

ABSTRACT

The improvement of health care service has a great effect on patient satisfaction. In order to improve the health care service, effective processing of patient history and analysis on the respondent is necessary. The results of the statistical analysis performed on patient history eases the decision making of physicians and other related medical staff. Therefore, this dissertation mainly investigates information pertaining to patient history, statistical analysis, and development of a system for analyzing patient history. The study employs the questionnaire survey method to gather data and make analyses using the Spreadsheet, Microsoft® Excel 97. The survey was done in government hospitals, private hospitals, government clinics, and private clinics, with a variety of staff at the medical centres, including physicians, nurses, medical students, and administrators.

The Analyzing Patient History System, AZ-Phis was developed using mostly Microsoft Technologies on the Microsoft Windows 95 platform, utilizing database created and stored in Microsoft Access 97. AZ-Phis includes analysis and reporting features. This system is created with the purpose of migrating current client/server database information system to web-based database system. It is believed that system of this nature will gradually become essential to everyone in the medical arena.

An evaluation of the usefulness and practicality of the Analyzing Patient History System were also considered. The use of the developed system with integrated Statistical Package and Crystal Report has produced an overall satisfaction among the medical

staff. Participants' comments and recommendations were considered in further studies, future enhancements and expansions.