Minimum Viable Product

The purpose of Serve Life (OPC) Private Limited is to create Cloud Based system for Clinics, and Patients

This project is being developed mainly for our clients, but will be extensible enough to be adapted and customizable for deployment and integration into clients' networks.

Document Conventions

Web And Mobile Application: The system or program which is designed for use by an end user for specific operations.

Vendor Preference : Amazon Web Services

Programming Preference : Front End Angular For Web Version ,Backend (Node JS) with Express JS Framework And Flutter Application For iOS+Android

Database Preference: Amazon Aurora PostgreSQL with a security layer of data at rest and data in transition encryption For Web and Firebase Database For Flutter Application.

User Interface (UI): anything that the user of an application or website may see, interact with,or experience and with minimal clicks tasks should be done.

Functional Requirements

This website Homepage will allow the creation of a user account with Fields of First Name, Last

Name, Email Address and Mobile Number verification of One Time Password (OTP) on user mobile number.

After Successful Registration Users including Patients should complete his/her profile first then only use their account and access to Dashboard Appointments and other features same procedure will be applicable with Doctors who practice in clinics. There should be profile completeness status with strength indication User Interface.

The user should be able to specify his/her name, gender, height, weight, Blood Group and age, Date of Birth in a user profile.

The system should output the user's historical data like Medication History including which

hospital he or she previously admitted with their Prescriptions, Medicine Details,Dosage,Precautions,DietChart,FollowUps,Treatments,Bills,Print Option

Each User In Clinic should have their own panel restrictions with limitation of features accessible along with password protection

The system should send prescriptions to the Patient's Panel, Email as well as SMS with Dosage details also remind the time of each medicine. Patient panel should have print option for the prescription also an upload option of previous diagnosis history

The system should also allow Doctors to Write Prescription, Tests,& ,Fees Collection from patients,Patients Number of Time visits ,Income chart,Clinical Notes:(Complaints,Observations,Investigations,Diagnosis,Notes),Diet Plan, Patient's Old History,Invoices

Nonfunctional Requirements

The system should be able to keep a database for all user data.

The system should be easy to use/user friendly.

The graphical data should be displayed in a clear and neat way.

The system response should be quick. (i.e. clicking a button, calculations)

The system should require minimal maintenance

Security and Confidentiality Requirements

Due to the sensitive nature of the data this application product will be producing, accepting and storing, it was determined that specific security and confidentiality requirements were needed

The system should be secure enough so that personal health data may not be disclosed inappropriately or unauthorized.

System Application will have a secure "passcode" to protect the end user application from unauthorized access.

The company should maintain the confidentiality of all user data knowledge.

Security Measures

Data At Rest & Data in Transit for Database Security

An EHR (Electronic Health Record) stored in a Postgresql database should ensure that the password to that database is not stored in the system.

Encrypt the data before saving it in the database for extra security stages.

Secure Transfer: Required SSL 256-bit AES encryption to safeguard the electronic transfer of all data And EHR Data

Automatic Sign Off: The Security Rule includes requirements that users be automatically logged out after a period of inactivity, to prevent unauthorized access to patient records.Set a 10-minute period of inactivity after which the system will automatically be locked. In case the device is in the high-traffic area,establish a timeout of 2 to 3 minutes.

All developers should follow HIPAA Privacy Compliances during development of the whole application/project. The HIPAA document privacy rule will be provided separately by the client.

Person or Entity Authentication

Require something known only to that individual, such as a password or PIN.

The password should be the longest possible (between six and 10+ characters) including a

combination of numbers, special characters, and a mixture of upper and lower case letters.

It should be changed at least every six months or whenever the password becomes known to

the other person. And current or previous passwords could not be reused.

It is possible to implement functionality that will control the password expiration. This logic will prevent users from logging in with an expired password and force them to change it.

By SMS/push notification, a person using a username and password to log into a database also has to insert a PIN code to confirm their identity.

Types Of Login:

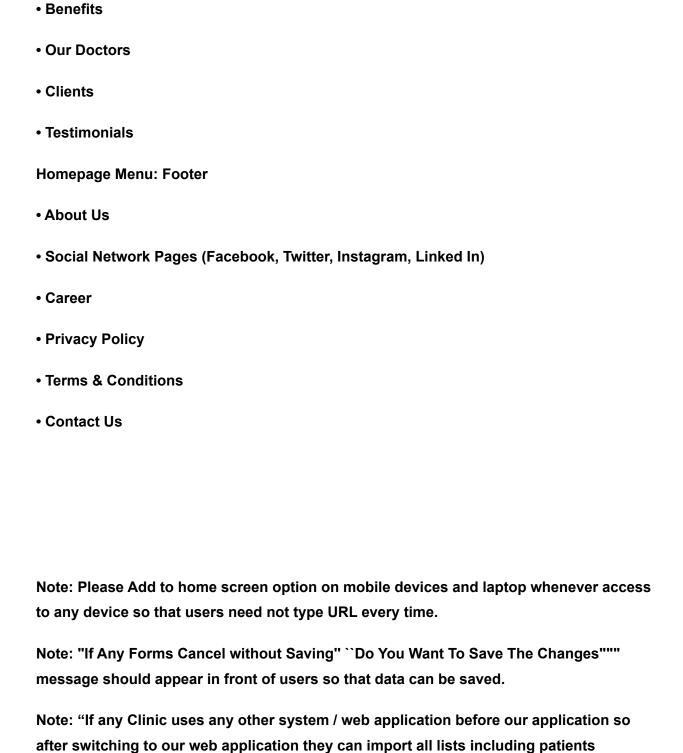Admin Serve Life Login

Patient

Clinic

  -Doctor

  -Receptionist

   -Front desk

- Accounts Login

Homepage Menu: Header

• **Home**

• **Book An Appointment**

• **Covid 19 Specialist**

• **Video, Audio & Chat Consultation**

• **Reports**

• **About Us**

• **Contact us**

• **Benefits**

• **Our Doctors**

• **Clients**

• **Testimonials**

Homepage Menu: Footer

• **About Us**

• **Social Network Pages (Facebook, Twitter, Instagram, Linked In)**

• **Career**

• **Privacy Policy**

• **Terms & Conditions**

• **Contact Us**

Note: Please Add to home screen option on mobile devices and laptop whenever access to any device so that users need not type URL every time.

Note: "If Any Forms Cancel without Saving" ``Do You Want To Save The Changes'''" message should appear in front of users so that data can be saved.

