*Online Appointment Booking System for Clinics*:

**Introduction:**

This Business Requirements Document (BRD) outlines the key business needs for developing an **Online Appointment Booking System for Clinics**. The system is intended to solve common operational problems such as long patient queues, excessive waiting times, poor record-keeping, and inefficiencies caused by manual workflows.

The goal is to digitize the appointment and queue process while improving communication between **patients, doctors, and front-desk staff**. It also aims to reduce reliance on paper records and improve overall clinic management.

**Business Objectives:**

The project aims to achieve the following business goals:

* 📈 Attract more patients by offering a seamless and fast appointment booking experience.
* 🧑‍💻 Increase digital literacy among medical staff and receptionists.
* 🔧 Ensure the availability and usage of up-to-date medical equipment.
* 🔄 Streamline communication and reduce operational bottlenecks.
* 🗂 Improve access to historical patient records for better clinical decision-making.

**Business Requirements:**

The system must fulfill the following high-level business requirements:

* The system shall allow patients to schedule appointments online.
* The system shall notify patients once their appointment is approved by a doctor.
* The system shall notify the receptionist when a new appointment is scheduled, to check for overlaps.
* The clinic manager shall be able to generate reports of completed appointments and share them with patients.
* The system shall maintain inventory details for medical equipment and notify when items are due for maintenance.
* The system shall store and retrieve patient records, including past appointments, reports, and tests.
* The system shall support rescheduling and cancellation of appointments by patients or staff.
* The system shall provide role-based access control for patients, doctors, receptionists, and admins.

**Stakeholders:**

| **Stakeholder Role** | **Description** | **Responsibility** | **Influence Level** |
| --- | --- | --- | --- |
| **Patient** | End-user who books appointments | Book, reschedule, cancel appointments | High |
| **Doctor** | Medical professional | Approve appointments, update records, give recommendations | High |
| **Receptionist** | Front desk staff | Manage schedules, update availability, assist patients | Medium |
| **Clinic Manager** | Oversees clinic operations | Manage users, analyze reports, ensure system compliance | High |

**Assumptions and Constraints:**

**Assumptions:**

* Basic internet access and digital devices are available at the clinic.
* Staff are trainable and willing to adapt to digital workflows.
* Emergency cases may override scheduled slots in special situations.

**Constraints:**

* Budget limitations may restrict advanced features like payment gateway integration.
* Medical staff availability may affect booking reliability.
* System success is dependent on consistent usage by staff and patients.

**Success Ratio:**

The system will be considered successful if it meets the following criteria:

* 🎯 At least **50–60% adoption** among existing patients within 3–6 months of launch.
* ⏱ Average patient **waiting time reduced by 40–50%** compared to pre-implementation.
* 📊 Doctors and managers are able to **generate accurate reports** for at least 80% of appointments.
* 📞 A decrease in appointment-related communication delays by using in-app notifications.