# Online Health System in Azerbaijan

Request Statement / Planning Phase   
(Homework No.1A)

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Submitted in partial fulfillment of the requirements of the INFT 2303: Systems Analysis and Design course project

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| GitHub repository | <https://github.com/ADA-SITE-INFT2303-2023-Spring/homework-1a-NarminaKarimova.git> |
| Version date | Version information |
| Feb 6, 2023 | Creating the initial draft of planning phase for the project of Smart Health Prediction System in Azerbaijan |
| Feb 7, 2023 | Adding business value |
| Feb 8, 2023 | Modifying project sponsor, correcting business need |
| Feb 9, 2023 | Changing logic: that application should focus on helping patients to know to which doctor (cardiologist, radiologist, neurologist etc.) they must go according to the symptoms. It would be wrong to focus on diagnosis since application cannot conduct any medical tests (blood, urine, PCR tests) for patient. |
| Feb 10, 2023 | Adding issues |
| Feb 11, 2023 | Adding references, correcting business needs and business value. Bringing more details for the requirements. |
| Feb 12, 2023 | Final draft |

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| Project sponsor |
| Narmina Karimova on behalf of **medical expert(s) from medical organization**. The specialist(s) will help with the test development. |
| Business Need |
| Today, especially after the period of pandemic, *people became more concerned about their physical health.****[[1]](#footnote-1)*** They are constantly searching for the meaning of their symptoms to learn about their health condition and which specialist they should visit. However, without proper medical education, simple “Google search” may not be enough. Moreover, visit to the hospital/clinic can be both expensive and time consuming, especially when person makes a visit for the first time to consult the specialist. *Considering the case in Azerbaijan, people could wait in queues for hours just to know which doctor they should visit.****[[2]](#footnote-2) [[3]](#footnote-3)*** To solve these issues new system should be created to bring users value that they can benefit from. It will be initiated to:   * Help users to learn which doctor they should visit, thus, indirectly shortening the time of learning their diagnosis * Reduce patients’ expenses on visiting doctors * Save patient’s time by having online consultation instead of physically attending multiple appointments with the specialist. * Indirectly reduce the queue in the clinics/hospitals |
| Business Requirements |
| New system will provide users with the mobile application which will have and perform the following:   * Registration process to input personal information of potential patient (passport, previous medical records). * Taking the test to learn all the symptoms. * Based on the test result, directing to the right type of doctor that patient should visit. * Providing the users with the opportunity to request an online consultation with a specialist who will be also registered through the application. * Directing patient to the doctor at the nearest clinic/hospital to conduct an online consultation. * Redirecting information about patient to the chosen doctor. |
| Business Value |
| Considering the tangible benefits:   * Users will save money. Physical consultation from a doctor costs minimum 30 manats. With online consultation this price will be reduced to 20 manats, thus saving up to 30%. * The organization will gain monetary assets when user requests an appointment with the doctor. If one consultation costs 20 manats in average, 5% will be taken by the system. * Saving patients’ time by 50-75%. Roughly calculating, to go to physical consultation user would spend approximately 2 hours.***[[4]](#footnote-4)*** Whereas while using the application patient would spend 5 mins to go through the registration, 5 mins to take the test, 10-15 mins to request the consultation (considering waiting time) and 15-20 mins for the consultation itself, thus, spending nearly 1 hour.   When comes to intangible ones:   * Increased level of customers’ satisfaction due to reducing expenses and saving time will create good image of the organization and bring new users. |
| Special Issues or Constraints: |
| * The student does not obtain education in the medical field. It may lead to uncertainty at some point while creating the test to learn the direction of the treatment. * Application will be developed without using AI/Machine Learning/Data Mining (which could predict the direction more accurately) since student does not have deep knowledge in this field. |

1. <https://www.mana.md/5-ways-the-pandemic-has-increased-wellbeing-awareness/#:~:text=More%20people%20are%20using%20technology,in%20popularity%20during%20the%20pandemic>. [↑](#footnote-ref-1)
2. <https://sputnik.az/20230128/tebb-xestexanada-yaranan-uzun-novbelerin-sebebini-aciqlayib-451143775.html> [↑](#footnote-ref-2)
3. <https://az.sputniknews.ru/20220825/kak-reshit-problemu-dlinnykh-ocheredey-v-bolnitsakh-s-sistemoy-oms---video-445359344.html> [↑](#footnote-ref-3)
4. <https://www.researchgate.net/publication/232710901_How_Much_Time_Do_Patients_Spend_on_Outpatient_Visits> [↑](#footnote-ref-4)