

Project: Healthcare Appointment System

Version: 1.0

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## 1. Business Needs

- Reduce patient wait times by 25%
- Enable online scheduling, rescheduling, and cancellation
- Provide staff with centralized access to patient records

## 2. Scope

Included: Appointment booking, patient notifications, billing integration

Excluded: Telehealth video platform

## 3. Stakeholders

- Patients
- Clinic Staff (Nurses, Doctors, Admins)
- Billing Department

## 4. Business Rules

- Appointments must be confirmed within 2 hours
- Patients cannot book more than 3 active appointments