

# One health 2.0

**PROJECT NAME :** One health 2.0

**DEPLOYMENT ENVIRONMENT :** We would be building native android and iOS apps or Flutter and website

**TECHNICAL STACKS :** Native android, iOS or Flutter , Angular and Node JS

**LANGUAGES :** The website will be in three languages - English, Kurdish and Arabic

**CURRENCY :** There would be two currency IQD and USD

This Document includes:

1. Project Introduction & Purpose, Technologies & Operating Environment
2. Project Scope
3. Modular Breakup

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## 1.0 Introduction

The purpose of the document is to describe all the features that are to be implemented in the development of the one health 2.0. This document has a targeted and expanding list of users and features that they will have on the platform.

The implementation would be mobile application and website. The platform is used by customers to book an appointment with a doctor, pharmacy and labs. The platform also allows pharmacies, labs and doctors to create their profile and showcase them on the platform.

This would be a native android and iOS mobile application. There would be a different application for Health workers (Doctor, pharmacy and labs) and customers.

### 1.1 General Technical Requirements

- Super admin web platform & API
  - Angular JS and Node JS
- Android App or Flutter
  - Kotlin
  - Native app
- Server Hosting
  - Linux based server
- iOS App or Flutter
  - Swift
  - Native app
- App Language: English, Arabic and Kurdish
- App currency: IQD and USD

## 1.2 Third Party API's Requirements

- TBD

## 1.3 Targeted System Users:

There will be a total of 6 users in the entire system, as listed below:

- **Patients** - The patients will be using the platform to explore doctors, book appointments and track their medical history. The patients can also book tests from labs and explore labs. The patients can also search for pharmacies and can book medicines. Each patient has a unique health ID on the platform.
- **Minors** - Minors are patients below 18 years of age. Their account is handled by the guardian. However, in the system they are treated as patients and once they are of 18 years their separate account is created on the platform automatically.
- **Doctors** – The doctors can create their profile on the platform. The doctors need to take subscriptions on the platform. The doctor can manage their bookings and payouts on the platform.
- **Pharmacies** - The pharmacies can create their profile on the platform. The pharmacies need to take subscriptions on the platform.
- **Labs** - The pathologies can create their profile on the platform. The pathologies need to take subscriptions on the platform. The pathologies can manage their bookings and payouts on the platform.
- **Private Hospitals** - The private hospitals can signup on the platform as the hospital admin and can add doctors to their hospitals. These doctors will have a doctor login on one health and can switch dashboards.
- **Nurse** - The nurse can also sign up on the platform and can get in-home service appointments.
- **Super admin** - The super admin will have complete control over the backend of the system. The super admin can see the list of all patients, all minors, all doctors, all pharmacies, all labs, on the platform, etc.

## 2.0 PROJECT FUNCTIONAL REQUIREMENTS:

The first step is to create the system and its component architecture based on the project requirement.

## Doctor Functionality on the mobile app or website:

Following are the features that will be a part of doctor:

- **Splash Screen**

The Splash screen to be dynamic like has the logo pop up moving, adding more dynamic moving to give more UI/UX interaction.

### References:

Example 1

<https://drive.google.com/file/d/1A70HnaD5AVhto4bS-7h9qepKMuxN0STP/view?usp=sharing>

Example 2

[https://drive.google.com/file/d/1a0ejvzNUhj4xt-bfpcm6fe\\_58vCxbSAv/view?usp=sharing](https://drive.google.com/file/d/1a0ejvzNUhj4xt-bfpcm6fe_58vCxbSAv/view?usp=sharing)

Example 3

[https://drive.google.com/file/d/1tEq9VB\\_zlJQSHfrUM6UGxD5S34FpgiEt/view?usp=sharing](https://drive.google.com/file/d/1tEq9VB_zlJQSHfrUM6UGxD5S34FpgiEt/view?usp=sharing)

- **Doctor Onboarding**

- **Signup**

The doctors can sign up on the platform using the below:

Field Name	Data Type & Required	Useful Insights
Mobile Number	Phone Required	Phone should have a country code option  Should be Unique for all health workers (Doctors, labs and pathologies)
Password	Password Required	
Confirm Password	Password Required	

A verification code would be sent to the registered phone number. Once verified the user would be able to successfully register on the platform.

Before the verification of phone and email, they have to provide card details or do it by cash. The details of the same will be mentioned in the section payment or subscription.



The yearly subscription will have a 7 days free trial .

### **Acceptance criteria**

- The email must have . and @ then only should be considered as valid email
- The password must be min of 8 characters and must have a capital letter, a small letter, a number and a special character
- The password should be hidden by default and should have an eye icon to showcase.
- The password (as text) must not be stored in the database (salted/ hashed is acceptable). Thus, passwords would be stored in encrypted format.
- After the signup they are redirected to the Get started screen.
- Mobile number should be min 4 and max 16 digits. Country code is selected separately. Any country code can be selected. Default is set to +964
- DOB should be 18 years or more.
- The email should be unique on the platform for all health workers.
- The phone number should also be unique on the platform for all health workers
- The association ID should be unique on the platform for all health workers.
- There should be the option to resend the verification code.
- The verification code can be resend after 30 seconds.
- Once the user verifies his email address and phone he should get a welcome email on the platform.
- The email is verified later from the profile. Unless the email is verified the doctor should not be able to login via email.
- Unless the admin approves the doctor cannot sign up on the platform. This option only comes for cash only.
- Please note - There is no free trial when subscribed via cash.
- The verification code should be of 6 digits.



- **Get Invite from Hospital**

A doctor who is not already registered on one health platform can also get an invite from the hospital once a hospital adds him. The doctor will get an email and using that email the doctor can set the password and would be redirected to the Get started screens.

- **Get Started Screens**

After the doctor signs up they are redirected to the get started screens. The doctor after accepting the invite and setting the password would also be redirected to these screens to complete the details of the hospital profile.

If the invite is from the hospital and the doctor is already registered on the platform then he will set only steps 2 and 3rd.

If the invite is from the hospital and the doctor is not already registered on the platform then he will complete all 4 steps.

These screens will allow the doctors to set up their complete account on the platform. The get started screens will be divided into following steps:

- **Step 1 - Complete your profile**

The doctor post signup would need to complete his doctor profile and provide below information:

Field Name	Data Type & Required	Useful Insights
Clinic Name	Text Required	This is having a character limit of 200 characters
Doctor First Name	Text Required	This is having a character limit of 200 characters
Doctor Last Name	Text Required	This is having a character limit of 200 characters
Email	Email Required	Should be Unique for all health workers (Doctors, labs and pathologies)
Doctor Middle Name	Text Required	This is having a character limit of 200 characters
Doctor Grandfather name	Text Required	This is having a character limit of 200 characters

Gender	Drop down Required	Male Female
DOB	Date Required	
Doctor Clinic Address	Google Maps Required	Single line would be used to take address
Address line 1	Text Optional	If a doctor wants to provide any additional floor number or building name they can write here.
Association ID	Text Required	Should be Unique for all health workers (Doctors, labs and pathologies)
Nationality	Dropdown Optional	
Education	Dropdown Optional	
Speciality	Dropdown Optional	
Practice license	File Upload Required	PDF, DOC, JPG, PNG or JPEG

Unless the profile information is completed and approved by the admin. The doctor is not visible to patients for booking.

○ **Step 2 - Manage Working hours**

The doctor would be prompted to set the working hours. The default working hours would be set to 10:00 AM to 6:00 PM for all days including weekends.

The details of working hours are mentioned in the working hours module.

○ **Step 3 - Consultation & Pricing**

The doctor can select the consultation he provides - Telehealth, Walkin, in-Home service. Multiple services can be selected.