Note: "If any Clinic uses any other system / web application before our application so after switching to our web application they can import all lists including patients appointments,invoices,contact numbers,medical records and reports.

Doctor Access

Dashboard

· Today's Appointments

· Total Patients Visited & Examined

· In Queue

· Successfully Diagnosed

· Total Revenue & Expense (Graph) (Day, Week, Month & Yearly Wise)

· Average waiting time of Patient

· Overall Patient Satisfaction in %

· Calendar View of booked Appointments

Appointments

· Add New Patient (Create New Google Calendar Integration To Get Notified on all devices)

 Initials (Mr. Ms. Mrs.) (Selection)*

· First Name *

· Last Name

· Normal Appointment | Urgent Appointment *

· Describe Symptoms | Select closest timeslot *

· Patient ID (By Default Sequence)

· Gender *

· Contact Number *

· Email Address (optional)

· Notify Patient Via SMS & Via Email (Check-Box)*

· Doctor's Name* (Selection)

· Category (Selection)

· Scheduled On Time & Minutes Ex: Date On Calendar | at Time 5:30 for 10 Min *Plan & Procedures

(Optional)

· Notes (Optional)

· Notify Doctor Via SMS & Via Email (Check-Box)*

· Collect Payment or Pay Later*

· Save | Cancel Done (After Patient Added View Profile)

· Urgent Appointment Or Normal Appointment (Check-Box option)

· Edit Appointment

· Delete Appointment

· Add Event

· Edit Event

· Delete Event

Add Event (This feature will reflect when a patient take an appointment of a particular doctor it will

show the Title "Available Today" or "Not Available Today | Tomorrow)

· Scheduled On (Example: 24 October at

02:00 PM for 15 Min · Event Title :

· Doctor (Selection) On /off buttons

Example Save Cancel Change

Create Leave:

Note: Doctors can block their calendar for leaves or personal reasons. The patient will not be able to book their appointment on the same day.

Leave Details: **Select Doctors (Dropdown Selection)**

Enter Reason: **All Doctors or Specific Name**

◯ **All Day**   ◯ **Block Slot**

Duration: Jul 25, 2022   To   Jul 31, 2022   (Google Calendar)

Select Block Type:

◯ **Block Online Appointments**   ◯ **Block In-Clinic Appointments**

Note: The Patients will not be able to book selected options for appointments for the given duration.

July 25th   1:00 PM- (Doctor's ID)
Monday   "Doctor's Name"

Save   Cancel

All Appointments

(Reschedule Appointment | Upcoming Appointments | Visit & Not Visited Details| Cancelled

Appointments |Expired Appointments)

· Patient ID

· Appointment ID

· Patient Name

· Department

· Email Address

· Contact Number

· Address

· Consulting Doctor

· Visit Type: Like Follow-up or Fresh Appointment

· Consultation Date & Time

· Consultation Remarks

· Fees Collected

· Referred By

· Complaint Or Problem

· Waiting Time of the Patient

Token number generation across individual Consultants (All online appointments and walk-in appointments synchronized if any one canceled their appointment so that slot will be open to all online as well as walk-in users.)

• Patients/relatives would be able to obtain Q-tokens at ease online through web solutions

• Token calling system at OPD registration counter

• Able to provide indigenous for such a system in which after registering patients at

registration counter; same token number would be transferred to consultant clinic/specialty OPD automatically.

• The patients should be able to get the token not only for the current day but also for the future date.

• Doctors attending the OPD would also come to know about the number of patients that are going to visit the OPD in the following days.

• The system should be available to on-premises patients as well as online patients. This

system should help patients to get their token for the day / future day from within the system

• It should have flexibility to manage organizational changes with respect to generation to disposal of tokens.

• This q-management is monitored in real time and capacity to guide patients and relatives through SMS or other alternate mode to make the system seamless with no waiting for patients in Clinics OPD.

Recent Interactions (Including Recent Patient Visit & Online Consultation)

· Profile Photo

· Patient ID

· Appointment ID

· Patient Name

· Age

· Symptoms or Problem

· City

· Send Message

· View Profile (Button)

Display outside the doctor's chamber regarding patients in waiting.

You see a list of appointments on the right of the calendar; they are arranged according to the time at which the appointments are scheduled. Each appointment in the list, on the right, has a button. Here's how to use them:

Check-in: When a patient arrives at the clinic for a scheduled appointment you can make a note of that by clicking on the 'Check-in' button in his appointment. Once you check-in a patient, his/her waiting time calculation begins and the 'Engage' button shows up.

Engage: When the doctor is ready to see the patient and the patient enters the treatment room you can click on the engage button.This begins his engagement time calculation and the 'Engage' button converts into a 'Check Out' button.
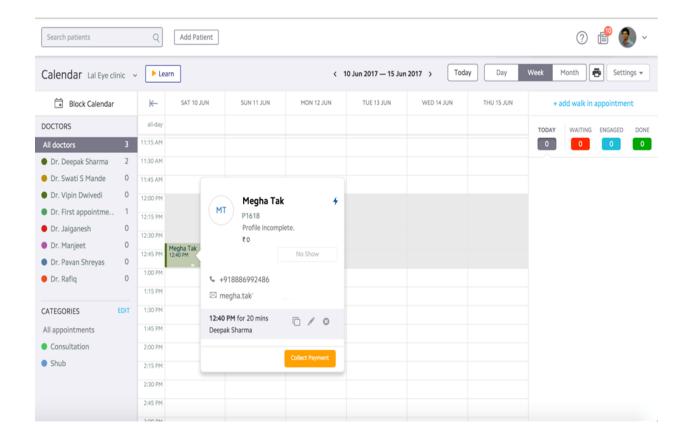
Check out: When the patient returns from the treatment room, you can click on the 'Check Out' button. This will help you understand how long the patient was engaged by the doctor.
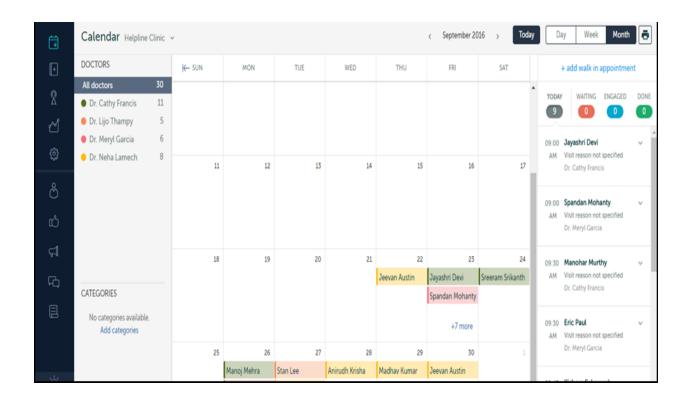
Every time you click any one of the Check In, Engage or Check Out buttons, it directly reflects in the Schedule overview, telling you exactly how many appointments are scheduled, how many patients are waiting, engaged and how many have checked out today.

