**Problem statement**

ABC clinic is building a new family medicine and walk-in centre to serve approximately 1500-2000 patients per week. The current trend in the medical industry is to centralize the storage and processing of business information in order to increase business efficiency and customer service. Therefore, an information system is required in order for the clinic to stay competitive and to efficiently serve patients and manage the day-to-day operation of the clinic.

**Service Request**

I request a thorough analysis of the clinic requirements in order to design a new information system. This system should be able to manage appointment and personnel scheduling, patient information and interaction, and handle communication with third-party entities such as specialists and testing labs.

**Rough notes:**

appointments and personnel; verify health cards; check in patients; create and store electronic patient charts; print out prescriptions; send lab requisitions;

keep a track of patients’ appointment and

change the status accordingly: booked, cancelled, arrived, Checked IN, Checked

OUT, LWT(left without treatment), No show etc.

store patients’ basic information

d verify each patient’s health card. Check in and check out patients

enter his or her

temperature, height, weight blood pressure and brief history of

problems/symptoms and notes it down in the system. The patient is then seen by

a doctor who would enter patient’s complaints/symptoms, diagnosis and

medications prescribed.

Prescriptions (print out

Lab Requisitions

receiving the test results back

Specialist Referrals

o store scanned copies of paper documents

m should keep

a track of all the calls made or messages sent to the patient

o bill the

government for their services and see their payments

Accounts Receivable and payable functionality for these

and other cash payments

o provide reports about patients, visits, financial accounts,

usage statistics etc

scheduling doctors, nurses and

receptionists/secretaries for shifts. I calculate the number of hours worked for each

non salaried employee