For each of the above services the session rate would be set differently.

However, for in-home service the doctor needs to define the range by which KM would provide the service. This KM would be from the doctor's clinic address or hospital's address.



Unless the doctor completes the get started screen or has an active subscription he would not be listed on the patient side.

- **Step 4 - Face ID or Pin setup**


- If the device supports face id then face ID and Pin will be set on the application. If the device does not support face ID then only the pin will be set.
- If Pin Sign-in is switched on, User can only proceed further by typing in the 4 digit Pin twice and then tapping the 'Set' button.

- **Login**

The doctors can login on the platform using the below:

- Email or Phone or Association ID
- Password

**Acceptance criteria**

- If the user enters an incorrect email and or password they should see an appropriate error message indicating the credentials are incorrect and a prompt should be shown for reset password.
- They can login via email only when they have verified the email from their profile. 
- If the session is destroyed then the user will auto logout. Here the term destroy means that admin has made the user inactive from the admin panel.
- The doctor can login only once approved by the super admin.

- **Forgot Password or Recover Password**

The doctor can submit the forgotten password requests on the system. This would send a verification code on the registered email address or phone using which the doctors can reset the password.

**Acceptance criteria**

- The email must have . and @ then only should be considered as valid email
- There should be an eye icon to view the password in the reset password page.
- The email or phone must be validated in DB if already available or not. If not show the error - "This email address or phone number is not registered with us"
- After a successful verification code the user must redirect to the reset password page.
- The password must be min of 8 characters and must have a capital letter, a small letter, a number and a special character

- The new password and confirm password must match.
- After a successful password set the user must see a success message - "Successful Password Reset " and redirect to the login page.
- After successful reset the user must be redirected to the login page.
- Unless a new password is set by the member the old password should work.
- There should be the option to resend the verification code.
- The resend verification code should come after 30 seconds meanwhile the button should be shown disable.
- The verification code should be of 6 digits.

- **Settings**

The settings tab will have many sub menus. The following sub menus are the part of settings:

- Clinic & Doctor Details
- Change Password
- My Subscription & Billing
- Terms and conditions
- Privacy policy
- Help & Support - this will provide option for users to reach out via email, provide FAQs, and provide feedback
- Switch Accounts - The doctor gets the option to switch the accounts if he is associated with more than one hospital or has a private clinic as well.
- Dark Mode - The doctor will have the option to enable dark mode in the system.
- Lang preference for Notification - Arabic, English, Kurdish. In this language only the patient will get push, email and SMS notifications.

- **Clinic Details**

The doctors can update their clinic details. The following details can be updated from this section:

- Clinic Name
- Clinic address
- Address line 1
- Clinic logo

- Profile picture
- Doctor First Name
- Doctor Middle Name
- Doctor Grandfather name
- Doctor Last Name
- Gender
- DOB
- Mobile Number
- Email
- Association ID
- Nationality
- Education
- Speciality
- Practice license
- About or Bio
- Whatsapp Number
- Telegram Number
- Add Images - Multiple can be added

#### **Acceptance criteria**

- The email can be changed but needs to be verified again on the platform.
- The phone number can be changed but needs to be verified again on the platform.
- The email must have . and @ then only should be considered as valid email
- There should be a cropper in the profile picture. There should be standard images assigned to the doctor, if no profile picture is uploaded. These would be initials of doctor's first and last name
- Cropper needs to be incorporated in the clinic and profile image uploaded.
- The aspect ratio of the profile picture needs to be maintained.
- About doctor field would be a rich text editor and has a character limit of 3000 characters.

- The verification code should be of 6 digits.
- The images will be visible on doctor profile.

- **Change Password**

The doctors can change password on the platform by providing:

- Old Password
- New Password
- Confirm Password

**Acceptance criteria**

- The password must be of 8 characters and must have a capital letter, a small letter, a number and a special character.
- New password and confirm password should match.
- The doctor should not be logged out if the password is changed.
- On password change success it should say - 'Password changed successfully'.

- **Manage Working Hours & Days Off**

The doctors can manage their working hours from Monday to Sunday. Multiple time slots can be added for each day.

Also, for each time slot the doctor can add how many appointments can be booked in that slot range.

Once those bookings are done than that slot range would be no longer available for the booking.

If no working hours are added for a day then it would be considered as Closed for that day and the same will be displayed to the customers.

If nothing is selected the working hours would say Closed and if the user selects the day then working hours will show 10 AM to 6 PM as default.

The doctors will also have the option to set their days off i.e. public holidays on the calendar. This would be set for one year. The doctors will be automatically shown closed on the days off dates.

This would be set for one year.

Important Note - The working hours would be set separately for different dashboards i.e. separate for private hospitals and clinics.

- **My Subscription**

It is mandatory for doctors to subscribe on the platform to gain access to the platform.

The doctors can see their current subscription on the platform. The doctors can do the following on this page:

- Can see the current subscription plan
- Track the next renew date
- Can see subscription status
- Can update the payment method
- Amount
- Cancel the subscription



#### **Acceptance criteria**

- Once the plan is canceled auto renew will stop.
- The doctors can access the application until the plan end date even if the plan is canceled.
- If the plan is canceled then the option to subscribe to the plan will come.
- The credit card details can be updated i.e. Card number, CVV, Expiry and name on card.
- If subscription is via cash then there would not be the option to change it to card.
- The card is not stored in DB. It is stored on a stripe only the last 4 digits of the card would be visible to business on our portal.
- The doctors will receive email notification whenever the account is renewed or plan is canceled.
- Please note - There is no free trial when subscribed via cash.
- **Stripe payment gateway** is to be implemented.
- **Tasdid and zain cash gateways** are also to be implemented.

#### ● **Transaction History**

Doctors can see the subscription transaction history on the platform. The transaction history will be of subscription. They can see the following details:

- Transaction ID
- Transaction Date
- Start and end date
- Price

- Ability to download Invoice

We would be integrating stripe payment gateway and **Tasdid and zain cash gateways** are also to be implemented on the platform.

- **Subscription Limited Access**

If the doctor has not subscribed to the platform once the free trial is completed or is not have active subscription on the platform:

- Patient's will not be able to make new appointments to the doctor. The doctor will not come in the listing.
- They will have complete access to the clinic and doctor details section.
- They will have complete access to admin staff, reports, working hours section.
- They can access my subscription and transaction history.
- They can access the appointments both past and upcoming. They can even update the appointment status of existing bookings but cannot receive new appointments.
- They cannot manually add new appointments.
- They can't access my patients section.

- **My Appointments list view**

The doctors can see their appointments on the platform. The appointments would be categorized by Today, Upcoming and Past. Today will show all the current date appointments. The Upcoming bookings will show all the appointments of the future. The past appointments will show completed and canceled appointments.

The following details will be shown on appointments listing:

- Appointment Date & time slot
- Patient Name and Number
- Star icon will be shown beside patient name
- Consultation Type - Walk in, online, in-home
- Total Cost - If in-home shipping should be included
- Token Number - This would be shown only in Today's booking
- The format of token number would be - <First three alphabets of clinic name or hospital name> - 0001
- Mark Complete CTA - This will come only in today's appointment
- Reschedule CTA - This will come in today's and upcoming appointment

- Cancel Appointment CTA

The doctors or their staff can mark the appointment as an emergency and these will always come on top irrespective of the token and would be shown by some color code.