You can also see the average waiting time overall. This information helps you understand how efficiently your practice is running.

You can also click on a doctor's name on the left to get the Schedule and Patient Queue information for that doctor only. So that you can gauge the performance of the doctor, how many patients are waiting for him, his treatment time and whether he is engaged in a treatment at that point in time.

Doctor Scheduling (Week-wise view or multiple doctors in one page)

Calendar Helpline Clinic ⌄

‹ September 2016 › | Today | Day | Week | **Month** | 🖨

DOCTORS

All doctors	30
● Dr. Cathy Francis	11
● Dr. Lijo Thampy	5
● Dr. Meryl Garcia	6
● Dr. Neha Lamech	8

CATEGORIES

No categories available.
Add categories

SUN	MON	TUE	WED	THU	FRI	SAT
11	12	13	14	15	16	17
18	19	20	21	22 Jeevan Austin	23 Jayashri Devi / Spandan Mohanty / +7 more	24 Sreeram Srikanth
25	26 Manoj Mehra	27 Stan Lee	28 Anirudh Krisha	29 Madhav Kumar	30 Jeevan Austin	1

+ add walk in appointment

TODAY	WAITING	ENGAGED	DONE
9	0	0	0

09:00 AM **Jayashri Devi** ⌄
Visit reason not specified
Dr. Cathy Francis

09:00 AM **Spandan Mohanty** ⌄
Visit reason not specified
Dr. Meryl Garcia

09:30 AM **Manohar Murthy** ⌄
Visit reason not specified
Dr. Cathy Francis

09:30 AM **Eric Paul** ⌄
Visit reason not specified
Dr. Meryl Garcia

Reminder Email Format

SERVE LIFE

You have an upcoming appointment

Dear,_____,

Don't forget! You have an appointment today with Dr._____ at 4:00 PM.

Patient's name	
Doctor's name	
Date and Time	February 2nd , 2020 | 4:00 PM
Clinic's details	_____ _____ Get Directions
Appointment ID	_____

If you are unable to make it to the appointment, please cancel or reschedule. It will open this valuable slot for others waiting to visit the doctor.

Cancel   **Reschedule**

Manage your appointments better by visiting the Appointments section or Download the app now"App Link".

Serve Life with good health!

Thank You

Regards

Serve Life

Prescription Format (Note: Each Prescription is according to the Doctor's rare basis like Ex: Orthopedician has different fields or Eye specialist (ENT) has different fields according to their speciality but standard prescription format is below whenever doctor select their speciality at the time of registration prescription format should be like their speciality format.)

Basic Details

✔ Name Of Patient

✔ Father's Name

 ✔ Mother's Name

✔ Gender

✔ Age

✔ Address

✔ City

✔ OPD Department/Unit

✔ Doctor or Consultant Name

✔ IP/OP Number (Auto Generate) (IF Hospital: UHID with Barcode)

 ✔ EHR/EMR ID: (Auto Generated) with Barcode

✔Patient Type: MLC / Non-MLC (Medico Legal Case) (If Doctor MLC then options are:

(1) All cases of injuries and burns

(2) All vehicular, factory, or other unnatural accident cases

(3) cases of suspected or evident sexual assault

(4) cases of suspected or evident criminal abortion

(5) cases of unconsciousness

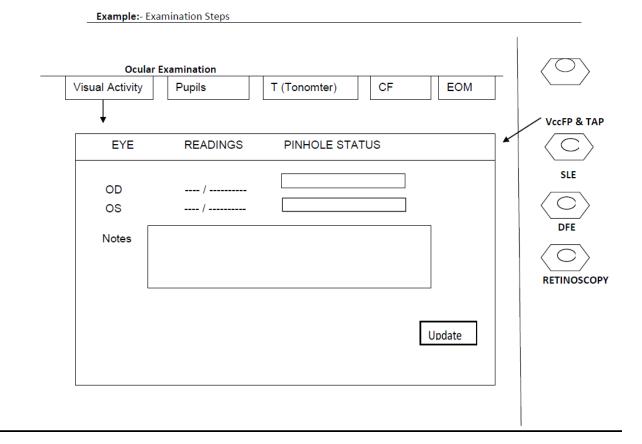(6) All cases of suspected or evident poisoning or intoxication

(7) cases referred from court or otherwise for age estimation

(8) cases brought dead with improper history creating suspicion of an offense
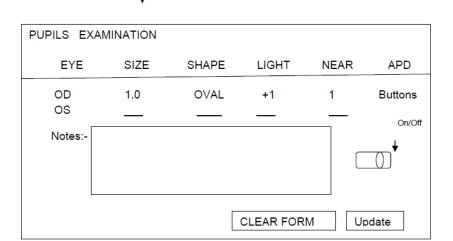
(9) cases of suspected self-infliction of injuries or attempted suicide

(10) Any other case not falling under the above categories but has legal implications

✔ Date of Prescription & Time

General Examination

✔ BP

✔ Pulse

✔ SPo2

✔ Resp.

✔ Temp.

✔ Weight

Assessment:

 Allergies & Medical History: (Search Box : Common Medical Issues Appeared Before Typing)

 Medical History:

 Family History:

(Note: This Data will be Auto Fetch from Patient's Account by contact no. or email address & if it's not created it can be add by doctor during prescription writing)

Visit & Findings:

Reason List: (By typing only 3 letters various suggestions appears in the search box & highlight with bold letters after select and enter any reason)

```
_____
------------------------------------------------
```

Notes:

History of Present Illness:
```
_____
------------------------------------------------
```

Examinations: Whenever a Doctor type any examination Ex: Ophthal Examination & click on **"Continue"** after this new pop-up window will be open to add more details and examine captured images like:- Left EYE & Right EYE to address the problem and save the results which reflects on the prescription for example- An Orthopedic an examine bone image & rectify where is the problem and find the solution according to their examinations.

