development. Anything else?

Client: Oh yes! For the admin, you could add the employee records that include employee monthly salaries so that the admin can look at the expenses per month. And it could have a feature to add additional expenses. Then, this could be used to calculate profits by adding all the payments and subtracting the expenses.

Me: Yeah, that could be integrated to this application itself.

Client: Oh, and one more thing! While the data is being entered by the receptionist, I think it would be nice if the data is set to a specific format. Like, if the phone number is being entered, only 10 digits should be allowed and things like that.

Me: Okay, noted. Anything else?

Client: Actually yeah. I would like it if the payment records could be automatically generated at the end of the month and then exported to an excel file so that I can save them regularly for future reference. And yes, another thing that I would like is that if there was a doctor's page to type out the prescription for the patient and then can be viewed by the doctor and printed.

Me: Yeah that could be incorporated.

Client: One last thing. An appointments page could be added so that when patients call to fix appointments, the appointment can be saved and the visit number be reserved for him/her. Then, you could also add the function to send them an e-mail confirming their appointment.

Me: Okay, noted. Is that all?

Client: I think so, yeah.

Me: Okay, thank you so much for giving me this opportunity to develop this software for you. I hope you that it continues to be helpful to you and I would love to work on it further to implement your suggestions when I get time in the future. I would surely contact you if I plan to work on this again.

Client: That would be great! Thank you for creating this application. I am so glad that you came to me for your project and you were able to help me out by making this product for me. Hope to see you again!