#### **Acceptance criteria**

- There will be the option to reschedule the appointment. This can be done for upcoming and today's appointments.
- There is no option to edit the appointment.
- For today's appointment the doctor will have the option to mark it as completed. Once completed it would be moved to past appointments.
- If the doctor has not marked the appointment as completed then a cron job would run at midnight and all today's appointments were completed.
- Each appointment will be assigned a token. This would be assigned by doctor or admin staff. The first token would be assigned as <clinic name or hospital name> - 001.
- The appointment will be sorted by increasing the order of the token number.
- The appointments can be searched by patient's first name, last name, phone number, token number.
- The appointment is automatically confirmed there is no accept or reject feature.
- The doctor can click on the star icon to make the patient favorite.
- Important Note - The appointments would be set separately for different dashboards i.e. separate for private hospitals and clinics.

#### ● **My Appointments calendar view**

The doctors can see their appointments on the platform in the calendar view. The appointments would be shown by today's calendar as default view. The doctor will have the option to change it to a week and month view.

The doctor can change the day, week and month whose view he wants to look at on the calendar.

The following details will be shown of appointment on calendar:

- Patient Name and Number
- Consultation Type - Walk in, online, in-home
- Color - Red color would be used to show cancel booking, Green color would be shown to showcase confirmed booking and blue color would be shown to showcase completed booking.

On click of the appointments on the calendar view it would redirect the doctor to the appointment detail page.

Also, different color codes will be used to identify in-home service, walkin or telehealth service.

- **Reschedule Appointment**

The appointment can be rescheduled by the doctor at any point of time unless the appointment is completed. The reschedule option will allow the doctor to change the date and time of the appointment.

Pls note - The consultation type or patient cannot be changed.

Any next available date/time slot of the when the doctor is available can be selected and saved.

This will just send the notification to the patient that the booking has been rescheduled.

- **Cancel Appointment**

The doctor can cancel the appointment at any point of time. The doctor can also accept the cancellation request by admin staff or patient.

The doctor will get a notification whenever a cancellation request is submitted. The doctor can cancel the request by going to the appointment detail page.

If the cancellation is done before x hours then the complete amount would be refunded back to the patient automatically by the system.

If the appointment is canceled within x hours then no amount will be refunded. All the cancellation fees would also be shown in the payout report of the Doctor.

- **My Appointments detail page**

The appointments detail page will show the following information:

- Booking ID & QR code generated
- Patient Name
- Star icon will be shown beside patient name
- Phone
- Age
- Gender
- Email
- Schedule date & time slot
- Token number



- Consultation type
- Payment details - Payment amount, Mode, Card last 4 digits and transaction ID
- Ability to add pre remarks
- CTA for mark complete
- CTA for reschedule
- Health history QR Code
- View on Google maps - This will come only in case of in-home service
- CTA for Allergy details

#### **Acceptance criteria**

- If it is cash booking than card digits and transaction ID will not appear
- Shipping charges will be shown in-home service
- Pre remarks can be edited multiple times unless the appointment is completed
- Health history opens the history of patient in a new tab
- View on google maps button will redirect the doctor to google maps with pin setting to patient's address.
- The doctor can click on the star icon to make the patient favorite.
- Important Note - The appointments would be set separately for different dashboards i.e. separate for private hospitals and clinics.
- A unique QR code is generated for each appointment. If the doctor or admin staff or patient anyone using one health app scans the QR code from the app they will be redirected to the appointment detail page directly.
- Please note - The above redirection will only work if the redirection is from the app. If any external Qr code reader is used then the redirection will not work.

- **Appointment Reminders**

The doctor will receive reminder notification 15 mins before the appointment and at the time of the appointment as well.

- **Mark Complete**

The doctor can mark the booking as complete by providing the below details:

- Remarks - Textarea - Mandatory

- Referral another doctor - Optional. This will show all the doctors list and the option to search the doctor by doctor name. The details of this are mentioned in the Referral another doctor section.
- Clinic test and Labs suggestion. Multiple can be selected. Multiple tests from one lab can be selected and then other tests from other labs. This is also an optional step.
- Prescription - The prescription method of adding need to be changed as below:

- Drug Name - Auto search i.e. doctor will type the drug name and system will suggest. If the drug is not available in the DB then the doctor can add his own new drug. The new drug is automatically added to the doctor's favorite drug list. The doctor will see the default list of his fav drugs all time for faster selection. The doctor can even mark any other drug from DB as favorite drug.

Also, this new drug would be even added to the DB and will be visible to other doctors on search.

- Frequency - At specific intervals or on Specific days of the week  
If specific intervals are selected the available options are - Day, Other day, 3 days, 4 days, 5 days, ..... 99 Days

if specific days of the week are selected then options are - S, M, T..... S

- Start & Date - Date from and till which the patient needs to start the intake of medicines.
- Time of Day -Time when to take the medicine

- Suggested Pharmacy - Can suggest the pharmacy to the patient to purchase the medicine.
- Personal Notes - The doctor will have the option to add some personal notes. These personal notes will not be visible to patients and neither would be added to the health history. The doctor is able to put text and attach PDF, DOC or image files to the personal note. The maximum files that can be attached to the personal notes are 4.

Pls note - If the same patient visits the doctor, the doctor can see the past personal notes he added to the patient's profile.

Once the booking is marked as completed it is moved to the Past booking section.

While suggesting the clinic or pharmacy the doctor will also have the option to mark them as favorite. The favorite pharmacies and labs will have separate listings on the doctor's app.

- **Referral another doctor or Lab or Pharmacy**

The doctor can refer to another doctor or suggest a lab or suggest pharmacy at the time of completing the appointment. As the referral is made automatically the doctor or lab or pharmacy will get an appointment request and he can choose a specific time slot and confirm the booking.

The doctor who has referred the doctor or lab or pharmacy would also get push notifications and in app notifications if any changes are made to the appointment.

- **Appointment Request**

All the appointments that were referred by other doctors will be shown in the appointment request. This request will show the following details:

- Patient Name
- Referred by Doctor Name
- Patient QR code to view the health records
- Accept appointment
- Reject appointment

If the appointment is accepted by the doctor he would choose the following details:

- Appointment type - Telehealth, Walkin, in-home
- Date & time of appointment

Once the booking is made notification will be sent to the patient and then referred by the doctor.

If the appointment is rejected, then the doctor needs to provide a rejection reason and this would be informed to the doctor via notification.

- **Health History**

The doctor can track the patient's health history on the application. The health history will show the past appointments records of the patient. This would show health history from doctor's, pharmacies and labs.

The personal notes will not be shown on the health history.

**Acceptance criteria**

- The health history can be filtered by date range.
- The health history can be imported by the doctor using a predefined template. This import will update the old health history. It should not override the old health history.

- The health history will have a search field and can be searched by doctor name or pharmacy name or lab name.
- There would be the option to filter the health history by consulted by Me.
- The detail page of health history would be the same as the existing app. No changes on that.

- **Medical Profile**

This medical profile of the patient will show the following details:

- Name & Age
- Blood type
- Weight
- Height
- Emergency contacts - Contact Name and Phone number will be shown
- Allergies
- Vaccination and its status and due date

The doctor will also have the option to add allergy details and vaccination details for the patient. But the patient needs to approve this first before it is visible to other doctors.

This should also be tracked in health history.

- **Add Allergy**

The doctor will have the option to add an allergy name under the patient's profile from which the patient is allergic.

- **Add vaccination**

The doctor will have the option to add vaccination name, due date and status for the patient.

- **Personal Notes**

The doctor can see the personal notes that he has added to the patient's profile. The doctor can also see the appointment ID in reference to which the doctor has added the personal notes.

These will come up when the doctor will see the patient's profile and this will only show the personal notes added by him.

