**KNOVTAR PRATICAL TASK**

**STEP 1**

**Understanding the Client's Needs:**

* Schedule meetings with the client to discuss their requirements.
* Prepare a list of questions to gather detailed information about their current processes and pain points.
* Actively listen to the client's feedback and take notes.
* Develop a comprehensive list of questions covering various aspects of the client's clinic operations.
* Categorize questions into sections such as patient intake, appointment scheduling, telemedicine, and clinical notes & charts.
* Prioritize questions based on critical information needed for telehealth software development.

**STEP 2**

**Market Research:**

* Analyze the current state of the telehealth software market.
* Identify trends, growth areas, and major players.
* List and analyze major companies in telehealth.
* Evaluate their products, features, and market positions.
* Conduct surveys or interviews with stakeholders.
* Gather insights on user preferences and pain points.

**STEP 3**

**Managing Patient Intake in Telehealth (Scenario-based ex.)**

**Scheduling the Appointment:**

* Select the appointment option on website
* Choose a date and time
* System checks availability
* Confirmation email sent

**Completing Patient Intake Forms:**

* Receive email with intake form link
* Access online forms
* Complete personal information
* Provide medical history
* Submit forms electronically

**Submission and Confirmation:**

* Forms received by system
* Secure storage of forms
* Automated confirmation email sent
* Update appointment status

**Preparing for the Telemedicine Consultation:**

* Receive reminder email
* Access telemedicine platform instructions
* Gather medical records
* Review instructions

**Telemedicine Consultation:**

* Log into platform
* Join virtual waiting room
* Start consultation
* Discuss health concerns
* Review intake forms

**Follow-Up and Next Steps:**

* Receive consultation summary
* Update electronic health record
* Schedule follow-up appointments
* Receive additional instructions

Start

Scheduling appointment

Completing intake

Form submission

Telemedicine Consultation

Follow up next step

End

**ye**

No

All backround check

Market Research

Identify stakeholders

Gathering background info

No

Business analyst delivery plan

Managing Patient Intake

Business case Document

Evaluate option