

# Mo-Clinic: Clinic ERP

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Requirement Document

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## 1. Problem Definition for Clinic Digitalization:

As a local doctor in India managing a clinic with a high patient flow, the current manual operations pose significant challenges. The key pain points are:

1. **Manual Queue Management:** The reliance on manual methods for patient queue management leads to inefficiencies, longer waiting times, and potential errors in patient records.
2. **Appointment Scheduling:** The current manual appointment scheduling process is error-prone, resulting in patient dissatisfaction and confusion regarding appointments.
3. **Patient Records Management:** There's a need for an efficient system to manage and update patient records comprehensively, including medical history, prescriptions, and diagnostic reports.
4. **User-Friendly Interface:** The software must feature an intuitive interface accessible to both staff and patients, minimizing training requirements and ensuring ease of use.

## 2. Objectives for Software Development:

1. **Automated Queue Management:** Develop a system to automate patient queue management, allowing for efficient patient flow and reducing waiting times.
2. **Online Appointment Scheduling:** Implement an online appointment scheduling system accessible to patients, with features to minimize errors and optimize scheduling efficiency.
3. **Electronic Health Records (EHR) System:** Create a robust EHR system for comprehensive patient records management, ensuring accuracy, security, and easy accessibility.
4. **Intuitive User Interface:** Design a user-friendly interface for the software, prioritizing ease of navigation and accessibility for both clinic staff and patients.

## 3. Key Considerations:

1. **Customization:** The software should be customizable to adapt to the specific needs and workflows of the clinic.
2. **Scalability:** Ensure that the software is scalable to accommodate future growth in patient volume and clinic expansion.
3. **Integration:** The software should seamlessly integrate with existing systems or medical equipment, if applicable, to optimize clinic operations.
4. **Compliance:** Ensure compliance with relevant regulations and standards for healthcare data security and privacy, such as HIPAA or GDPR.

## 4. Expected Outcomes:

1. Improved efficiency in patient management and reduced waiting times.
2. Enhanced patient satisfaction through streamlined appointment scheduling and record management processes.
3. Increased accuracy and accessibility of patient records, leading to better clinical decision-making.
4. Reduced training requirements for staff due to the intuitive interface of the software.

## 5. Deliverables:

### 5.1 Automated Queue Management Module:

- **Description:** Develop a module to automate the management of patient queues within the clinic. The module will prioritize patients based on appointment times, urgency of medical condition, and other relevant factors to optimize patient flow.
- **Features:**
  - Real-time queue updates for clinic staff and patients.
  - Priority settings for urgent cases.
  - Integration with appointment scheduling system for seamless queue management.
  - Notification system to alert patients when their turn is approaching.
- **Deliverables:**
  - Automated Queue Management Module with specified features implemented.
  - User documentation outlining module functionality and usage instructions.

## 5.2 Online Appointment Scheduling System:

- **Description:** Implement an online platform for patients to schedule appointments remotely, reducing reliance on manual appointment booking processes. The system will allow patients to view available time slots, select preferred dates and times, and receive confirmation of appointments.
- **Features:**
  - User-friendly interface for easy appointment scheduling.
  - Calendar view displaying available appointment slots.
  - Automated confirmation emails or SMS notifications to patients.
  - Integration with clinic's existing scheduling systems.
- **Deliverables:**
  - Online Appointment Scheduling System deployed and accessible to patients.
  - Integration with clinic's database to synchronize appointment data.
  - Training materials for clinic staff on managing online appointments.

## 5.3 Electronic Health Records (EHR) System:

- **Description:** Develop a comprehensive Electronic Health Records (EHR) system to efficiently manage and update patient records, including medical history, prescriptions, diagnostic reports, and treatment plans. The system will ensure secure storage and easy accessibility of patient information.
- **Features:**
  - Centralized database for storing patient records securely.
  - Customizable templates for documenting medical information.
  - Role-based access control to restrict data access to authorized personnel.
  - Integration with diagnostic equipment for seamless data transfer.
- **Deliverables:**
  - EHR System deployed and integrated with clinic's operations.
  - Migration of existing patient records to the new system.
  - Training materials for clinic staff on using the EHR system effectively.

## 5.4 User Interface Design:

- **Description:** Design an intuitive user interface for the clinic digitalization software, ensuring ease of use for both clinic staff and patients. The interface will feature clear navigation, intuitive controls, and accessibility features to accommodate diverse user needs.
- **Features:**
  - Responsive design for optimal viewing across devices.
  - Clear labeling and visual cues for easy navigation.
  - Accessibility features, such as screen reader compatibility and adjustable font sizes.
  - Customizable dashboard for personalized user experience.
- **Deliverables:**
  - User Interface Design mockups and wireframes.
  - Implementation of finalized UI design into the software.
  - User testing reports and feedback incorporation.