- **Digital Locker**

The digital locker will allow the doctors to store important digital documents. Following are the key features of the locker:

- This will be having limited space 100 MB
- Doctor can delete the items from the locker
- There is no file size restriction
- Doctors can filter the documents by shared with me or Created by me
- For sharing the documents with other doctors or patients they must click the share button and provide the email address. If that email is already registered on the platform then the document will be shared otherwise it will show that the email you have entered is not registered with us.
- The doctor can remove the access of documents from which the document was shared.
- A gauge graph will show how much space is occupied and how much is pending.
- Doctors can give a file name while uploading the file.
- Digi locker is common for all dashboards.

- **Favorite Patients & Tips**

The doctors can see the list of their favorite patients and send them chat messages. The doctors will also have the option to create appointments for their favorite patients.

This option will redirect to create an appointment page and the patient would be selected by default.

The doctor will have the option to add tips/tasks for their favorite patient. This would appear on the patient side as well.

While adding the tip or task they will just enter the name of it and will have the option to edit or delete it.

When a tip or task is added, the patient should receive both in app and push notifications.

This is common for all dashboards.

- **Free Appointments to Favorite patients**

The doctors will have the option to give free appointments to the patients. Once a free appointment is shared the doctor can decide the validity of the free appointment i.e. can be booked till a specific date. The doctor will also decide whether this free appointment is of clinic or hospital (if doctor is associated with hospital).

The free appointments would be shown to the patient in a separate section. The patient can book these appointments for free; it can either be Telehealth or Walkin.

- **Health Advice of the day**

The admin can update the health advice of the day. Only text will be updated and would be shown on the dashboard screen.

This is common for all dashboards.

- **Blogs**

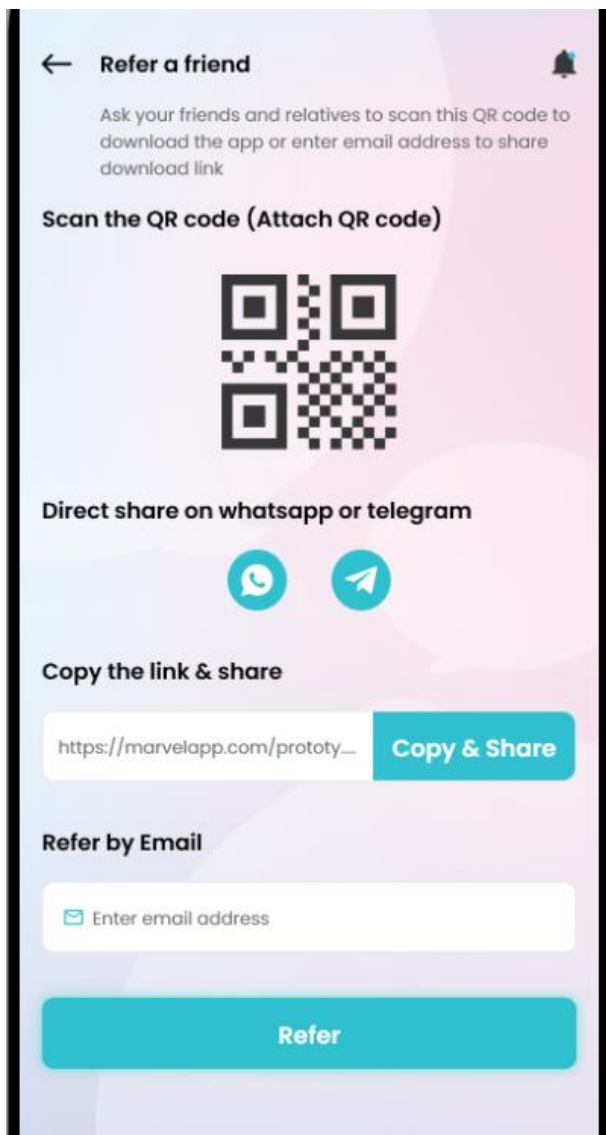
The admin can add the blogs from the backend. The recently added blogs will be shown on the dashboard. The separate blog page will show all the blogs grouped by categories. The following would be the blog features:

- Blog Title
- Description
- Views
- Likes
- Image

This is common for all dashboards.

- **Refer a friend**

The doctors can invite other users on the platform by sharing the website and apps link. The invite screen could be designed as follows:



This can be done via QRcode , whatsapp, telegram , messenger , email or copy link.

This is common for all dashboards.

- **Favorite Pharmacies and Clinics**

The doctor can track all the pharmacies and clinics they have marked favorite. They will have the option to remove them from the favorite list.

A new feature is to be added to search the favorite list by pharmacy name or lab name.

This is common for all dashboards.

- **Favorite Drugs**

The doctor can track all the favorite drugs in this listing. They will have the option to remove the drug from this list.

This listing will even have a search bar and would be alphabetically ordered.

- **Contact us**

The doctor can submit contact us enquiries to the platform owner. The following details will be provided:

- Name
- Email
- Number
- Message

The name, email and number will be prepopulated. Once submitted, the platform owner will receive an email for the same and the entries will also be shown on the admin panel.

This is common for all dashboards.

- **Boost Ads**

The doctor can purchase the ads for specific days. This will make the doctor listed in the recommended doctors listing on the patient side.

Admin will decide the per day cost of the ads. The doctor can choose the start and end day of the ads. System can calculate the ads cost based on that.

The system would redirect him to the payment gateway where he needs to make the payment.

Once the payment has been done the system will automatically show a doctor in the recommended list based on the start and end dates.

This option is only available if the doctor has a clinic. Doctor cannot boost his hospital profile.

- **Scan QR Code**

The doctor will have an option to scan the QR code anytime. This feature is available in the app. The doctor can scan a patient's QR code or appointment QR code to check the patient's profile or redirect to the appointment detail page.

Pls note - If the doctor has scanned a qr code of an appointment which is from another doctor then he would see access denied error.

Also, if the QR code is scanned using any other app outside the platform than a ID would be just shown no redirection or data would be visible.

- **Referred Appointments**

The doctor can track all the appointments that got created because of his reference. This will have only those appointments that were accepted by the doctor, pharmacy or lab and not canceled by the patient.



The doctor can filter this by a date range and can export the results in excel file.

- **Admin Staff**

The doctor can add admin staff under them. For adding the admin staff following information will be added:

- Name
- Phone number
- Email
- Password

Once the staff admin is added he would get the welcome email with password and he can login and start working.

The staff admin will have limited permissions as discussed in the staff admin requirements.

The doctor will have the option to resend the invite and edit or delete the staff admin.

The staff admin will have access to the specific features based on what options the doctor has selected from the below list.

- Splash screen
- Login
- Forgot Password
- Settings
- Change Password
- Manage working hours
- Appointments list & calendar view
- Reschedule appointment
- Cancel appointment
- Appointment detail page
- Appointment reminder
- Mark complete
- Health history

- Medical profile
- Add allergy
- Add vaccination
- Digilocker
- Health advice
- Blogs
- Refer a friend
- Contact us
- Scan QR code
- Chat
- Live Queue

- **Chat/Messages**

The doctor can see the list of all staff admin on the messages window. The doctor can chat with the staff admin. Comet chat would be integrated for the same. The chat will have following features:

- It would be a real time chat.
- There is no online and offline status management.
- There is no status tracking of delivered or read/unread.
- The user can send only text messages
- The user cannot send voice notes or videos.
- The message list will show the receiver's name, profile picture, Last message and date & time of last message.
- The time would be shown like 1 hr ago and if above 24 hs than 1 D ago and if above 7 days than 1 week ago, etc
- There would not be an option to do audio and video calling.

- **Live Queue**

The live queue currently just shows the current token number. This view would be modified to showcase the below:

- The current token number would be shown on top.

