

## **Business Requirements:**

### **1. Introduction:**

The purpose of this document is to outline the business requirements for the CURA Health Service Care Project. CURA Health aims to provide comprehensive healthcare services to its clients through a user-friendly and efficient digital platform. The project aims to enhance patient experience, streamline administrative processes, and improve overall healthcare delivery.

### **2. Project Overview:**

CURA Health Service Care Project is a digital platform designed to facilitate various aspects of healthcare delivery, including appointment scheduling, patient records management, billing and payments, and communication between healthcare providers and patients. The platform will be accessible through web and mobile applications to ensure convenience and accessibility for all stakeholders.

### **3. Business Objectives:**

Improve patient satisfaction by providing a seamless and user-friendly healthcare experience.

Enhance operational efficiency by automating administrative tasks such as appointment scheduling and billing processes.

Ensure accurate and secure management of patient records and sensitive healthcare data.

Foster better communication and collaboration between healthcare providers and patients.

Facilitate data-driven decision-making through comprehensive reporting and analytics functionalities.

### **4. The scope of the CURA Health Service Care Project includes:**

Development of web and mobile applications for patients, healthcare providers, and administrative staff.

Integration with existing healthcare systems and technologies, such as Electronic Health Records (EHR) systems and payment gateways.

Implementation of features including appointment scheduling, patient registration, medical history management, telemedicine capabilities, billing and invoicing, and reporting.

Compliance with relevant regulations and standards, such as HIPAA for patient data privacy and security.

## **5. Functional Requirements:**

**User Authentication:** Patients, healthcare providers, and administrative staff should be able to securely log in to the platform with appropriate credentials.

**Appointment Scheduling:** Patients should be able to schedule, reschedule, and cancel appointments with healthcare providers based on availability.

**Patient Records Management:** Healthcare providers should have access to comprehensive patient records, including medical history, test results, and treatment plans.

**Telemedicine:** The platform should support virtual consultations between healthcare providers and patients through video conferencing or messaging.

**Billing and Payments:** Patients should be able to view and pay bills online, while administrative staff should be able to generate invoices and track payment statuses.

**Reporting and Analytics:** The platform should provide reporting functionalities to track key metrics such as appointment attendance rates, revenue generated, and patient satisfaction scores.

## **6. Non-Functional Requirements:**

**Security:** The platform should implement robust security measures to protect patient data from unauthorized access or breaches.

**Performance:** The platform should be responsive and able to handle concurrent user interactions without significant latency.

**Scalability:** The system should be designed to accommodate future growth in terms of user base and feature enhancements.

**Usability:** The user interface should be intuitive and accessible, catering to users with varying levels of technical proficiency.

**Reliability:** The platform should be available and functional 24/7, with minimal downtime for maintenance or updates.

## **7. Constraints:**

**Budget:** The project budget should be managed efficiently to ensure cost-effectiveness without compromising on quality or scope.

**Timeline:** The project timeline should be adhered to, with milestones and deliverables completed within the specified timeframe.

**Regulatory Compliance:** The platform should comply with relevant healthcare regulations and standards, requiring careful consideration of legal and compliance requirements throughout the development process.

## **8. Assumptions:**

Users will have access to compatible devices and internet connectivity required to use the platform.

Healthcare providers will receive appropriate training and support to effectively use the platform in their clinical practice.

Integration with existing healthcare systems will be feasible without significant technical challenges.

## **9. Stakeholder Requirements:**

**Patients:** Seamless access to healthcare services, convenience in appointment scheduling, and secure management of personal health information.

**Healthcare Providers:** Efficient tools for patient management, communication, and collaboration, with seamless integration into existing clinical workflows.

**Administrative Staff:** Streamlined processes for appointment scheduling, billing, and reporting to enhance operational efficiency and productivity.

## **10. Sign-off:**

This Business Requirement Document is hereby approved by the relevant stakeholders, indicating their understanding and agreement with the outlined business requirements for the CURA Health Service Care Project