Kids Center for Pediatric Therapies  
Statement of work document

### Issued To Kids Center for Pediatric Therapies 982 Eastern Parkway Louisville, KY, 40217 Lisa Campbell. PT. DPT

### Assistant Executive Director &

### Director of Program Services

### Issued By

### University of Louisville Intellect-Inferno Louisville, Kentucky

Contents

[Introduction 2](#_Toc157250604)

[Background Information 2](#_Toc157250605)

[Current Environment 2](#_Toc157250606)

[Goals and Objectives 2](#_Toc157250607)

[Scope of Work 2](#_Toc157250608)

[Deliverables 2](#_Toc157250609)

[Milestones 3](#_Toc157250610)

[Period of Performance 3](#_Toc157250611)

[Place of Performance 3](#_Toc157250612)

[Applicable Standards 3](#_Toc157250613)

[Specific Requirements 3](#_Toc157250614)

[Resource Requirements 3](#_Toc157250615)

[Vendor Responsibilities 3](#_Toc157250616)

[Client Responsibilities 4](#_Toc157250617)

[Project Risks 4](#_Toc157250618)

[Assumptions 4](#_Toc157250619)

[Completion Criteria 4](#_Toc157250620)

[Change Control Procedure 4](#_Toc157250621)

[Other Information and Supporting Documentation 4](#_Toc157250622)

[Points of Contact 4](#_Toc157250623)

[Acceptance 5](#_Toc157250624)

1/27/2024

# Introduction

The Kids Center is looking for upgrades to be made to their current system. Looking for a seamless integration with their previous EMR into a new system that can handle all the wants and needs of the organization.

# Background Information

This project was presented to us while taking CIS-320 last semester. At that stage we were focused on creating a plan to implement. Within this project we are implementing the previous plan. This need stems from the Kid’s Center approaching the University with a desire to upgrade their systems to enhance their ability to help as many children as possible. We will learn valuable technical, management and team building skills that will be applicable to our work lives after our college experience.

## Current Environment

* Update the current process and website for the Kid’s center. While integrating the already existing ERMs into a new system.
* The current system(s) used by the client is Fusion,Zingit and Graydon/Billing
* There is no budget given. The cost for everything if there is any cost at all would be coming from within intellect-inferno itself.
* The Kids Center is a Non-Profit organization aimed at helping children with all types of physical disabilities.

## Goals and Objectives

Business and Solution Objectives- Provide a tangible product that the Kids Center can view and look over, to see if it is the direction they want to take.  
Technical Objectives- Create a client management system to integrate into their already existing website to handle floater patients.

# Scope of Work

This project will consist of Intellect-inferno attempting to meet all the Children Center’s needs and requirements. We plan on providing the most professional and best work we can. This will range from reaching out to the client along the process to make sure that we are aligned with their vision for the project. Along with making sure we meet our own standards. We will accomplish creating a version of their future system that they will be able to have to look over and decide whether it is right for them to continue forward with. The size of the effort will be major, with all the group being senior level college students we look forward to being able to leverage our knowledge to not only deliver a solid product to the client but to also learn valuable skills for the future. The main technical aspect to this SOW is to create and present a solution to their floater patient problem. We aim to alleviate pressures on their staff to allow for floater patients to be able to see and sign up for appointments. Also, to get notified when an appointment is open via text SMS. All in the hopes to get as many patients seen as possible. The scope of work is subject to change based on needs and wants of the client

## Deliverables

Intellect-Inferno will provide periodic deliverables throughout the course of the semester. Following deadlines set forth in CIS-420

## Milestones

List the major project milestones and their estimated delivery dates.

|  |  |
| --- | --- |
| Milestone | Estimated Delivery Date |
| DEMO 1 | 03/05/2023 |
| DEMO 2 | 04/04/2023 |
| FINAL DEMO | 04/16/2023 |
| Completion | 4/23 |

# Period of Performance

This Project will last a whole semesters length. Starting From January 8th and ending promptly by April 22nd.

# Place of Performance

This project will be performed off-site via remote teams and in the classroom. Place of work is fluid and ever-changing with how the class is structured.