- The next token number would be shown in the queue with a blur effect.
- There would be a list showing the tokens that have already arrived.
- The tokens that are confirmed but are late and have not arrived.

We will try to achieve this using drag and drop feature something like this -

<https://material.angular.io/cdk/drag-drop/overview>

- **Invite Doctor**

The doctors can invite other doctors and add them to the clinic profile. While adding a doctor, an invite would be sent to the doctor and once accepted by the doctor, the doctor would be added to the clinic profile.



There would be a different dashboard for the doctor related to the clinic. Thus, for each clinic the doctor must set his working hours, pricing, etc separately.

To invite the doctor, the clinic will provide the below information:

- First Name
- Last Name
- Phone number
- Email

Once the invite is sent the clinic will be sent an invite. Once the doctor accepts the invite it is added to the clinic profile if the doctor has completed all the onboarding steps for the clinic.

Pls note - A doctor can only see his appointments in the clinic and not other doctors.

- **Dashboard**

The dashboard view on the doctor side will show the following details and graphs:

- Today's Appointments

This would show the listing of today's appointments with Patient Name, Image, consultation type.

- Revenue this month

This will allow the doctor to track how much revenue he has earned in the current month. This can be determined by all the completed bookings total amount of the current month.

- Revenue this Week

This will allow the doctor to track how much revenue he has earned in the current week. This can be determined by all the completed bookings total amount of the current week.

- Appointments by status this week

This would be a bar chart showcasing appointments with status for each day of the current week. This means on Monday there were a total of 10 appointments - 5 got completed, 3 rescheduled and 2 canceled so on..

## Patient Functionality on the mobile app:

Following are the features that will be a part of patient:

- **Splash Screen**

The Splash screen to be dynamic like has the logo pop up moving, adding more dynamic moving to give more UI/UX interaction.

References:

Example 1

<https://drive.google.com/file/d/1A70HnaD5AVhto4bS-7h9qepKMuxN0STP/view?usp=sharing>

Example 2

[https://drive.google.com/file/d/1a0ejyzNUhj4xt-bfpcm6fe\\_58vCxbSAv/view?usp=sharing](https://drive.google.com/file/d/1a0ejyzNUhj4xt-bfpcm6fe_58vCxbSAv/view?usp=sharing)


Example 3

[https://drive.google.com/file/d/1tEq9VB\\_zlJQSHfrUM6UGxD5S34FpgiEt/view?usp=sharing](https://drive.google.com/file/d/1tEq9VB_zlJQSHfrUM6UGxD5S34FpgiEt/view?usp=sharing)

- **Patient Onboarding**

- Signp

The patients can sign up on the platform using the below:

Field Name	Data Type & Required	Useful Insights
Mobile Number	Phone Required	Phone should have a country code option  Should be unique for all patients
Password	Password Required 	

Confirm Password	Password Required	
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A verification code would be sent to the registered phone number. Once verified the patient would be able to successfully register on the platform.

Once the phone number is verified the patient is registered on the application.

The patient can also continue as a guest and explore the doctors but to make an appointment they have to register themselves on the system.

The patient also sees a unique health ID generated and a QR code on successful registration.

### **Acceptance criteria**

- The email must have . and @ then only should be considered as valid email
- The password must be min of 8 characters and must have a capital letter, a small letter, a number and a special character
- The password should be hidden by default and should have an eye icon to showcase.
- The password (as text) must not be stored in the database (salted/ hashed is acceptable). Thus, passwords would be stored in encrypted format.
- After the signup they are redirected to the complete profile screen.
- Mobile number should be min 4 and max 16 digits. Country code is selected separately. Any country code can be selected. Default is set to +964
- DOB should be 18 years or more.
- The phone number should also be unique on the platform for all patients.
- A patient and doctor cannot use the same mobile number to register.
- There should be the option to resend the verification code.
- The verification code can be resend after 30 seconds.
- Once the user verifies his phone he should get a welcome email on the platform.
- The verification code should be of 6 digits.

**Pls note - Change on the way of registering or logging in like, "Get started instead of registration " and saying I already have an account for login.**

- **Get Started Screens**

After the patient signs up and post verifying the phone number along with showcasing of the health ID they are redirected to the get started screens. These screens will allow the patients to set up their complete account on the platform. The get started screens will be divided into following steps:

- **Step 1 - Complete your profile**

The patients post signup would need to complete his patient profile and provide below information:

Field Name	Data Type & Required	Useful Insights
First Name	Text Required	This is having a character limit of 200 characters
Last Name	Text Required	This is having a character limit of 200 characters
Fathers Name	Text Required	This is having a character limit of 200 characters
Grandfather name	Text Required	This is having a character limit of 200 characters
Mother Name	Text Required	This is having a character limit of 200 characters
Grand mother Name	Text Required	This is having a character limit of 200 characters
Gender	Drop down Required	Male Female
DOB	Date Required	
Email	Email Required	Should be Unique for all health workers (Doctors, labs and pathologies)
Address	Google Maps Required	Single line would be used to take address
National ID	Text Optional	

Nationality	Dropdown Required	
Place of Birth	Dropdown Required	This would be a drop down listing City & Town
Nationality Status	Dropdown Required	
Emergency contact person	Text Optional	
Emergency contact no	Phone Optional	
Marital Status	Dropdown Optional	
Profile Picture	Image Optional	

Unless the profile information is completed the patient cannot move to the next steps.

○ **Step 2 - Manage medical profile**

The patient will have the option to update his medical profile. The following details will be updated in the profile:

Field Name	Data Type & Required	Useful Insights
Blood type	Drop down Optional	
Weight	Number	Unit - KG
Height	Number	Unit - Cm
Allergies	Text Optional	Multiple can be added
Vaccination - > Name	Text Optional	Multiple can be added
Vaccination - > Due date	Date Optional	For each vaccination name due date will be asked
Vaccination - >	Dropdown	Due

Status	Optional	Vaccinated
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- **Step 3 - Face ID or Pin setup**

- If the device supports face id then face ID and Pin will be set on the application. If the device does not support face ID then only the pin will be set.
- If Pin Sign-in is switched on, User can only proceed further by typing in the 4 digit Pin twice and then tapping the 'Set' button.

- **Login**

The patient can login on the platform using the below:

- Email or Phone or Unique health ID
- Password

**Acceptance criteria**

- If the user enters an incorrect email and or password they should see an appropriate error message indicating the credentials are incorrect and a prompt should be shown for reset password.
- They can login via email only when they have verified the email from their profile.
- If the session is destroyed then the user will auto logout. Here the term destroy means that admin has made the user inactive from the admin panel.

- **Forgot Password or Recover Password**

The patient can submit the forgotten password requests on the system. This would send a verification code on the registered email address or phone using which the patient can reset the password.

**Acceptance criteria**

- The email must have . and @ then only should be considered as valid email
- There should be an eye icon to view the password in the reset password page.
- The email or phone must be validated in DB if already available or not. If not show the error - "This email address or phone number is not registered with us"
- After a successful verification code the user must redirect to the reset password page.
- The password must be min of 8 characters and must have a capital letter, a small letter, a number and a special character
- The new password and confirm password must match.



- After a successful password set the user must see a success message - "Successful Password Reset " and redirect to the login page.
- After successful reset the user must be redirected to the login page.
- Unless a new password is set by the member the old password should work.
- There should be the option to resend the verification code.
- The resend verification code should come after 30 seconds meanwhile the button should be shown disable.
- The verification code should be of 6 digits.