Example:- Examination Steps

Ocular Examination

Visual Activity	Pupils	T (Tonomter)	CF	EOM

EYE	READINGS	PINHOLE STATUS
OD	---- / ----------	
OS	---- / ----------	
Notes		

Update

VccFP & TAP

SLE

DFE

RETINOSCOPY

PUPILS   EXAMINATION

EYE	SIZE	SHAPE	LIGHT	NEAR	APD
OD	1.0	OVAL	+1	1	Buttons
OS	__	__	__	__	

On/Off

Notes:-

CLEAR FORM   Update

EYE GLASSES

GONISCOPY

Tonometer Examination (T)

EYE	READINGS		NOTES
OD	14	mmhg	
OS	15	mmhg	

Clear Form   UPDATE

CONFRONTATIONAL FIELS

EYE	STATUS
OU	
OD	FULL / HALF
	FULL / HALF

UPDATE

FULL / HALF

CLEAR FORM

EXTRA OCULAR MOUEMENTS (EOM)

EYE   STATUS

OU   FULL/HALF

OD   FULL/HALF

OS   FULL/HALF

CLEAR FORM   UPDATE

SLIT LAMP EXAM

EXT
| EXAMPLE | SAMPLE |

VIT
| EXAMPLE | SAMPLE |

LENS
| EXAMPLE | SAMPLE |

IRIS
| EXAMPLE | SAMPLE |

EYE IMAGE

A/C
Anterior Chamber
| EXAMPLE | SAMPLE |

X
STAINNING SUPERFICIAL

C/S
1+ inj, OD , wnl, OS

L / L
Mildmeibominitis OU

| EXAMPLE | SAMPLE | | EXAMPLE | SAMPLE | | EXAMPLE | SAMPLE |

Clear Form   UPDATE

DIALATED FUNDUS EXAMINATION (clear form)

DFE

clear
3 0/0
X

	OU	OD	OS	NOTES
Disc		0.3		
vessals				
Periphery				
EYE TEST				
Macula				

Friday

RENTINOSCOPY

Button

Right
(EYE ICON)
122°

Button

LEFT
(EYE ICON)
143°

EYE	SPH	CYL	AXIS	ADD	PD
OD					
OS					
NOTES					

Following the herd is a sure way to mediocrity.
Patti Wilson

Form of the Drug: Selection (Tablet, Injection, Syrup) & Medicine For

Name Of The Drug: (generic name) written in block letters (When Doctor type any drug it will automatically shows Drug suggestions)

Route of Administration: (oral, etc.)

Time & Frequency: Before Food, After Food, Once a Day, and Empty Stomach after Breakfast

Duration Of Treatment: For One Week, Two Weeks or More

Follow-Up Date:

Fees :

Fees Validity:

Doctor's Full Name

Signature

Save | Cancel | Update

Conversion of doctor prescriptions to orders

When Doctor Writes a prescription save it will automatically appears on Patient panel as well as also received to their (Clinic) pharmacy

Note: When doctor click on "Save & Send" a dialog box or Popup window appear in front of Doctor to send the Prescription to

Patient's Email, SMS, and Nearest Pharmacy or can select In-house hospital pharmacy. All Prescriptions and Reports are available in the EMR Section of the Doctor's Panel. All documents saved in the Patient, Doctor, panel should be in 256 bits encrypted and secure format and shared with encrypted format.

Diet Plan

· Add New Diet ------------------------> (Timeline Format Step-1) ·

Select Patient

· Patient ID (Auto Fetch)

· Gender (Auto Fetch)

· Age (Auto Fetch)

· Contact Details (Auto Fetch)

· Add Weight

· Add Height

· Select Body Fat--------------------------> (Timeline Format Step-2) ·

Select Activity Level

· Add Food Allergies

· Add Nutrition & Range

· Select Time Slot

· Disease (If Any)

· Effective Date (Calendar View Define Date Range) ·

Diet Category (Select)

· Food Type & Preference (Select)

· Save |Edit /Update | Delete | Status

EMR

· Add New Prescription

· Edit / Update Prescription

· Add Clinical Note

· Edit Clinical Note

· Review of Old clinical history (Upload Option) & (Auto Fetch by contact number) ·

Trend Reports of vitals Sign and Test values

· Add Treatment Plan

· Edit Treatment Plan

· Add Completed Procedure

· Edit Completed Procedure

· Delete Completed Procedure

· Add New File Record

· Edit File Record

Patient Case History

· Add History of Present illness

  Present illness

  Past Illness

  Diagnosis

  AGE:

Blood GROUP

EMAIL ADDRESS

LIFESTYLES : Smoking , ALCOHOL , DRUGS, TOBACCO

RECENT APPOINTMENTS

MEDICAL CONDITIONS

Vaccination

Ethnicity: -

CURRENT Hospital TREATMENT (Name of the Hospital)

DATE OF Admission – (If Any Admission in the

Hospital)

DATE OF Discharge

TREATMENT PLAN

Reports

Share History with and Clinic/Hospital and Email

· Edit History of Present illness

· Delete History of Present illness

· Add Family History

Note: (Father | Mother And Siblings fields will be same but details will be different)

Father's First NAME Last Name

Mother's FIRST NAME. Last Name

Brother's First Name Last Name (Optional)

Sister's First Name Last Name (Optional)

· Edit Family History

Delete Family History

· Add Personal History

· Treatment History (In this section if the has done any treatment of particular patient it will be shown here)

Voice, Audio, Video and Chat Consultation

· Add Your Details

· Enter Patient Contact Number

· Send SMS with a link for a voice/ Video & Chat consultation

Accounts & Billing (Real time)

· Add Invoice

· Edit Invoice

· Delete Invoice

· Cancel Invoice

· Add Payment

· Edit Payment

· Cancel Payment

· Income

· Expenses (**Add Expenses Type**: Electricity Bill,Distributors,Lab Charges,Materials,Others,Personal, Salary,Telephone Bill,Water Bill)

· Invoice

· Pending Invoices

Out Patient Reports

• Select Patient

• From Calendar Option To Calendar Option

• S.No

• Date Of Visit

• Patient ID

• Appointment ID

• Reports (Download | Send Via Email | Print)

Patient Charting (Real-Time)

· Today |Recent | All

· Patient Due

· List of Patient (Due)

· List of Patient (Met)

· Appointment with Doctor's Name (Add to Chart) ·Time

· Add Vital Signs

· Prescriptions

· Treatment Plan

· Demographics

· Diagnoses

· Medications

· Diet

· Precautions

· Lifestyle

· Allergies

· Lab/test results

· Immunization dates

· Progress notes

Dosage Reminders (SMS) (Email) (Panel Notification)

(When Doctor Write Prescription The Reminder will Automatically Create)

