**System Analyst Introduction & Questions for Highway Hospice**

Hi everyone, and thank you so much for meeting with us today.

My name is Aatif, and I'm part of the team working on this project. My role is focused on *system analysis*, which means I'm here to understand how your current processes work, what challenges you face with technology or data, and how we can help recommend systems that make things easier, more efficient, or more secure for your staff and patients.

To get a clearer picture, I've prepared a few questions to guide our discussion:

### 1. Current Systems and Tools

- What systems or tools do you currently use to manage patient care, staff coordination, or daily operations?
- Do you use any electronic health records, scheduling tools, or CRM systems?
- How is information typically shared among staff, caregivers, and volunteers?

### 2. Pain Points and Challenges

- Are there any processes that feel time-consuming or difficult to manage?
- Have you faced issues with lost information, delays, or miscommunication?
- What kind of support would help you better serve your patients and families?

### 3. Website and Communication

- We noticed the website is currently down— are you looking to rebuild or improve it?
- What functions would you ideally want on the website (e.g., online donations, volunteer sign-ups, patient info)?
- How do you currently handle communication with the public and donors?

### 4. Data and Reporting

- Do you need to produce regular reports (for fundraising, government, internal tracking)?
- How is data collected and stored— manually, or through a system?
- Would automating any of these processes be helpful?

### 5. Future Goals and Technology Use

- If we could help you solve one tech challenge, what would it be?
- Are your staff and volunteers comfortable with learning new digital tools?
- Would you be open to exploring low-cost or free tools to help streamline operations?

## 6. Privacy and Compliance

- How do you handle the privacy of patient data?
- Are there specific data protection rules or policies you follow, like POPIA?

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We're really excited to learn more about how you work and to see where we can add value. Thanks again for the opportunity!

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