- **Settings**

The settings tab will have many sub menus. The following sub menus are the part of settings:

- Profile Details
- Medical Profile
- Medical ID Card and QR code will be shown of the patient
- Change Password
- Terms and conditions
- Privacy policy
- Help & Support - this will provide option for users to reach out via email, provide FAQs, and provide feedback
- Dark Mode - The doctor will have the option to enable dark mode in the system.
- Health History
- Manage Minors
- Change Language
- About us
- SLA
- App Version Number

- **Change Password**

The patient can change password on the platform by providing:

- Old Password

- New Password
- Confirm Password

#### **Acceptance criteria**

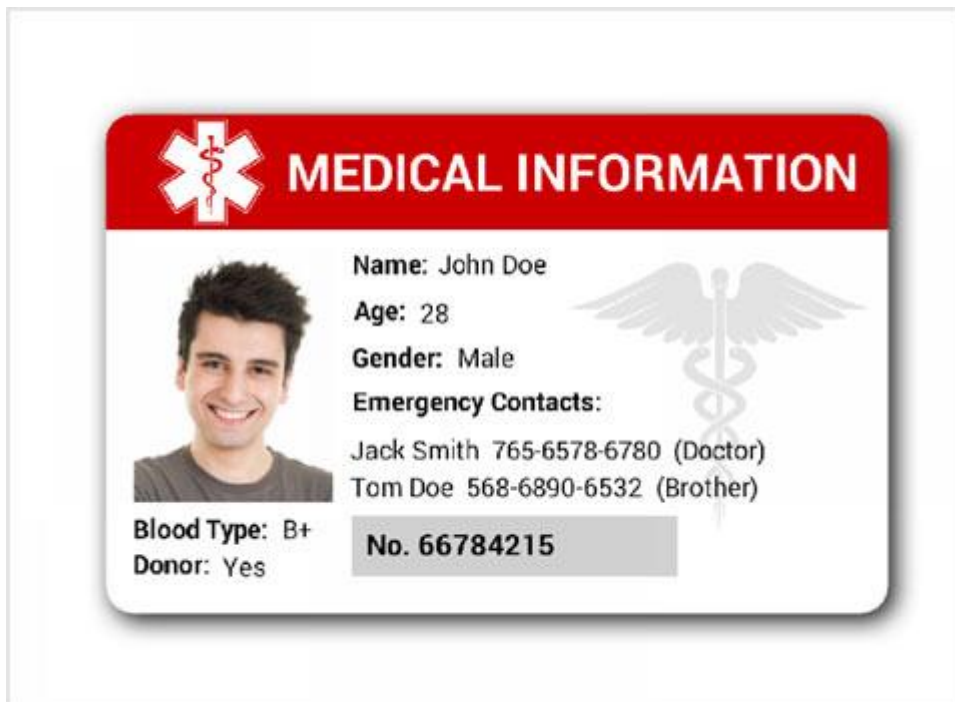
- The password must be of 8 characters and must have a capital letter, a small letter, a number and a special character.
- New password and confirm password should match.
- The patient should not be logged out if the password is changed.
- On password change success it should say - 'Password changed successfully'.
- **Medical ID Card and QR code will be shown of the patient**

A unique health ID would be generated for the patient and a QR code would be generated for patient

The medical ID will contain the following information:

- Patient Name
- Age
- Gender
- Emergency contacts
- Blood Group
- One health Health ID number
- QR Code - On scanning the qr code from the one health app the patient's profile will open. If scanning the QR code from any other external QR code scanner then it will not show anything.

Here is the reference of the system:" need to add to downloadable to APPLE wallet and Goggle wallet )



- **Health History**

The health history of the patient will show the following details in chronological order. This will show all the appointments from doctors, pharmacies and labs.

- Consultation Date
- Consulted doctor or Consulted Practitioner or Consulted Lab
- Time session of appointment
- Type - Doctor Consultation, Pharmacy Appointment and Lab

The health history can be filtered by Type i.e. Doctor Consultation, Pharmacy Appointment and Lab.

This can also be filtered by a date range.

The health history can be searched by Doctor name, Pharmacy name and lab name.

- **Manage Minors**

The patients can manage minors under the platform. These minors are users under 13 years and patients can book appointments for those minors. The following information will be provided by the patient to add the minor:

- First Name\*
- Father Name\*
- Grand Father Name\*
- Mother Name

- Grand mother name
- Last name\*
- Gender\*
- DOB\*
- Place of birth\*
- Parent mobile number\* - Static set to logged in patient's mobile number
- Email
- Address\* - Static set to logged in patient's mobile number
- City\*- Static set to logged in patient's mobile number
- National ID#
- Nationality\*
- Nationality Status\*
- Emergency contact Person
- Emergency contact no
- Marital Status
- Minor Image

**Acceptance Criteria:**

- Once the minor is added a unique health ID and card is generated for the minor.
- The patient can manage the medical profile of his minors the same as he did for himself including vaccinations.
- Once the minor is of 18 years automatically he would receive an email and his separate account would be created as a patient on the platform
- The field validations on minor creation are the same as applied to the patient profile.
- The patient can do the bookings of the associated minors and can track appointments for the same.
- The patient can view the health history of all his minors
- The health history would be in the same format and filters as of patient data.
- The patient can add multiple minors under him. There is no limit on that.

- **Change Language**

The patients can use the app in three languages - Arabic, English and Kurdish. The language that last chose should be saved and when they open the app next time it should open in that language only.

- **About us**

This is a web view page in the mobile application and will be linked to the website.

- **Set Location**

The patient needs to set his location for exploring the doctors. If the app has location permission then the default current location of the user should be set. If no location permission is given then default location should be set.

The default location will be set to IRAQ.

The patient also gets the option to change his location. There are no saved locations in the system.

- **Search Doctor, Clinic name, hospital name and Pharmacy**

The patients can search the doctor, clinics, hospitals and pharmacy on the platform using doctor name, doctor's clinic name, hospital name, and pharmacy name.

The search results currently is having three tabs and now we have to modify them to add another fourth tab i.e. Hospitals.

- **Dashboard**

The dashboard or home page will show the following to the patients:

- Latest Upcoming Appointment

If there is any upcoming appointment of a patient then this section will be shown the latest appointment. This section will disappear if there are no upcoming appointments.

- Let's find the best doctor

The nearby top doctors will be shown with a see all option to view all the doctors available on the platform. The following information of doctor will be shown:

- Doctor Full Name
- Doctor Image
- Specialty
- Average Rating
- Total Reviews
- Distance away in KM

This would be restricted to x KM near the patient's location.

- Find Clinic & Labs

The nearby clinics & labs will be shown with a see all option to view all the clinics and labs available on the platform. The following information of clinic will be shown:

- Clinic Name
- Image
- Addresses
- Services
- Distance away in KM

This would be restricted to x KM near the patient's location.

- Nearby Pharmacy

The nearby pharmacies will be shown with a see all option to view all the pharmacies available on the platform. The following information of pharmacies will be shown:

- Pharmacy Name
- Image
- Distance away in KM

This would be restricted to x KM near the patient's location.

- Health Advice of the day

The admin can update the health advice of the day. Only text will be updated and would be shown on the dashboard screen.

- Blogs

The admin can add the blogs from the backend. The recently added blogs will be shown on the dashboard. The separate blog page will show all the blogs grouped by categories. The following would be the blog features:

- Blog Title
- Description
- Views
- Likes
- Image

- Boosted Health Workers

The doctors, pharmacies, hospitals and labs who have boosted and paid to be shown in the recommended section would be shown here unless the boosting is expired.

- Free Appointments

The patients can track all their free appointments from doctors and labs in this section and can do the appointment booking for free from this section.