· Add New Pills

· Add Pills Amount

· Add Time & Duration (Morning | Afternoon| Evening| Night or Set Time) ·

Decrease Time & Duration Buttons Like (+ & -)

· Repeats (Weekly) (This Week | This Month | This Year)

· After Scheduled Reminder --------------> (Today | Tomorrow| Set Date) ·

Save | Cancel | Edit/Update

Report Collection------------- > (SMS) (Email) (Panel Notification)

Note: Whenever reports are ready & upload after the system ask send a reminder to Patient

· Select Patient

· Add Reminder Name

· Place -------> By Default Address of Clinic

· Select Date

· Save | Cancel

Help & Support

· Product Support

· Submit Problems or Queries

· Email US

· FAQ

Communications

· Email & Available SMS Credits in Clinics

· Send New Sms

· Message |Delivery Time | Sms Delivered

· Buy more SMS Credits (In this option A Doctor or Hospital can purchase more sms from Serve Life. It will reflect their account instantly for example Like a Recharge facility on mobile phone)

Settings

· Add Admin

 ·Add Doctor Staff (Timings,Lunch Break,Resume At, Leave A Clinic At)

· Add Receptionist Staff

· Add Front Desk Staff

· Export Data To Email

· Delete Accounts

· Medicine Inventory Record

· Add New Drug

· Drug Type

· Strength

Save | Cancel | Update

Template

· Create A new Template & Widgets

· Add Title of Template

· Add Content or Attach New File

· Save | Edit | Delete

Feedback

· Likes & Reviews (Reply Option)

· Outcomes

· Select A Clinic

· Select Patient (with Contact Details by Default)

· Cancel | Save & Schedule SMS

Profile (Show Each Profile Completeness strength in%)

· Doctor's Name

· Education Like (BSc-Dietetics/Nutrition,M.Sc-BioPhysics)

· Specialist

· Clinic or Center Name

· Timings (Mon-Sun) 9:00 AM - 1:00 PM & 5:00 PM - 9:00 PM

· Services

· Specializations

· Awards & Recognitions

· Memberships

· Experience

Address (Google Maps Option)

· Registrations (Registration No. & Registration Certificate Uploaded Screenshot View) ·

Save | Edit | Cancel

Doctor Registration (A Confirmation Email & SMS received after registration)

· FIRST NAME

· LAST NAME

· EMAIL ADDRESS

· CONTACT NUMBER

· PASSWORD (

· CONFIRM PASSWORD

· Degree

· Main Specialty

· Category Listing

· Name of Hospital or Clinic

· City/Province

· Clinic Schedule Setup

· Appointment Type : Walk in | By Appointment or Both

· Start Time | End Time

· Number of Days Repeat

· Awards and Recognitions

· Education

· Memberships

· Services

· Date of Birth (Calendar Option)

· Experience

· Upload Vaccination Certificate (

· Registration Validation [Enter your Registration No.]

· Upload Registration Certificate (Approved By Medical Council Of India)

· Validate Your Account

· Registration Successful (Message appears)

Prescriptions (List Wise)

• Patient Name Age (Years)

• Patient ID: _____ Ward_____ Date:_____

• Drug Frequency Duration Instruction

• Prescribed By: "Doctor's Name"

• Signature (By Default Present)

Feedback

Note: The patient has only one time right to submit the feedback if the patient tries another time View

Likes /Dislikes & Reviews (Reply Option) he or she cannot be able to do already submitted details or

change. A Valid consultation is mandatory once the feedback submitted it will directly comes to

Admin after permission it will redirect to Doctor's panel after 24 Hrs it will automatically publish to

http://servelife.co.in/

· View Likes /Dislikes & Reviews (Reply Option)

· Outcomes

· Select A Clinic

· Select Patient (with Contact Details by Default)

· Cancel | Save & Schedule SMS

 Feedback SMS Format

Thank you for recent visit to "Doctor's Name"

At Clinic's Name

Let us know your appointment experience & feedback

Please share your feedback on given Link_____

We want to provide the best experience possible!

"Serve Your Life with Good Health"

Regards

Serve Life

Uploading generic documents and external Investigation reports into patient EMR (Comes under EMR Menu)

Note: All files can be automatically shared to Patient's Contact no with link and Email Digital

documents securely sent with your patients from Patient health records these records will not be shared for patients not having their contact numbers registered.

· Select File Upload Share

· Upload Billing

· Upload Vital Signs

· Upload Treatment Plan

· Upload Files

· Upload Prescription

· Save | Cancel

Review of old clinical history and trend reports of vitals and test values using EMR View (Comes under EMR Menu)

· Name (Demographic Details)

· Email

· Contact

· Address

· Blood Group

· Allergies (Medical History)

· Previous Diagnosis·

· Treatments Or Medications

· Surgeries

· Disease

Reports of Vitals: (Tabular Format) View Only

Patient Name_____   Patient ID_____   Age____   Gender_____

Date	Time	Blood Glucose (mg/dl)	Blood Pressure (mmHg)	Position	Height	BMI	Oxygen (Saturation at Room Air)	Pulse	Respiration	Tem	Waist Circumference

Remarks and Notes

Out Patient Reports (Doctor Consultation, Scheduled Appointments, Patient Waiting Time, OP Statistic Reports)

Select Report Category From: [Calendar]   To Patient   [Calendar]   Mail | Print

Summary

Total Patient
Example: 5

<u>**Details**</u>

S.No	Date Of Visit	Patient ID	Patient Name	Reports
				⊙Download ➤Send
				⊙Download ➤Send
				⊙Download ➤Send

Patient Bill Format:

· Barcode /QR Code

· Receipt No.

