



*Thesis  
Title:*

TOWARDS ADAPTION OF INNOVATIVE HEALTH APPOINTMENT  
SYSTEM : A STUDY OF CONSUMER PERCEPTION IN PRIMARY  
HEALTH CARE AT KINGDOM OF BAHRAIN

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## Abstract

The waiting time for patients in Primary Health Settings is a worldwide problem. Primary Health Care Services in Kingdom of Bahrain is facing an increasing pressure to improve the quality of their services through effective appointment scheduling in an effort to reduce waiting time. No previous studies has been conducted to investigating the views of patients regarding the utilization of health appointment systems at Primary Health Care Services in Bahrain nor about the influencing factors and the barriers they experienced regarding adopting e-appointment system. The aim of this study is to investigate the perception of patients utilizing health appointments system at Primary Health Care Services in Kingdom of Bahrain. A quantitative explorative descriptive research design was adopted. Data was collected through the use of A self-administered and anonymous survey questionnaire that was validated and used. Two hundred fourteen patients responded from the four randomly selected health centers. SPSS version 23 was used to analyze the data. The findings revealed that the highest utilized method was walk-in (74.3%). Patients' had positive attitude towards health appointment system and were satisfied with all methods with a significant relationship between waiting time and web based method. (74.8%) of patient were aware of call based (74.8%) and (72.9%) with the web-based. Approximately half of the respondents preferred the three methods. The majority of patients perceived the web based health appointment system as useful and easy to be used.  $3.55 \pm 1.24$  agreed with the attribute statements of relative advantages. Approximately half of the respondent agreed that the method fits their lifestyle with mean of  $3.47 \pm 1.26$ . Other reasons for adopting the innovation was the age (11 to 50 years) and educational level (undergraduate or above). 66.8% of the respondents agreed that the adopting have benefits. It is recommended that the findings can be used as a foundation to provide new insights and strategies that can be adopted by health records managers at Primary Health Care Services in Kingdom of Bahrain in order to increase patients' adoption to e-appointment system and consequently reduce waiting time.