- **Doctor Listing**

The patient can track the doctor listing and can see the below information of the Doctor:

- Image
- Doctor Name
- Speciality
- Average Rating
- Total Reviews
- Distance Away

**Acceptance Criteria:**

- The doctors with the closet distance will appear on top.
- The doctor listing can be searched by doctor name
- The listing can be sorted and filtered by different parameters
- On click of any of the doctor his detail page will open up
- The patient can only see doctors under 50 KM of his range by default.

- **Sort Listing**

The doctors can be sorted by the following parameters:

- Distance - Default selected (Near to far)
- Price - high to low and low to high
- Max rating
- Highest reviews

Only one can be selected at a time.

- **Filter Listing**

The doctors can be filtered by:

- Specialization - Same as before
- Consultation Type - Same as before
- Distance - Same as before
- Price - Same as before
- Gender - Male, Female or Any
- Language

- **Doctor Detail page**

The doctor detail page will show the following information:

- Image
- Doctor Name
- Speciality
- Average Rating
- Total Reviews
- Distance Away
- Location - This should be hyperlinked and should redirect the user to Apple or google maps for directions
- Email - On click should open mailbox
- Phone - On click should open the option to dial via Phone, whatsapp or any other social media calling app
- Education
- Clinic Name
- Consultation Fees
- About
- Images
- Whatsapp Number



- Telegram Number
- Consultation - Telehealth or Walkin or in-home service. These will come up based on what the doctor has selected.
- Working hours from Sunday to Saturday
- CTA for book appointment
- All the rating and review received
- **Book Appointment with Doctor**

The patient can book an appointment with the doctor by clicking on the book appointment CTA button. The following details will be asked for booking an appointment:

- Select Patient - This will show the patient name and all his minors. The patient can search his minor using health ID, name and mobile number
- Consultation Type - There are three types available - Telehealth, Walk-in and In-home services. This will come based on what consultation type the doctor is offering.
- Select date - All the dates that the doctor is available can be shown selectable in the calendar. The dates on which 5 or more than 5 slots are available would be shown in green, the slots with less than 5 slots will be shown in orange, the date with no slot available will be shown in red.
- Time slot - All the time slots i.e. working hours the doctor has set would be available. The patient will not choose a specific time only slot range would be selected like 10 to 2 PM or 2 to 4 PM
- Address - In case if the consultation type is In-home then the address will be shown the same as the patient has picked while searching the doctor. The patient cannot change the address from this screen.

#### **Acceptance Criteria:**

- If the consultation type is telehealth then patients need to do the online payment. The payment would be full payment in advance. Once payment is successful then only the appointment would be confirmed.
- The online payment can be done via **Stripe, Tasdid and zain cash gateways** are also to be implemented.
- Once the appointment is successful, then the patient will be prompted about the same and would be able to redirect to manage appointments page.
- Once the booking is done then the selected time slot should be blocked in the calendar for that doctor.

- The patient will be able to select in-home service only if his address comes under the address range set by the doctor.
- The patient will see the final doctor consultation fees on this page as well.

- **My Appointments with Doctor**

The my appointments page will be classified into three tabs - Today, Upcoming and Past. Today's booking will show all the bookings of the current date. Upcoming booking will show all the future dates booking and past will show all the canceled and completed bookings.

Today's booking layout:

- Appointment time
- Consultation type - Walk in, telehealth, in-home
- Doctor name
- Clinic Name
- Token Number - This will appear only in case of walk in booking.
- Reschedule CTA
- Cancel CTA

Upcoming booking layout:

- Appointment date & time
- Consultation type - Walk in, telehealth, in-home
- Doctor name
- Clinic Name
- Token Number - This will appear only in case of walk in booking.
- Reschedule CTA
- Cancel CTA

Past booking layout:

- Appointment date & time
- Consultation type - Walk in, telehealth, in-home
- Doctor name
- Clinic Name
- Token Number - This will appear only in case of walk in booking.

- View Remarks CTA
- Write Review CTA
- Status - COMPLETED or Canceled

- **My Appointments detail page (Doctor)**

The appointment detail page will show the following information:

- Appointment date & time
- Consultation type - Walk in, telehealth, in-home
- Doctor name
- Clinic Name
- Token Number - This will appear only in case of walk in booking.
- Doctor address - This should be hyperlinked and should redirect the user to Apple or google maps for directions
- Email - On click should open mailbox
- Phone - On click should open the option to dial via Phone, whatsapp or any other social media calling app
- Payment details
- Submitted Review - This will come only in past bookings
- Reschedule CTA - Depending on appointment type
- Cancel CTA - Depending on appointment type
- View Remarks - Depending on appointment type
- Write Review - Depending on appointment type
- CTA for call - In app call will be implemented by comet chat. This would just be the audio call. This will not come for past appointments.

- **Book Appointment with lab**

The patient will have the option to book the appointment with labs. The patient will choose the lab and would see the following details of the lab:

- Lab Name
- Address - This should be hyperlinked and should redirect the user to Apple or google maps for directions
- Average Rating and Total Reviews

- Distance away from patient's location
- Email - On click should open mailbox
- Phone - On click should open the option to dial via Phone, whatsapp or any other social media calling app
- Education
- Clinic Name
- Working Hours
- About
- Images
- Whatsapp Number
- Telegram Number
- Reviews and Rating
- Test or services and packages added by the clinic along with the price

The patient can choose the services that he wants to book with the lab. Multiple can be selected in one go. Multiple packages and services can be selected in a go.

When the patient selects the services he would choose the patient (himself or minor) for which he is doing the booking and the date when he wants to get the test done.

Once he chooses the date he would then choose the time slot range in which he would visit the lab. Again, a specific time slot will not be choosed.

#### **Acceptance Criteria:**

- The patient need not to do online payment for the lab bookings.
- Once the appointment is successful, then the patient will be prompted about the same and would be able to redirect to the manage clinic appointment page.
- When the patient is trying to book the system must check whether all the seats of the selected time slot range are already booked or not. If already booked then it must be shown as blocked.

#### ● **Clinic/Lab appointments**

The my lab appointments page will be classified into three tabs - Today, Upcoming and Past. Today's booking will show all the bookings of the current date. Upcoming booking will show all the future dates booking and past will show all the canceled and completed bookings.

Today's booking layout:

- Appointment time slot
- Services
- Lab name
- Token Number
- Reschedule CTA
- Cancel CTA

Upcoming booking layout:

- Appointment time slot
- Services
- Lab name
- Reschedule CTA
- Cancel CTA

Past booking layout:

- Appointment time slot
- Services
- Lab name
- Status - Completed or Canceled

- **My Appointments detail page (Labs)**

The appointment detail page will show the following information:

- Appointment time slot
- Lab name
- Token Number
- Lab address - This should be hyperlinked and should redirect the user to Apple or google maps for directions
- Email - On click should open mailbox
- Phone - On click should open the option to dial via Phone, whatsapp or any other social media calling app
- Payment details

- Submitted Review - This will come only in past bookings in which review is added
- Reschedule CTA - This will only come in today's and upcoming appointments
- Cancel CTA - This will only come in today's and upcoming appointments
- View Remarks - This will only come in past appointments which are not canceled.
- Write Review - This will only come in past appointments which are not canceled.
- CTA for call - In app call will be implemented by comet chat. This would just be the audio call. This will not come for past appointments.

Pls note - Once the booking is completed this would be shown in the health history.

- **Book a Pharmacy**

The patient can submit the pharmacy enquiry to the system. While submitting the enquiry to the system, the patient can provide the below details:

- Select Patient - Himself or his minor
- Prescription - Text or image can be uploaded
- Additional Notes
- Medicine Delivery method - Delivery or Pickup

Once the enquiry is submitted it is shown to the pharmacy and the pharmacy can then accept the request and send a quotation to the patient. Once the quotation amount is accepted by the patient then the order is confirmed.