· Order No

· First Name: Last Name:

· MR No: MR_____

· Age/Gender:

· Visit No: OP_____ Dept: Doctor

· Adm/Reg Date: Referred By:

· Time:

· Email ID:

· Bill Details

· Time

· Bill No. (Type): BL_____ Open Date (By): Calendar Option & Time Billing Type:

· Package Name: Package Status: In Progress Or Opt Out)

· Bill Status: Open or Closed

· Payment Status: Paid or Unpaid

· Discharge Date & Time

· Label: Remarks: Finalize Date

· Cancel Reason Reopen Reason: Discount Auth:

· Deposits Set Off: (Max: 5000.00)

· Patient Write-off Remarks: Sponsor Write-off Remarks: Discount Plan: · Filter Service Groups: Filter Change Heads: Hide Canceled · Date Order Head Code Description Details Rate Qty Disc Amt · Add· Apply · Discount Plan Disc. On Selected Items: Disc Auth: Round Off · Totals

· Billed Amount: _____ Discounts: Net Amount:

· Patient Amount: _____ Payment Details: Deposit Setoff: Patient Due: ·

Save & Proceed | Cancel | Update

Doctor's Advice

Handled By
31 January 2020 | Time: 00:00:00
Doctor's Name
Specialization
City, Area (Auto Fetch)

Select Patient

Select Treatment

Dear and Name will show by default

Dear Saumil

----------Doctor's Name
Clinic Name

Successfully Posted Message Appears After posting In Popup window)The Doctor's Advice will be available in patient panel Panel, where patient can view and follow the advice (Note: Date & Time of doctor's advice will be there including

Cancel   Save and Post

Lab Follow-up

Order ID

Patient Name

Doctor

Lab Name

Task Name

Due (Date)

Status (Dropdown: Active,Sent,In-Progress,In Transit,Due,Overdue)

Report Collection

Note: Whenever reports are ready & upload in the system it automatically send a SMS & Email reminder to Patient as well as patient panel notification in pop-up window and message notification where they can download reports "it's optional to collect reports from center"

· Select Patient

· Select Report or Upload

· Add Reminder Name

· Place--------> By Default Address of Clinic

· Select Date

· Save | Cancel

Patient Access

Patient Registration/Signup

● First Name

● Last Name

● Contact Number

● Email Address

● Create Password

Dashboard (Graph chart)

· Blood Pressure

· Heart Rate

· Cholesterol

· Glucose

· Blood Group

· Weight

· Symptoms

· Diagnosis

· Results of Reports like Blood Report or any other report sent by Clinic

· Alert or notify on dashboard about next checkup also by SMS

· Last Checkup history with Doctor's Name with next Follow-up Details

· Upcoming Appointment Date & Time With Doctor's Details

Wallet

Add or Credit Wallet Balance to Account

Note: (Each Patient get cashback of Rs.30 after registration,after this they can use their cashback for online consultation including Chat,Voice,Video or Pre-visit booking also be able to add cash into their wallet for future appointments)

Recent Interactions

· Doctor's Profile Photo

· Doctor's Name

· Specialty

· Book Again

· View Profile

· Send A Message

Appointments (Urgent | Normal) (Appears on Home Page & Patient Panel) Book An

Appointment ------ >Urgent

First Name

Last Name

Describe Symptoms (Symptoms API will be Provided)

Doctor's Name (Appears By Symptoms with Specialization)

Select Doctor (Nearest Area) (Google GeoLocation API will be provided)

Select closest timeslot

Book & Confirm Appointment---------- > Change Date & Time to Reschedule (Google Maps

Get Directions)

Book An Appointment------ > Normal

Search Clinic Or Doctor or Auto Detect Location

Select Doctor

Book Now

Pick Preferred Time

First Name

Last Name

Email

Mobile Number

OTP (SMS)

Pay Now or Later

Confirm Appointment--------->Change Date & Time to Reschedule (Google Maps Get Directions)

Previous & Recent Appointments

(Doctor's Name | Specialization | Date & Time | Problem | Visited or Not |Address| Book Again)

· List Appears with Status

· Upcoming

· Visited not visited info

· Rescheduled

· Canceled Appointments

· Expired Appointments

Consult Now (Voice, Video, Audio and Chat Consultation)

· Patient Information

· Describe Problem

· Select Doctor

· Select Chat/Text/Audio/Video Call

· Makes Payment

· Consultation Begins

· Examines Past Documents

· Prescribes Medicines or Tests

· Follow-up Details

Download & Print

Doctor's Name | Specialization | Date & Time | Problem | Address

• Reports

• Prescriptions

• Invoices

Medical History

   Personal History

Add Personal Details

Medical History & Vaccination (If done by doctor it will reflect in this automatically)

Medications (If done by doctor it will reflect in this automatically)

Edit |Save| Cancel

· Important Treatments Undergone Details

· your next time to consult a Doctor (Add by Doctor View by Patient)

• Doctor's Name | Date

• Care Required

• Lifestyle Changes

------>Track Your Treatment Note: (Timeline Format) (Add By Doctor View by Patient)

• History Reviewed

• Symptoms

• Test Results

• Medication

• Vaccination

• Initial Diagnosis

• Treatment Initiated

• Surgery & Healing

• Cure By Medicines

• Follow up Date

• Diagnosed

Family History (Father, Mother or Siblings Details)

• Add Family Details

• Add Medical History & Vaccination

• Add Medications

Edit |Save| Cancel

Cases Note: Open Cases and Closed Cases (Timeline Format) (Add By Doctor View By Patient)

Patient Name (Select Patient)

· Patient ID (By Default)

· Gender

· Age

· Any drug allergies

· ICD Code

· Complaints

· Examination & Investigations

· Diagnosis or impression

· History & Findings: Reviewed or Not Reviewed

· Symptoms

· Complaints

· Examination

· Tests

· Vital Signs

· Vaccination

· Medication

· Notes

· Written (or oral) instructions

· Treatment With Details (Initiated)

· Recommended return visit or Follow-up date (Calendar)

· Treatment With Details (Initiated)

EMR (Electronic Medical Record)

· Upload Medical Records

· Share with Doctor or Email

Note: · As a User I can Upload my all medical records here including Previous Prescriptions, Blood Reports, Any other Lab Reports which are not digitally available I can take a Screenshot or Scanned any report or Prescription which I need to keep in a digital format also I can share my previous reports with any doctor or hospital directly to their email address also I can download all these reports and documents as a JPEG or PDF format.

Reminders (SMS) (Email) (Panel Notification) (Add By Doctor View by Patient)

(Note: Whenever the Doctor writes a Prescription it will automatically add in the reminder list to appear in the patient panel as well as SMS reminder Create a Name Reminder of Particular Medicine which does not suit and also notify the Doctor's Panel after appointment.)

