Business Requirements Document (BRD)

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