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| **Project Objectives** | **Current State** | **The gap between existing and new** | **Desired State** |
| **Contact us:** Build a website that has a section that contains the contacts of whom patients can speak to about their symptoms and the contacts of appropriate doctors to call after the nature of the sickness is confirmed | The patient currently calls the hospital front desk to discuss their symptoms and the front desk gives them a date to come to the hospital | Long waiting list between the day of contacting the hospital and the given appointment date. Multiple visits lead to frustrating experiences.  Admin user will create/upload all the necessary contacts on the website, and this can be done only by the admin.  End users can easily locate the contacts they need as the website will be user-friendly. | To build a website where patients can easily contact the front desk and doctors to discuss symptoms and treatment.  This feature ensures that only authorized personnel (admin staff can update the contact list on the website) |
| **Account:** Build a website that gives room for the patient to sign up and input their details to create a profile and gain full access to the hospital platform. | Currently, patients register their details manually when they get to the hospital | There is no avenue for patients to sign up and have their details registered before their appointment date. This is done manually when a patient gets to the hospital, adding to the time being spent in the hospital.  The current state lacks a seamless and user-friendly process for scheduling appointments, accessing necessary medications, and interacting with healthcare providers.  The website will have a registration section that has compulsory placeholders for end users to fill, to have a secured account on the website accessible only when they enter their username and password.  The username will be a verifiable email. | The desired state is a web platform that significantly reduces the challenges associated with seeking medical care by allowing patients to have a user account where all interaction will be done.  This feature ensures patients can have a secured user account with the hospital by entering their username and password. |
| **FAQ:** Build a website to stimulate interaction, and patient easy navigation of the available services, terms and policy. | There is no documentation of what patient concerns have been currently regarding the hospital's available services. | Several questions that might be asked repeatedly to do not have a readymade answer and this FAQ and answer would save a lot of time.  The FAQ will consist of questions that might be asked by the end user. Each question will have a provided answer. The questions will cut across technical, medical and other issues. | These features will allow users to get readily answered questions to some of the frequently asked questions about the hospital, available services, terms and policies among others on the website.  Only the admin users can upload, edit and delete data but all users can view the details. |
| **Notifications**: To build a website allowing admin users to get necessary notifications on the platform. | At the moment this feature does not apply to the website. | To help to reduce the number of patients missing their appointments.  Their missed appointments not only disrupt the healthcare workflow and negatively impact the waiting list but also impact the overall patient experience.  The notification will show any update that is done on the website by the admin and give reminders about schedules and appointments to registered end user | To get necessary notifications on the website such as booking and scheduling an appointment.  Registered users will have access to these features and be able to view, delete and stop notifications. |
| **About Us:** Build a page that will display the mission and vision statement, and a brief history and core values of the company. | Presently patients are not aware of the mission statement to have an insight into the values and core concepts of the company. | This page will share the business's core values, mission, beliefs, and vision.  This will connect the patients on a deeper level to establish credibility and build trust.  Admin user will have access to a privileged account to modify the web page when necessary.  Patients will be able to view the page as soon as they visit the website without the right to edit the contents. | To build a webpage where users can view and get informed about the core values of the hospital.  This feature ensures that only authorized admin staff can upload, delete and modify the mission and vision statement of the company. |
| **Payments:**  To create an online payment option for patients visiting the website.  Build a website that will allow patients to make payments online  . | Currently, payments are made only when patients arrive at the hospital.  Patients are not able to make flawless payment transactions for their medical bills at the cash desk, considering the long queues and their present health condition. | This will mitigate the risk of having sick patients wait so long in queues for the Offline payment option and ensure patients pay medical bills online using different payment options like, Digital wallets, Apple Pay, Bank transfers, Credit cards, Paypal, etc. This expedites the payment process and allows a greater number of transactions each day, which will generate revenue for the business.  Once payment transactions is completed. A download receipt link will be automated to pop up and displayed on the screen to allow users to download payment receipts on their devices.  The user will also receive a payment receipt in the email they provided during account registration, which can be printed or shared.  Admin users will be prompted to sign in with passwords and 2 factor authentication to be able to access this web feature. This well help to monitor and safeguard vulnerable information stored on the network | To create a platform where hospital patients can pay for their medical bills online and generate payment receipts that can be printed or shared via email.  This feature will also allow only authorized admin staff to access and edit payment records and manage payment transactions. |