· Medicine Name Details

· Time & Duration

· Disease Name

· Status: (Taken) (Not Yet)

· Reactions & Allergies

· Medicine Allergy Details

· Food Allergy Details

· Other

Diet Chart (Add By Doctor View by Patient)

(Email & Panel Available when Doctor Writes A Diet Plan) Download | Print | Share

Note :(Add By Doctor View by Patient " During Prescription writing Add a Diet option will be there to create new diet plan/chart of a particular patient all information regarding patient will be by default present or fetched from patient ID or by contact number)

▪ Patient Name ------------------------>(Timeline Format Step-1)

▪ Patient ID

▪ Gender

▪ Age

▪ Contact Details

▪ Weight

▪ Height

▪ Doctor's / Dietitian's Name

▪ Body Fat ------------------------> (Timeline Format Step-2)

▪ Activity Level

▪ Food Allergies

▪ Nutrition & Range: (Calories | Carbs | Fat | Protein | Fiber | Cholesterol)

▪ Time Slot: (Breakfast |Pre Lunch | Lunch | Post Lunch | Evening |

Dinner | Before Sleep) 07:00 AM -10:00 AM | 10:00 Am -12:00 PM |

12:00 PM - 04:00 PM | 04:00 PM -08:00 PM

▪ Disease (If Any):

▪ Effective Date:

▪ Diet Category: (Normal Diet| Diabetic Diet, High protein diet, Salt

restricted diet | Low salt diet | Reduced Calorie, totals parenteral

nutrition, Increased Calorie)

▪ Food Type & Preference: (Veg / Non-Veg)

Feedback

· First Name

· Last Name

· Date

· Clinic Or Hospital Name

· Are You Satisfied with overall Service: (Happy Similes) & (Sad Similes)

· Ambience

· Like Or Dislike Icon

· Waiting Time

· Please Rate Our Services

Submit

Help

· Submit Problems or Queries

· Email US

· FAQ

Export all Data to email address :

Data can be import or export in excel format

If Any Forms Cancel without Saving "Do You Want To Save The Changes" Buttons (Yes) (NO) (Cancel)

Serve Life Master Admin

Dashboard

· Income Chart (Daily | Weekly | Monthly | Yearly)

· Sales Statistics

· Growth Rate

· Real-time Visitors

· Total Views Site Visitors

· Total Leads & Calendar

· Total Number of Clinics or Doctors Registered ·

Total Number of Patients Registered

· Total Revenue Generated

· Sale

· Profit

· Messages

· Total Sign-ups

· Support Requests

· Notifications from Doctors & Patients ·

Number of Appointments Fixed

· Search Option

Patient

· Add New Patient

· Add Profile Photo

· First Name

· Last Name

· Contact Number

· Email Address

· Occupation

· Date of Birth

· Blood group

· Address

· Street/Colony/Locality

· City

· State

· Country

· Pin code

· Additional Contact Number

Save | Update | Cancel

All Patients List

· Profiles

Appointments

· Total Appointment Booked

· Day / Week / Month/ Year

· Booked By

· Appointment ID

· Date of Booking

Appointment Date

· Visit or Not visited

· Follow-up Date

· Doctor's Name, Registration Number, City & Specialty

   Cancelled Appointment Details

· List of All Cancelled Appointments

Last Checkup history of Patient

· Patient Name

· Age

· Contact

· Email

· Doctor's Name

· Specialty

· Registration Number

· City

· Appointment Date

· Visit Information

Feedback

Patients | Doctors Feedbacks

Satisfied Patients

Rating, Likes, Dislikes & Votes

Help & Support

· Queries Received With

· Name

· Email Address

· Problem

· Service Request Status (Open | Closed)

List of Registered Doctors,Clinics and Hospitals

· Profiles

Block & Unblock or Remove the Doctor & Clinic

· List of Doctors & Clinics

· Status Active | Block | Unblock | Remove

Closed Account Details

· Doctors List

· Patient List

· Hospital List

Subscription Details

· All Doctor & Hospital List Appears

· Current Package

· Status (Started Date | End Date | Renewal Date | Renewed)

Product Purchase Invoices

· Doctor Details

· Hospital Details

· Purchased Date

Valid Till (Date)

Transaction History

Demo Request

· Name (Appeared)

· Contact Details (Appeared)

· Email Address (Appeared)

· Clinic/Hospital Name (Appeared)

Manage Services

Activate | Deactivate Product

(If Product expires it will automatically deactivate the product, once payment done from the doctor's side it will activate automatically)

· Permission approved

- If a Doctor wants to promote their clinic on web application so by admin side promotion can be accessible.

Visit Details

· Patient Visit Details Appears

Book New Appointment (SMS & Email Notification Receive to Patients)

· Search Clinic Or Doctor or Auto Detect Location

· Select Doctor

· Book Now

· Pick Preferred Time

· Patient First Name

· Patient Last Name

· Email

· Mobile Number

· Confirm Appointment --------> Change Date & Time to Reschedule

Others

· Add News Content

· Attach Link

· Set Time Duration of Content or News

· Start Date & End Date

Job Posts

· Create New Job

· Enter A Job Title

· Designation

· Location

· Salary Per Month | Annually

· Add Questions

· Preview

· Save & Post

· Edit A Job Post

· Close & Renew Job Post

· Save | Delete| Edit Job Post

Pages

· Add a new Page

· Add Title of the Page

· Add Content

· Add Image or Video Link Attachment

· Save & Publish | Edit | Delete

Template

· Create A new Template

· Add Title of Template

  ·Add Diagnosis

· Add Component

· Save | Edit | Delete----------------> Add this Template to Doctors Application in Template Section

Serve Life Login Users:

1) Main Admin (All Access)

2) Manage Appointments,View Subscription Details, Review Feedbacks ,View Registered

Clinics hospitals,View Demo Request & Access Product Invoices

3) Support Department: Manage Help & Support And Job Post

API Integration Names:

Google Cloud Healthcare API   (HL7,FHIR,HL7v2,DICOM)

Google Geo-location & Maps API

Cloud Vision API

Google Calendar API

Google Analytics API

Cloud Life Sciences API

Gmail API

Cloud Data Loss Prevention API

YouTube Data API

Amazon Chime API

SMS Service API

ABDM API (Ayushman Bharat Digital Mission)

API Integration from NMC (National Medical Council Of India) required for Doctors registration validation and verification where only valid registration or license doctors can access to our application and blacklist doctors cannot access all details available in NMC. Verification required whenever doctor signup from website and Serve Life Admin Panel first registration number required and all data will be fetched from NMC API so all fields will be prefilled after verification of registration number.

Detailed Description Of Open And Close Cases And Diagnosed In Treated Open Cases

The patient comes into a closed system, if he has symptoms like cough, weight loss, loss of

appetite with pneumonia, then immediately after that the doctor prescribes tests including X-ray, sputum test. CRPC-examination, after the diagnosis has been identified and the patient is aligned to a specific criteria, the patient is then admitted, followed by treatment beginning 5–10 days after completion of treatment. leave will be granted.

