

ONLINE HEALTH CONSULTING WEBSITE

FEATURE LIST - ROLES - BASED FUNCTIONALITIES AND RESPONSIBILITIES

Admin:

The Admin plays a crucial role in managing the backend operations of the hospital website. Admin has access to sensitive data, management tools, and content control features.

Features & Responsibilities:

- Admin Login Dashboard: Secure admin panel access to monitor activities.– *Parvathy*
- View Doctor Details: View and manage the list of doctors, their departments, availability, and profiles .– *Parvathy*
- Manage Appointments: Monitor and update booked appointments, patient details, and schedules.– *Pooja*
- Handle Patient Queries / FAQs: Access and respond to common patient queries submitted via the chatbot or listed in FAQs.– *Parvathy*
- Site Overview and Maintenance: Maintain the integrity and structure of hospital-related data and oversee website content updates.– *All 3*

Doctor:

Doctors interact with the system primarily to manage their schedules and appointments, and ensure they are available for consultations.

Features & Responsibilities:

- View Appointments: Doctors can log in to check upcoming appointments and patient information.– *Pooja*
- Update Availability: Manage available consultation slots to keep scheduling accurate and up-to-date.– *Pooja*
- View Departmental Association: Each doctor is linked to their respective department for easier patient filtering.– *Pooja*

Patient / Registered User:

Patients are the primary users of the website. Their journey includes exploring services, finding doctors, booking appointments, and receiving support.

Features & Responsibilities:

- User Registration & Login: Secure login and registration functionality for account access.– *Gayathri*
- Book Appointments: Patients can schedule an appointment with a doctor based on location, department, and availability. – *Pooja*
- Search for Doctors: Browse doctor profiles filtered by department, name, or hospital branch.– *Parvathy*
- Contact Page: A form to contact the hospital for inquiries, concerns, or general messages.– *Pooja*
- Department Information: View details about various medical departments and their services.– *Pooja*
- Chatbot Support (Lifestyle Diseases): Ask general health questions related to lifestyle diseases such as diabetes, stress, or diet etc.– *(Not yet decided)*
- FAQ Section: Read through a list of frequently asked questions for quick answers.– *Parvathy*

Guest / Website Visitor:

Visitors who have not registered can still explore the website to learn more about the hospital and its offerings.

Features & Responsibilities:

- Home Page (Index): First point of contact, offering an overview of the hospital, navigation to key sections – *Gayathri*
- About Us Section: Information about the hospital's mission, services, and team – *Gayathri*
- Department Overview: Brief summaries of each department, accessible without logging in – *Pooja*
