

**DEVELOPMENT OF A MEDICAL SERVICE SYSTEM FOR
CAVITE STATE UNIVERSITY HEALTH SERVICES UNIT**

Undergraduate Thesis
Submitted to the Faculty of the
College of Engineering and Information Technology
Cavite State University
Indang, Cavite

In partial fulfilment
of the requirements for the degree
Bachelor of Science in Industrial Engineering



00077207

*Development of medical service system for
Cavite State University Health Services
620.82 Sa5 2018
T-7453*

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May 2018

ABSTRACT

SANCHEZ, ROVI JEAN R., and TABAR, GEREMIE MAE D. Development of a Medical Service System for Cavite State University Health Services Unit. Undergraduate Thesis. Bachelor of Science in Industrial Engineering. Cavite State University, Indang, Cavite. May 2018. Adviser: Mary Joyce P. Alcazar

The study was conducted from August 2017 to March 2018 at Cavite State University Health Services Unit which generally aimed to develop a medical service system designed for its students. Specifically, the study aimed to: (1) determine the existing situation of the services inside University Health Services Unit during medical examination period; (2) identify the problems encountered on the existing medical service system of the unit; (3) formulate possible solutions to problems encountered on the existing medical service system in terms of information system, queuing system, facilities, and methods application; (4) develop a web-based system for the improvement of the medical service processes at the unit; and (5) evaluate the web-based system for University Health Services Unit.

In this study, engineering tools such as plant layout, flow diagram and flow process chart and queuing theory were used to further improve the existing system in the unit. Moreover, the researchers developed a web-based system that can manage a large number of students who undergo medical check-up. It was perceived to reduce paper works and manual records keeping, therefore allowing doctors and staff ease in keeping students' records, reducing students' waiting time, and increasing the number of students served. Also, students can have a better understanding of the workflow of the medical procedure by simply checking the website. Implementing the proposed system of the researchers would help provide better service for the students.

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