NTRC 1^2 Competition

JAM Innovators

Have you ever been to the Milton Cato Memorial Hospital to have an x-ray, blood test and/or ultra sound done? If so, you are fully aware of how time consuming, and quite inefficient this process is; as there is a very high possibility that you would have had to get there very early in the morning to even stand a chance of being attended to; or, you may have warmed the hospital benches for a very long time.

It is a consensus among many Vincentians that this process is one the greatest inefficiencies within the Government Service. If your opinion differs, then you are probably very patient or you seldom visit the Milton Cato Memorial Hospital. Firstly, a recommendation from a doctor must be granted in order for the procedure to be done. After this, one must join a queue and pay for the service at the steward's office. Then, you will be given a receipt. After that, you must journey to the required unit and present your receipt to the administrative clerk. There, you will be given a specific date and time to have the procedure done. Finally, you must wait until your name is called for you to get your service done.

Some services have a time limit; however, this depends on the number of patients assigned for the day. For example, no blood tests are done after one o'clock. Therefore, if you are still in line at the steward's office after the cut off time, you will not have the service done the same day. Another disadvantage of the current system is doctors attend to a limited number of patients per day. For example, in the Milton Cato Memorial Hospital, doctors attend to 20-30 patients per day. Therefore if the number of patients exceeds this limit no more patients will be attended to.

Having said that, we, JAM Innovators saw it fit to come up with the idea of creating a web application which could be used to better this aspect of the Government's Service. It was observed that many individuals own or have access to a computer and/or other technological devices on which they can access the internet; proving that St. Vincent and the Grenadines is well into the technologically advanced age. This web application will allow Vincentians to access the prices of hospital services such as x-rays and blood tests and schedule appointments online without the hassle of the present system. Individuals will go about making an appointment by selecting a number accompanied by a specific time at which they

wish to have the service done. Consequently, patients will just have to provide the hospital's clerk with their name and once he/she recognises that the appointment was made all that will be left to do is pay.

This application will address the issues which arise from having a service done at the hospital. By having the appointment/ reservation process via an application online the long process preceding having a service done will significantly reduce. It will also allow all Vincentians with flexibility as they will be able to make appointments from their technological device anywhere; provided that they have proper wireless connection.

Time is money and so, in this capacity work will be done faster resulting in an overall less time consuming, more efficient service; and a better experience for patients. They will be more at ease knowing that they no longer stand a chance of being rejected because of waiting in line at the stewards' office and not getting to the respective unit before the cut off point. Persons will also save money as they will not have to journey to the hospital on another day to have the service done.

The cost of implementing such web applications is quite insignificant and is it simple to operate. Therefore the administrative staff would not require much training. As a result the system is improved overall for a small cost. The government will definitely save money on paper as well. More people will be encouraged to come to the hospital to have a service done, intern reducing the number of persons who are deterred by the time consuming process at present.

This application is innovative because it is very different from the current process being used. It speeds up the time taken before one has a service done at the hospital and it will without a doubt be convenient to both parties involved. This web application can also be adapted by other Government Agencies that do not offer online services.

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