Module I - Background

Five years ago, cardiologists Timothy Jones and Dolores Garcia decided to combine their individual practices in State College, Pennsylvania, to form the New Century Health Clinic. They wanted to concentrate on preventive medicine by helping patients maintain health and fitness and by providing traditional medical care.

Dr. Jones recently asked your team to work with him as an IT consultant. He wants you to help New Century develop an information system that will support the clinic's operations and future growth. During an initial meeting, he provided you with some background information and asked for your suggestions about how to get started.

At your desk, you begin to review New Century's situation. The clinic is located near a shopping plaza in a busy section of the city. New Century's staff includes four doctors, three registered nurses, four physical therapists, and six office staff workers. The clinic currently has a patient base of 3,500 patients from 275 different employers, many of which provide insurance coverage for employee wellness and health maintenance. Currently, New Century accepts 34 different insurance policies.

Anita Davenport, who has been with New Century since its inception, is the office manager. She supervises the staff, including Fred Brown, Susan Gifford, Tom Capaletti, Lisa Sung, and Carla Herrera.

Fred Brown handles office payroll, tax reporting, and profit distribution among the associates. Susan Gifford is responsible for the maintenance of patient records. Tom Capaletti handles most of the paperwork concerning insurance reporting and accounting. Lisa Sung has the primary responsibility for the appointment book, and her duties include making reminder calls to patients and preparing daily appointment lists. Carla Herrera primarily is concerned with ordering and organizing office and clinic supplies.

Each of the six office staff people has one or more primary responsibilities; however, all members of the staff help out whenever necessary with patient records, insurance processing, and appointment processing. In addition to their regular responsibilities, all six office workers are involved in the preparation of patient statements at the end of each month.

With this background information, you begin to prepare for your next meeting with Dr. Jones.

Assignments
1. Prepare an organization chart of New Century's office staff. You can use a drawing program, a chart tool such as Microsoft Organization Chart, which is available in Microsoft Office programs, or you can draw it by hand.

2. Identify at least three business processes that New Century performs, and explain who is responsible for the specific tasks.

3. Explain how New Century might use a transaction processing system, a business support system, and a user productivity system. For each type of system, provide a specific example, and explain how the system would benefit the clinic.

4. During the systems development process, should New Century consider any of the following: EDI, vertical and horizontal system packages, or the Internet? Explain your answers.

Module II – Preliminary Investigation

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 your team as a person who has considerable experience with computerized business applications.

Assignments

1. Dr. Jones 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? Please prepare a “Request for information Systems Services” on behalf of Dr. Jones.

2. What kinds of questions would you ask to assess the initial feasibility of this project? Based on the information above, does the project seem feasible?

3. New Century Health Clinic management decided to contract for your services to perform a preliminary investigation. What will be your plan of action?

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?
5. Please write a “Preliminary Investigation Report” to the clinic. The report should at least contain the following sections – Introduction, Systems Request Summary, Findings, Recommendations, Time and Cost Estimations, Expected Benefits, and Appendix.

Submission/Due Date:

The report for the case study is due by **February 11, 2004 (Wednesday)**. The report should be professionally prepared and typed. Named your team’s report as “Teamx”. **Upload** your file to the ftp site designated for your section (see the instruction below). Any **late submission** within one week will be deducted for 20%. **No work of later than one week will be accepted.** You cannot delete the file once submitted. If you made a mistake and would like to replace your assignment, use a different name, resubmit your assignment, and send an e-mail to notice your TA. If you have any problem of uploading your exercise, report your problem (via e-mail) to your TA immediately.

The FTP Sites:

The following ftp information is needed for uploading your exercise. Please upload them on time to avoid any penalty.

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Sample of Preliminary Investigation Report

An on-line version of sample report can be found at: [http://scsite.com/sad4e/Forms.cfm](http://scsite.com/sad4e/Forms.cfm). This is a **simplified version** of the report. The complete report should provide more details for each section.