NEW CENTURY HEALTH CLINIC

New Century Health Clinic offers preventive medicine and traditional medical care. In your role as an IT consultant, you will help New Century develop a new information system.

Background

New Century Health Clinic's office manager, Anita Davenport, recently asked permission to hire an additional office clerk because she feels the current staff can no longer handle the growing workload. The associates discussed Anita's request during a recent meeting. They were not surprised that the office staff was feeling overwhelmed by the constantly growing workload.

Because the clinic was busier and more profitable than ever, they all agreed that New Century could afford to hire another office worker. Dr. Jones then came up with another idea. He suggested that they investigate the possibility of computerizing New Century's office systems. Dr. Jones said that a computerized system could keep track of patients, appointments, charges, and insurance claim processing and reduce paperwork. All the associates were enthusiastic about the possibilities and voted to follow up on the suggestion. Dr. Jones agreed to direct the project.

Because no member of the staff had computer experience, Dr. Jones decided to hire a consultant to study the current office systems and recommend a course of action. Several friends recommended you as a person who has considerable experience with computerized business applications.

Assignments
1) Dr. Jones has arranged an introductory meeting between the associates of New Century Health Clinic and you to determine if mutual interest exists in pursuing the project. What should the associates try to learn about you? What should you try to learn in this meeting?
2) Does the proposed system present a strong business case? Why or why not?
3) For each type of feasibility, prepare at least two questions that will help you reach a feasibility determination.
4) You begin the preliminary investigation. What information is needed? From whom will you obtain it? What techniques will you use in your fact-finding?