Gap Analysis Document

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| Project name - Medic Aid 003   |  | | --- | | Project Objectives |     Build a functional website for a Hospital    Build a website with capabilities to register, create and manage  a patient's admin account.    Build a website  with the ability to manage frequently asked questions, the business processes and products usage.  Build a website with the capabilities to search/ filter through information with blog posts of customized newsletters.  Build a website with functionalities for clients to create accounts and save details on profile and be able to edit and manage their profiles.    Build a website with functionalities for order and pick up where patients can view their order details and pick up dates.  Build  website with functionalities for clients to give feedback  or make complaints about their experience  Build a website  with functionalities for virtual consultation with medical professionals    Build a website with  functionalities for refund and return policy  Build a website to create more visibility for the hospital  Build a website that will create more revenue for the hospital | |  | | --- | | Current situation |   Patients are able to walk into the hospital, book appointments and be attended to by the doctors.    Patients are able to walk in and buy their medicines and other healthcare products from the hospital.  Customers are able to enquire about available medical products when they visit the hospital..  Customers are able to go to the hospital to make enquiries on certain information.  Customers have to walk-in to see the doctors and access other medical products and information.    Customers are able to access the products on display only.  Customers only give feedback when a link is sent to them by the hospital.  Customers have to be physically  present in the hospital for consultation with medical professionals.    Customers are able to return the products physically at  the hospital  The hospital is patronized mostly by people within the locality  The hospital is currently making an average of **£400,000** annually. Far less than other hospitals in the country based on a report in a UK Health Journal. | |  | | --- | | Gap between existing and new |   Capability to enable customers to book appointments with the doctors and purchase drugs and other medical products on the website.  Capability to enable customers to register on the website and create an account.  Capability for customers to view different medical products and different shipping rates and details on the website.  The ability to filter through products and information easily on the website.  The functionality to create a profile on the website. To be able to interact with the website as a registered customer or guest.  The website will have the functionality for order and pick information  The website will have the functionality for customers to instantly give feedback or complaints  after customer experience.  The website will have the functionality for customers  to have virtual consultation with medical professionals.  The website will have a functionality that will allow  refund policy  The account functionality on the website will allow people to sign up from any location.  Receiving payment will be easier and more customers are likely to patronize online. | |  | | --- | | Desired state |   Capability to enable customers to go through  online and fill a contact form putting in all their enquiries and receive feedback.    Customers will have the functionalities to register and create an account, be able to book appointments,  purchase drugs and other medical products  Customers will be able to make enquiries online, view products and their  shipping rates on the website    Customers will be able to filter and streamline search on the page.  Customers will be able to create account details, sign-in wherever and whenever and, update billing/ account details.    Customers will be able to order their prescribed drugs  and other medical products and it can be delivered/dispatched to them based on request.  Customers will have access to feedback and complaints  portal immediately after customer experience.  Customers will be able to attend booked appointments with medical professionals virtually on the website.    Customers will be able to return and get refunds for products bought within a specified period as stipulated in the policy.  The website will bring more visibility that will allow the hospital to compete with other competitors.  The website will bring more revenue because of the visibility to other parts of the country and the average revenue for the hospital will increase exponentially. |