



**SCHOOL OF PURE AND APPLIED SCIENCES
DEPARTMENT OF INFORMATION TECHNOLOGY**

PROJECT TITLE:

ONLINE MEDICAL HELPLINE SYSTEM

Western private hospital

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This project is submitted in partial fulfilment of requirement for the Mount Kenya University award of BACHELOR OF BUSINESS INFORMATION TECHNOLOGY

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CHAPTER 1 : INTRODUCTION

Health has been a major concern in Kenya and in the world. My project will be of help since it will give people the opinion of having regular check-ups without necessarily visiting hospitals. The project is of much importance to patients with little spare time to check in hospitals for medical advice and information.

1.1 BACKGROUND INFORMATION

In the past people could go to hospitals anytime they needed help, but this is now different. We have the new technology with us.

The use of this system is to help people get medical attention wherever they are without any boundaries. All you need is to get online and feed what you want and a solution will be given accordingly.

The reason of doing this kind of project is to make it easy for all the people who cannot get time to get advice from doctors, can now get it over the internet. The system is also here to sought out the drawbacks of hospitals, example. Queues and conjection.

1.2 PROBLEM STATEMENT

Hospitals that people visit have long queues, this makes patients wait for long time and thus wasting a lot of time.

Professionals have fixed schedules to an extend that they don't have time for themselves, including to keep seeing a doctor. unfortunately, they have internet access in offices which would make it much easier.

Most of people suffer due to lack of that chance to go get medical advice, thus it will solve the problem that occur due to lack of medical help at right time.

1.3 PROJECT OBJECTIVES

- To offer the best medical advice to patients.
- To overcome drawbacks of hospitals.
- To check on the reaction of people online about the system.
- To develop a very flexible and easy to understand site or tool that will satisfy the varied needs of its users.