

Prof Meeting Minutes #1

Date/Time 4th Jan 2017, 12.30pm to 1.30pm

Venue School of Information System, Meeting Room 4.7

Attendees Zoey Loh & Nasrullah Bin Khairullah

Agenda

1. Share and confirm the nature of project with Prof Kam
2. Identify the scope of project and any questions to pursue

S/N	Notes/Task	Actor	Follow up Action
1.	Prof Kam advised us to broaden our secondary research towards the general patients instead of focusing on just the psychiatric patients at this phase of the project. We were recommended to look into a research paper 'Predictive Analytics of Outpatients' by Nang Laik as well as looking into other papers in SMU Library Database	Zoey, Nas & Aishwarya	1) To look into SMU library database and explore literature review on no-show appointments (Completed: See Prof Minutes #2) 2) To find the recommended research paper (Can't find it : See Prof Minutes #2)
2.	Prof Kam wanted us to clarify with our project sponsor on some of the following: <ul style="list-style-type: none"> • The nature of the clinic; inpatients or outpatients • His motivation to study the no-show appointment rates • Hospital X's workflow in scheduling a patient's consultation session • Any current initiatives in mitigating no-show appointments 	Nas & Aishwarya	To meet up with our project sponsor and clarified on those questions. (Completed: See Client Minutes #1)
3.	One of the most common problem stemming from no-show is over-booking. Check if that is the problem the client is facing Take care to assess how no-show affects in-patients and out-patients differently Should map out, create a chart, of the entire work-flow (of booking an appointment) by the nurses. For	Nas & Aishwarya	To meet up with our project sponsor and clarified on those questions. (Completed: See Client Minutes #1)

	<p>example:</p> <ul style="list-style-type: none"> - How the patient got the appointment - How does the nurse make an appointment - Are are reminders sent, how, and what happens after? - What are the administrative procedures followed by the nurses and how does that affect the booking? 		
4.	<p>Zoey shared her concern on the project being rejected by Prof Kam as she is worried that the variables may be insufficient. However, we do not know yet as we have not received the actual data. Prof Kam also reassured her as they discussed on situations when he may reject a project.</p>		