# Applicable Standards

We will meticulously adhere to all HIPPA requirements laid out by law. As well as any other standards suggested by either University of Louisville or The Kid’s Center

# Specific Requirements

The deliverables derive from the RTM. In total 21 deliverables are listed

This requirements for this work are.

|  |
| --- |
| **Keep the website content up to date with Quality of Life updates and bug fixes with newer technology** |
| **Set up the schedule button and make an appointment for the Floater patient** |
| **Patient to be able to see the times available for potential scheduling.** |
| **Provide the patient portal for the patient to have access to their information.** |
| **Set up the schedule button and make an appointment (teletherapy scheduling).** |
| **Set up the schedule button and make an appointment (payment scheduling).** |
| **Secured Environment that is only accessible by the User, protection of privacy.** |
| **Compliance monitoring is essential for ensuring HIPAA compliance and patient safety.** |
| **Provide administrative staff with the capability to create therapy schedules efficiently.** |
| **Enable patients to request therapy appointments through the system portal.** |
| **Allows the patient to cancel an appointment using the Patient Portal** |
| **Patient can create an appointment based on the availability of appointments in the system** |
| **Allow administrative staff to confirm and schedule patient appointments based on therapist availability** |
| **Enable administrative staff to notify patients of schedule changes** |
| **Allow patients to update their contact information for accurate data.** |
| **Address patient inquiries and concerns effectively.** |
| **Ensure data backup and recovery processes to prevent data loss.** |
| **Review and maintain audit trails of schedule changes for compliance.** |
| **Manage administrative user accounts, permissions, and access control for security.** |
| **Provide training on effective use of the patient portal for patients and administrative staff.** |
| **Provides Therapists to view patient medical record history that is only of their own.** |

# Resource Requirements

Resource Requirements needed are to be determined and can be subject to change depending on the direction taken by the client and the group Intellect-inferno

# Vendor Responsibilities

Vendor Responsibilities are for BOOKLY Cloud to take over Zingits duties with scheduling patients and for ZAPIER to connect the BOOKLY Cloud services with SendSMS, to create a cohesive product for the client.

# Client Responsibilities

The client is responsible for making their needs clear and concise. Along with be able to being able to be share important documents and information to streamline the process of the project. As well as being reachable for any comment, questions or concerns we as a group may have that a pertinent to the project.

# Project Risks

There are a few risks inherent to this project. The main risk is not being able to carry over the already existing EMR system and integrating it with a new system that allows for all the upgrades requested. Although this risk may be high out-side looking in there are already options in place that circumvent this. The other risk involved is not being able to meet all the Center’s wants and needs. Whether due to technology or time constrains

# Assumptions

Intellect-Inferno assumes that all the needs and desires of the Kid’s Center is already laid out and given to the group. We also assume that the Kid’s Center is aware that this is a project done by undergraduates at the University of Louisville. We also assume that the Center can provide us information as requested and/or needed. We also assume that we will be able to provide a result that is satisfactory to the client.

# Completion Criteria

For the project to be completed, Intellect-Inferno must reach every requirement set forth by the CIS-420 curriculum and the Kid’s Center. While requirements and needs change the statement will always remain the same.

# Change Control Procedure

Given that needs and desires change from time to time we have contingency procedures. Firstly, we will acknowledge the changes desired, next we will talk to amongst the team and with our professor to see if the changes can even be implemented given knowledge or time. If is deemed feasible we will deliver a new timeline to the Kid’s Center. If the new timeline is accepted, we will begin work on said changes as well as keeping a consistent dialogue open to make sure the desired outcome is met.

# Points of Contact

There will be several points of contact. Intellect-Inferno is comprised of 4 Individuals. Listed below are names and email addresses of each.

|  |  |
| --- | --- |
| Ty Morgan | [ty.morgan@louisville.edu](mailto:ty.morgan@louisville.edu) |
| Sidney Stewart | [sidney.stewart@louisville.edu](mailto:sidney.stewart@louisville.edu) |
| Davin Tran | [davin.tran@louisville.edu](mailto:davin.tran@louisville.edu) |
| Lucas Hedges | [lucas.hedges@louisville.edu](mailto:lucas.hedges@louisville.edu) |

# Acceptance

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

By initialing each page and signing below, I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, in my capacity as   
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ agree to

and accept the terms set forth in this Statement of Work.

*(Intellect-Inferno)*

By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   
 Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   
 Printed Name and Title