

Abstract

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Designing, developing, and testing a mobile health reservation system in the Egyptian context

The main subject of the research study is the implementation of m-health reservation system at the Arab Academy for Science, Technology & Maritime Transport (AASTMT), Egypt. The AASTMT was used as a case university that offers health services to both staff members & students. The proposed system is based on the current electronic medical records of the academy's staff at the clinic. The study tries to answer the research question: 'What are the main usability problems that affect user experience with regards to m-health reservation system?' In order to answer the research question, usability test was developed & tested on two phases, where respondents were asked to actually reserve an appointment at the academy's clinic & to perform typical tasks using an iPhone 3G. The experimental evaluation was carried out at a controlled laboratory environment. The experiment was recorded, analysed, & conclusions were derived.