PROJECT CHARTER	
Project Name	MediLocate
Date Produced	03-10-2024
Project Goals	The goal of MediLocate is to provide a user-friendly platform that allows patients across Canada to schedule medical appointments online easily, enhancing healthcare accessibility and reducing waiting times.
Project Objectives	**Develop a Responsive, Web-Based Platform:** Create a user-friendly interface accessible on various devices (desktop, tablet, mobile) to facilitate easy navigation for patients. **Metrics to Measure Success:** ● User satisfaction ratings from surveys (target: 85% positive feedback). ● Average session duration (target: > 5 minutes). ● Bounce rate (target: < 40%). **Implement a Secure User Authentication System:** Ensure that both patients and medical staff can access the platform securely, safeguarding sensitive data. **Metrics to Measure Success:** ● Compliance audit results. ● User feedback on the authentication process (target: 90% satisfaction). **Enhance Appointment Scheduling Features:** Provide an easy-to-use scheduling interface that allows patients to book or cancel appointments seamlessly. **Metrics to Measure Success:** ● Average time taken to complete the appointment booking process (target: < 3 minutes). ● User feedback on the process (target: 85% positive ratings).
Project Constraints	● **Economic factors:** Stay within the $300,000 CAD budget, optimizing resources and minimizing unnecessary costs. ● **Regulatory compliance:** Ensure adherence to Canadian data privacy laws (PIPEDA), security standards to keep the patient's data safe and reducing scheduling errors and providing clear information about healthcare providers. ● **Reliability:** Maintain 99% uptime to guarantee uninterrupted access for patients and medical staff.. ● **Ethics:** Handle sensitive medical data transparently, ensuring patient consent and ethical data management. ● **Societal impact:** Improve healthcare accessibility across Saskatchewan, reducing patient wait times and promoting equitable healthcare while helping patients make informed

	decisions by providing transparency in pricing. ● **Environmental impact:** Help reducing paper-based appointment systems, minimizing environmental waste and contributing to sustainability.
Project Budget	$300,000 CAD
Project Sponsor	Saskatchewan Health Authority
Project Manager	Adriana Carolina Garcia Serrano

Additional Key Project Stakeholders
Yogesh Sharma, Professor at University of Regina.
Hospital partners
Canadian Medical Association (CMA)

Overall Project Milestones	**Dates**
Project Kickoff	16-09-2024
Business Proposal	04-10-2024
First prototype	24-10-2024
System Testing	01-11-2024
User Acceptance Testin	15-11-2024
Final Release	26-11-2024

Overall Project Risks

Data Security Risks: There is a risk of data breaches and non-compliance with HIPAA and PIPEDA regulations, which could lead to legal issues and damage to the project's reputation.
Mitigation: Conduct regular security audits and implement robust data encryption and user authentication protocols.

Development Delays: Potential delays in the development process may arise due to unforeseen technical challenges or resource allocation issues.
Mitigation: Utilize Agile methodologies to promote iterative progress, regular check-ins, and timely adjustments.

Regulatory Compliance: Navigating the complex landscape of healthcare regulations poses a risk of non-compliance, which could halt the project’s progress.
Mitigation: Maintain regular consultations with legal experts to ensure adherence to Canadian data privacy laws and healthcare standards.

Bottlenecks in Human Resources: Limited availability of skilled personnel may create

bottlenecks in the development and implementation phases, impacting project timelines.
Mitigation: Plan for adequate resource allocation and hire additional qualified staff as needed to maintain momentum.

Budget Constraints: Staying within the $300,000 CAD budget could be challenging if unexpected expenses arise during development.
Mitigation: Regularly review and adjust project budgets to avoid overspending and ensure efficient resource management.

Reliability Issues: Maintaining the required 99% uptime could be difficult, especially during peak usage times or due to technical failures.
Mitigation: Implement scalable cloud solutions and regular performance monitoring to quickly identify and resolve any reliability issues.

Sustainability and Environmental Impact: Failing to meet sustainability goals may impact the project's public perception and long-term viability.
Mitigation: Use energy-efficient technologies and practices throughout the development and operation phases to minimize environmental impact.