**Step 1 :**

* Student,
* Faculty
* Admin staff and
* Medical staff
* 3rd party service providers (bank and medical partner)

The **current state** is a totally manual and human-interaction intensive process involving multiple parties. Availability of doctors is not deterministic and getting funds for medical service takes a long time (about a month).

1. * Acquiring medical resources like ambulance is time consuming
   * No appointment system in place
   * Medical refund request process is long.
   * No medical record is being tracked.
   * Tracking inventory is manual.
   * No Medical staff management for higher administration
   * No one stop system for emergency services
   * No 3rd party medical service provider management system
2. * A quick and easy portal to avail ambulance and emergency services.
   * Confidential patient history system.
   * Doctor and staff scheduling system.
   * Digital appointment system.
   * Easy inventory management
   * Quick communications between partners(bank , medical partner)
   * Digital prescription system

**Step 2 :**

* Statement 1: The patients should be able to view their medical history and previous prescriptions intuitively and confidentially.
* Statement 2: Patients should be able to book an appointment online.
* Statement 3: Patients should be able to know the availability of Doctors and medical services.
* Statement 4: Staff should be able to add or remove items from the inventory intuitively.
* Statement 5: Patients should be able to avail emergency services through a 24/7 web portal.
* Statement 6: Staff should be able to check their shifts and make changes with appropriate privilege levels.
* Statement 7: Doctors should be able to refer to another service promptly with ease.

**Step 3: (**Ideate)

* User Accounts:
  + All users should be given a user account where they will be given a healthId.
  + Users should be able to access their medical history or the services availed in the medical center in their accounts.
* Online Ticketing system:
  + Users should be able to access a public portal where they can create an appointment based on the availability of doctors and services.
  + Users don’t have to login to create an appointment.
* Prescription System:
  + Doctors should be able to create digital prescriptions as easily as possible.
  + Prescriptions should be stored as patient history maintaining privacy and confidentiality.
* Inventory management system:
  + Staff should be able to create vouchers to remove or add items to the inventory.
  + Admin should be able to keep track of inventory items on a timely basis.
* Refund Policies:
  + Patients should be able to view the amount to be refunded to them.
  + Admins should be able to view a list where the amount to be refunded to each patient is shown.
  + Admin should be able to automate the refund process with a proper payment gateway.
* No referral tracking system.
  + Doctors should be able to view the available options to refer the patients to.
  + Patients should be able to print or download a document referred by the doctor.
  + Third Party Service providers should be able to attach the payment voucher to the document.
* Emergency Service:
  + Patients should be able to access a public portal at any time to avail emergency services such as an ambulance.
  + Patients should be able to avail this through any easy to access device.
* Notification System:
  + Patients should be able to receive notifications on different updates from the medical center authorities.