**APPENDIX 1**

**A1: FIRST INTERVIEW**

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|  | ME | Hi I am Kazi. How are you? |
|  | DR JOYTI | I am fine, how are you? |
|  | ME | I am also good. Are you free for some time because I just wanted to talk to you for some time? |
|  | DR JOYTI | Yes, I am free for some time? |
|  | ME | Great. |
|  | DR JOYTI | Come to my office. |
|  | ME | Ok. |
|  | DR JOYTI | Take a seat. So, what do you want to talk about? |
|  | ME | I wanted to know about your work in the infirmary. |
|  | DR JOYTI | Oh Ok, I am a physician I take care of the students’ and staffs’ health. If there is anything serious, we take them to the hospital. I have 4 colleagues here who help me out in my work. |
|  | ME | So, on an average how many patients visit you every day. |
|  | DR JOYTI | Average we get around 80. Maximum we have seen 150 patients per day. |
|  | ME | Then what are the things you do when a patient comes to you? |
|  | DR JOYTI | First, we will check what problems they have. After that, we write down in the register the details of the patient, sickness they had and medicine that was prescribed. If it is serious, we take them to the hospital. But our priority is treating the patient first then documenting. |
|  | ME | How are you documenting? |
|  | DR JOYTI | We have registers for OPD- outpatient department- and urine tests, these are maintained on a daily basis. The necessary details like date of entry, name, age etc. have columns. We maintain these registers date and month wise. We have a cupboard for all these registers. |
|  | ME | So are you facing any problems or challenges in your work at the infirmary? |
|  | DR JOYTI | Yes, there are some problems that we face. For one thing, I cannot tell if a student is genuinely sick or if he is faking it to bunk the class. I don’t think anyone can solve that problem(Laughs).Another problem is that when a teacher wants to know if a student came to the infirmary then we will have to go through every entry to know if the student has come or not. Also, the registers are piling up in the infirmary and we cannot dispose of them until a year or two has passed, those are a overhead and unnecessarily occupying space in the infirmary. You see those cupboards. They contain the files for the annual medical check-up of every student. When a parent asks for those records, we have to go through all the files just to find the document - it is very cumbersome. Besides that one challenge we face on a daily basis is that of figuring out how many medicine was given, we have to go through all the entries and add the numbers to find out the numbers of medicine used that day. Also, we have to give reports to the principle on a weekly basis. |
|  | ME | What kind of report is that? |
|  | DR JOYTI | It is just a report of how many students and staffs visited the infirmary for OPD and how many urine tests were conducted for students, because we only have urine tests for students. |
|  | ME | Most of the problems you mentioned can be solved by using a software. Have you tried getting a software solution? |
|  | DR JOYTI | Yes, we had tried a software solution from a professional developer and the school paid for it, but it didn’t go well. |
|  | ME | And why was that? |
|  | DR JOYTI | It had too many unnecessary options and was complicated to use. |
|  | ME | So, you don’t really prefer software solution? |
|  | DR JOYTI | No No, I do prefer software solutions. It is very convenient, you can easily search for names and do other things much faster. |
|  | ME | Ok. Thank you for giving me you time. It was nice talking to you. |
|  | DR JOYTI | No problem. It was nice talking to you too. |

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| ***Front Desk view*** | ***Urine Test Registers Maintained Monthly*** |
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| ***Old Registers Pilling up*** | |

**A2: SECOND INTERVIEW**

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|  | ME | Hi. How are you? |
|  | DR JOYTI | I am good. How are you doing? |
|  | ME | I am good too. Do you mind if I talk to you for some time? |
|  | DR JOYTI | Just wait a minute there is a patient who has been waiting for some time? |
|  | ME | Ok. |
|  | DR JOYTI | Kazi, Come to my office. (After sitting in office) Yeah tell me. |
|  | ME | I wanted to propose for a software solution for your problems. |
|  | DR JOYTI | Oh, that would be great! That would really solve a lot of the problems I am having. But there are a lot of things will you be able to do all that. |
|  | ME | I can try. |
|  | DR JOYTI | May be right now you focus on solving the problems I am facing on a daily basis like Urine tests , OPDs and name of medicines and number of them given to patients. Annual medical checkup you do not need to do, it is only a problem on an annual basis so we can handle that- not a big issue. |
|  | ME | Ok.So, what are the features that you would like to see? |
|  | DR JOYTI | So basic things like being able to search name-wise, sickness-wise. Then having a drop box for common medicines and sickness would make the process of entering details in the computer quicker. Then things like medicine report which would contain the names of medicine and the quantity of them that were given to patients. |
|  | ME | How about PDF functions, that would generate PDF of the entries |
|  | DR JOYTI | If you can do that it would be great. |
|  | ME | What about deleting entries? |
|  | DR JOYTI | I would not need to delete entries that much. But then old entries I would need to delete. |
|  | ME | So, an autodelete function can also do that for you. It would delete old records. And I would also add a basic delete feature that lets you delete any entries. |
|  | DR JOYTI | That sounds like a good idea. That could work. |
|  | ME | So, what would count as a “old entry” |
|  | DR JOYTI | Something that’s at least 1 year old. But if you are implementing this in software make it 2 years, just to be safe. |
|  | ME | So, tell me what details you fill for urine test. |
|  | DR JOYTI | For urine test we write down the name of the student, grade, age , gender, test result- either positive or negative. |
|  | ME | And what about OPD? |
|  | DR JOYTI | For OPD its name, age, gender, sickness, medicine prescribed, and quantity of medicine given. If the patient is a student, we write down the grade as well. |
|  | ME | So, from the OPD register itself you count the number of medicines given right? |
|  | DR JOYTI | Yes. |
|  | ME | Anything else that you would like to see? |
|  | DR JOYTI | Nothing that I can think of now. First you work on whatever we discussed it would be more than enough. |
|  | ME | Ok then. If you have anything else that you would like to add let me know. Thank you for your time. |
|  | DR JOYTI | Thank you. If you can make the software it would really be very helpful, the current way we are doing things is difficult. |
|  | ME | Yeah, I can understand. Can I have your email. |
|  | DR JOYTI | You give me your email I will send you a test mail. |
|  | ME | Ok. Its ………..... @gmail.com |
|  | DR JOYTI | Ok. |
|  | ME | Ok thank you. See you later. |
|  | DR JOYTI | Take care. |

**TEST MAIL FROM CLIENT:**

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