

Interviewer: Could you briefly explain your experience with EMR systems?

Stakeholder: Sure. I worked at a hospital (I'll share the name later) where an EMR system was implemented. Doctors had access to the system and could add patient data and write detailed reports about a patient's condition. However, one major issue was the fixed templates for all patients. Every single question in the template had to be filled out, which was inefficient. I'd prefer a system where questions are tailored to each specific condition or illness.

Interviewer: Were other staff members able to access and update the system as well?

Stakeholder: Yes, nurses could update patient information, like adding details such as blood pressure, sugar levels, and so on. Also, if a doctor prescribed medication, it was automatically sent to the pharmacy so they could dispense it. Similarly, if any tests or X-rays were requested, those orders were sent directly to the relevant department, and they would upload the results back into the system.

Interviewer: That sounds streamlined. Is there any additional functionality you'd like to see?

Stakeholder: Definitely. I'd like patients to have access to the system too. For example, a hypertensive patient could log their daily readings, or a pregnant woman could add specific data that's important for her condition.

Interviewer: What about patients who aren't registered in the system?

Stakeholder: At the previous hospital, the reception team could add unregistered patients into the system quickly. There was also a team responsible for going out to collect data from people and adding it to the system. This was helpful in maintaining comprehensive patient records.

Interviewer: In the existing system you worked on, was the data shared between hospitals?

Stakeholder: Absolutely. The plan was to enable this, but due to some technical issues, it didn't happen. However, I need this feature to be upgraded and fully functional in the new system.

Interviewer: Beyond functionality, what are your key technical requirements for the new system?

Stakeholder: The system needs to be highly efficient, capable of supporting a large number of users at the same time with minimal delays. Scalability is essential, as I want this system to be adopted nationwide. It must be reliable, with almost no downtime, and have a solid disaster recovery plan to prevent data loss. Security is critical too—data must be encrypted, user access should be controlled by roles, and the system should comply with Egypt's healthcare regulations.

Interviewer: Usability is often mentioned as a priority. How important is that to you?

Stakeholder: It's very important. The interface should be intuitive and require minimal training. This is especially crucial because many users, particularly older staff, are not familiar with technology. If the system isn't easy to use, adoption will be challenging.

Interviewer: Thank you for sharing all of this valuable insight. It's been very helpful in understanding your requirements.

Stakeholder: My pleasure. I'm excited to see what you come up with!