Example: File open or closed: The file will remain open or closed for a specific period of time when a patient visits the clinic. Doctors advise the patient to consult after 5 days. because the doctor has prescribed the medicines for 5 days and suppose if a patient gets cured and does not go to that particular clinic then the system will close the file automatically but the case will always be open because the doctor does not know whether the patient has recovered from the treatment or not. Whether the patient is recovered from his medicines or not, in such a situation, when the patient comes again and completes the process of investigation including all previous tests, and if the report is normal, then the case will be closed.

1. The file will be opened and closed multiple times when the patient comes and according to this the date-wise record will be maintained for each patient to know when the file opens or closes.

2. The case will be according to the patient filed as per number of patient visits for that specific disease with record maintenance of date and time

Example: Closed Cases: Diabetes - Polyuria, Polydipsia------> Screen with diabetes test HbA1c----->Evaluate Complications regarding diabetes

Procedure of any case:

1. Diagnosis

2. Treatment

3. Followup

4. Case Closed

It Comes in Open Cases but after treatment it counts in Closed Cases :

● Pneumonia

● Malaria

● Typhoid

● Urinary Tract Infection (UTI)

● Dengue

● Jaundice

● Measles

● Acne

● Alcoholism

● Appendicitis

● Generalized Anxiety Disorder (GAD)

● Gallbladder stones

● Arthritis

● Anemia

● Bird flu

● Brain Tumor

● Breast Cancer

● Chikungunya

● Chlamydia

● Cholera

● Colorectal cancer

● Common Cold and Flu

- COVID-19

- Depression

- Diphtheria

- Erectile Dysfunction

- Farsightedness (or Hyperopia)

- Generalized Anxiety Disorder (GAD)

- Genital candidiasis

- Gestational Diabetes

- Gonorrhea

- Heartburn

- Hemorrhoids

- Insomnia

- Kawasaki Syndrome

- Measles

- Mucormycosis

- Non-Gonococcal Urethritis (NGU)

- Obesity

- Prenatal Depression

- Salmonella

- Stroke

- Swine Flu (H1N1)

- Syphilis

- Tonsillitis

- Trichomoniasis

- Ulcers

- Vaginitis

- Whooping cough

- Yeast Infection (Vaginal)

It Comes in an Open Case: In this section the doctor asks for Symptoms, Chief complaints, Examination:-Vital Signs then starts diagnosis through Investigation and Tests after that treatment starts.

Note: This treatment will be followed for a lifetime, and will never stop (Diagnosed In treated Open Cases)

Diagnosed In treated Open Cases

- Diabetes : Type I And Type II

- Cancer

- Hypertension

- Heart Disease

- Allergy/anaphylaxis

- Asthma

- Atrial fibrillation

- Childhood constipation

- Chronic fatigue syndrome/ME

- Chronic kidney disease

- Chronic obstructive pulmonary disease

- Chronic pain

- Congestive heart failure

- Dementia

- Depression

- Endometriosis

- Epilepsy

- Hepatitis B

- Hepatitis C

- HIV

- Inflammatory bowel disease

- Irritable bowel disease

- Low back pain

- Migraine

- Multiple sclerosis

- Osteoarthritis

- Parkinson's disease

- Alzheimer's disease

- Asperger's Syndrome

- Attention Deficit Hyperactivity Disorder (ADHD)

- Autoimmune Disease

- Autism

- Bipolar Disorder

- Cold urticaria

- Dementia

- Dyslexia

- Ebola Virus

- Edema

- Epilepsy

- Gallbladder stones

- Genital Herpes

- Gout

- Herpes

- HPV genital warts

- Irritable bowel syndrome

- Leukemia

- Liver Cirrhosis

- Lung cancer

- Multiple Sclerosis

- Nearsightedness (or Myopia)

- OCD (Obsessive compulsive disorder)

- Oral lichen planus

- Osteoarthritis

- Ovarian cancer

- Plantar Fasciitis

- Polycystic Ovarian Disease or Syndrome (PCOD/PCOS)

- Polymyalgia rheumatica

- Psoriasis

- Rabies

- Rheumatoid Arthritis

- Schizophrenia

- Spondylitis

- Stomach Cancer

- Tetanus

- Tuberculosis (TB)

- Varicose Veins

- Vertigo

- Wegener's Disease (Granulomatosis with polyangiitis)

- Zika virus

Terms And Conditions

1) **Weekly demo should be required on google meet or through upwork zoom meeting showing all work with all important API integration along with codes.**

2) **All bugs and issues should be resolved with previous bugs before delivery of each sprint.**

3) **All bugs and issues will be monitored on Codacy, AWS Codeguru and Github. It should be resolved according to all these platforms. All bugs and issues must be resolved by the development team before delivery of each sprint.**

4) **All forms, color, icons and components, buttons must be required in google material format, no other format should be considered in the whole web and Flutter application.**

5) **Proper architecture of the entire application is required before delivery of each sprint, starting with the readme file of each microservice, the user interface in Adobe XD file, and the database architecture.**

6) **CI/CD Pipeline is required before starting the project as well as live Automated Testing to be shown in Weekly basis Demo by Quality Analyst/Tester.**

7) All work should be delivered on time till the project is finished with the expected quality.

8) Both web and flutter applications should be delivered at the same time with all documentation created during software development.

9) All codes must be deployed on AWS server as well as Google play store and Apple iOS apps Store before delivery of the each sprint.

10) All features should be accurate according to the minimum viable product document, HIPAA Compliance before any logic implementation.

11) Most of the features in the application are real-time and use of Artificial Intelligence so it's mandatory to implement properly.

12) Should Maintain all validation in web and flutter application according to logic

13) Proper cycle should be maintained in the whole application Example Like Appointment and registration to get better user experience.

14) This web and Flutter application is a SaaS based application, make sure this application works properly before any delivery of each sprint or module

15) This web and flutter application is applicable around the world where Clinic,Doctors and Patients can connect and use the whole application. Also multiple languages are required in the application as per country so that users can use them.

16) Design should be implement first in Adobe XD or some other software and showcase before implementing

Please follow Important Links:

- **https://fonts.google.com/icons?icon.set=Material+Icons**
- **https://m3.material.io/components**
- **https://angular.io/guide/styleguide**
- **https://docs.flutter.dev/reference/widgets**
- **https://docs.flutter.dev/development/ui/widgets/material**

Agreement

By affixing their signatures below, the Parties acknowledge and agree to any and all provisions included in this Project agreement.

Name: Name:

Director Signature: Recipient Signature: