**Project Name:**

Patient Appointment Management System

**Project Sponsor:**

Dr. Ayman El-Sayed

**Project Manager:**

Eng. Marwa Hassan

**Date:**

October 3, 2025

**Project Purpose and Justification:**

The aim of this **mobile app** is to create a system for managing appointments and waiting lists in healthcare facilities such as hospitals and clinics. It enables patients to book appointments and receive reminders via SMS, email or WhatsApp. It helps healthcare providers organize time slots for visits. Doctors can also monitor the number of patients and their appointments, ensuring smooth and efficient consultations and follow-ups.

**Project Objectives:**

* Develop and deploy the system by April 15, 2026
* Achieve 90% adoption by all hospitals and clinics
* Reduce the average patient waiting time by 15% within 3 months of deployment.
* Achieve 95% successful delivery of appointment reminders via both SMS and email for all scheduled appointments

**Scope Description:**

* In Scope:

1. Development of **Cross-Platform Mobile Application** (iOS and Android compatible) for patient self-service.
2. Patient and Staff Authentication: Includes patient profile management, staff login, appointment marking/check-in, and reporting features.
3. **Automated Communication and Reporting:** Automated patient reminder system (SMS/Email/WhatsApp), waiting list status updates, and daily/monthly reports on no-show rates and provider utilization.

● Out of Scope:

1. **No Patient Web Interface:** Development of a patient-facing web application service or website portal is excluded.
2. **No Advanced Features:** Features such as real-time patient location tracking (GPS), in-app payments, telehealth, or prescription services are excluded.
3. **No New Hardware:** Hardware procurement or server upgrades are excluded and rely on existing IT infrastructure.

**Deliverables:**

* Fully functional mobile application
* Appointment booking, cancellation.
* Rescheduling and profile management

**Constraints:**

* Must be delivered by April 15, 2026
* Budget limited to EGP 150,000
* The system must be hosted using existing or provisioned cloud infrastructure managed by the facility's IT department; external hosting solutions are excluded.
* Concurrent access must reliably support up to 1,000 active users (patients and staff) during peak hours.

**Assumptions:**

* Administrative and Clinical Staff will attend mandatory training sessions during the deployment period.
* The Hospitals/Clinics operating schedule remains unchanged during deployment period.
* All required third-party services (e.g., SMS Gateway costs) are covered by the dedicated project budget (EGP 150,000).

**Exclusions:**

* No Patient Web Interface: Development of a patient-facing web application service or administrative web portal is excluded; the scope is limited to the mobile applications (iOS/Android).
* No live chat or helpdesk module included
* Feature enhancements after delivery require separate funding and approval

**Acceptance Criteria:**

* System passes user acceptance tests for all core features
* Appointments logs are 95%+ accurate per random checks
* All security protocols (role-based access, encryption) successfully implemented
* Training materials reviewed and approved by Hospital Administration

**Stakeholders:**

* Sponsor: Dr. Ayman El-Sayed
* Project Manager: Eng. Marwa Hassan
* IT Development Team
* Hospitals/Clinics and patients (end users)
* Hospitals/Clinics support staff

**Approval:**

* Project Sponsor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_
* Project Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_