The quotation would be sent only in case of delivery. Also, in case of delivery unless the quotation is accepted by the patient then the enquiry is not confirmed. However, if the payment is not done till 24 hours of the enquiry submission then the enquiry would be automatically moved to unavailable with cancel status.

There is no option to cancel the pharmacy enquiry.

- **Pharmacy Booking Details**

The pharmacy bookings can be tracked on this page. The listing would be shown in three tabs - Pending, Confirmed and Unavailable

The pending will have all the enquiries which are not yet accepted by the pharmacy. The patient will have an option to chat with the pharmacy in the pending tab.

Once the booking is confirmed or Unavailable then no chat option will be available.

The chat will not have the ability to send images or emoji's. It would be text chat only and would integrate comet chat for the same.

The pharmacy listing and detail would be the same as in the existing app except it would show the patient name as well.

Pls note - Once the booking is confirmed this would be shown in the health history.

CTA for call - In app call will be implemented by comet chat. This would just be the audio call. This will not come for past appointments.

- **Reschedule Appointment**

The appointment can be rescheduled by the patient at any point of time unless the appointment is completed. The reschedule option will allow the patient to change the date and time of the appointment.

Pls note - The consultation type or patient cannot be changed in case of doctor appointment. In the case of a lab , the patient and services cannot be changed.

Any next available date/time slot range of when the doctor or lab is available can be selected and saved.

This will just send the notification to the doctor or lab that the booking has been rescheduled.

- **Cancel Appointment**

The patient can cancel the appointment at any point of time.

The patient will get a notification whenever a cancellation request is submitted. The patient can cancel the request by going to the appointment detail page.

If the cancellation is done before x hours then the complete amount would be refunded back to the patient automatically by the system in case of telehealth. (Doctor Appointment)

If the appointment is canceled within x hours then no amount will be refunded. All the cancellation fees would also be shown in the payout report of the Doctor and labs.

- **View Remarks**

The patient can view the remarks submitted by the doctor and labs on the past bookings and can see the following information for doctor:

- Doctor Name
- Specialty
- Date & time
- Patient or minor name and Health ID
- Remarks
- Referred Doctor if any

- Test & Services - View and upload report option
- Prescription
- Ability to download remark as PDF

The following information would be shown for labs:

- Lab Name
- Address - This should be hyperlinked and should redirect the user to Apple or google maps for directions
- Date & time
- Patient or minor name and Health ID
- Remarks
- Test & Services - View and download report option
- Ability to download remark as PDF

- **Write Review**

The patient can submit the review by providing a rating out of 5 and a review description. This would be shown on the doctor or lab profile and appointment detail page.

There is no way to edit or delete the review by a patient once submitted.

- **Appointment Reminders**

The patients will receive reminder notification 30 mins before the appointment and at the time of the appointment as well.

- **Digital Locker**

The digital locker will allow the patients to store important digital documents. Following are the key features of the locker:

- This will be having limited space 100 MB
- Patient can delete the items from the locker
- There is no file size restriction
- Patient can filter the documents by shared with me or Created by me
- For sharing the documents with other doctors or patients they must click the share button and provide the email address. If that email is already registered on the platform then the document will be shared otherwise it will show that the email you have entered is not registered with us.



- The patient can remove the access of documents from which the document was shared.
- A gauge graph will show how much space is occupied and how much is pending.
- Patient can give a file name while uploading the file.

Digi locker is common for all dashboards.

- **Contact us**

The patient can submit contact us enquiries to the platform owner. The following details will be provided:

- Name
- Email
- Number
- Message

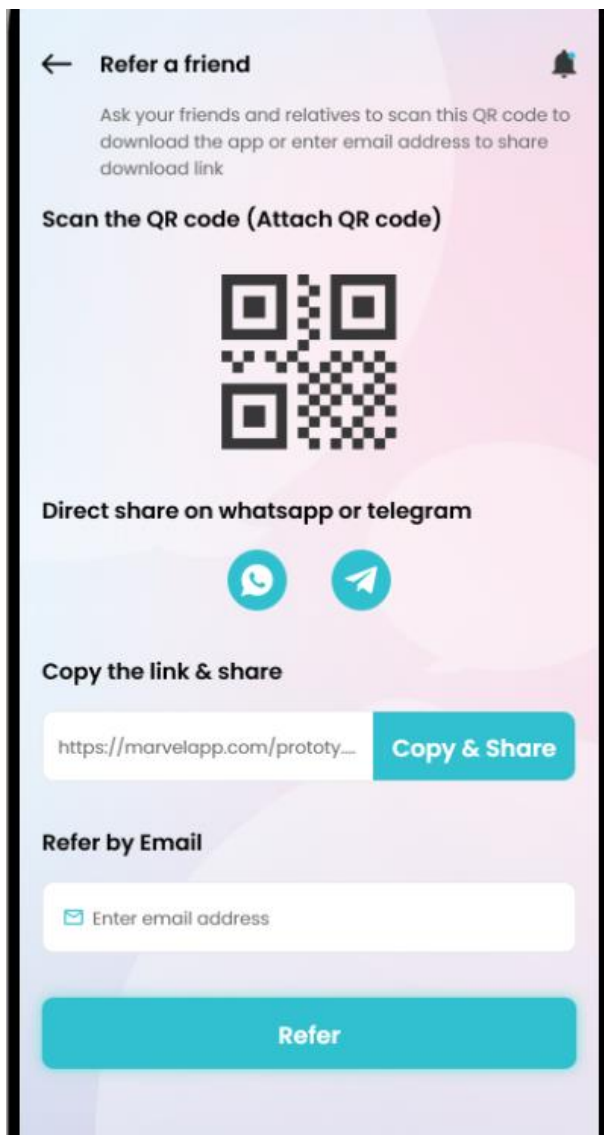
The name, email and number will be prepopulated. Once submitted, the platform owner will receive an email for the same and the entries will also be shown on the admin panel.

There will also be the option to show the social media links and whatsapp number on this page.

This is common for all dashboards.

- **Refer a friend**

The patients can invite other users on the platform by sharing the website and apps link. The invite screen could be designed as follows:



This can be done via QRcode , whatsapp, telegram , messenger , email or copy link.

This is common for all dashboards.

- **Drug Reminders**

There would be a feature in the patient's app where he can track his drug reminders setup in the system and can also create a new reminder.

Whenever a doctor prescribes drugs to the patient it is automatically added to the drug reminders. The patient will have the option to disable or delete or modify those reminders.

The patient will also have the option to add his own reminders.

While adding a drug reminder the patient will provide the following details:

- Drug Name - Auto search i.e. patient will type the drug name and system will suggest

- Frequency - At specific intervals or on Specific days of the week  
If specific intervals are selected the available options are - Day, Other day, 3 days, 4 days, 5 days, ..... 99 Days

if specific days of the week are selected then options are - S, M, T..... S

- Start & Date - Date from and till which the patient needs to start the intake of medicines.
- Time of Day -Time when to take the medicine
- Patient Name - The patient or minor for which he has set the drug reminder

- **Messages**

The patient can track here all the messages received from the doctors and labs that have marked them as favorite. These will only be text messages with no track of online or offline and comet chat would be integrated for the same.

- **Tips**



The patients can see all the tips here shared by doctors and labs.

## **Labs Functionality on the mobile app or website:**

**Following are the features that will be a part of labs:**

- **Splash Screen**

The Splash screen to be dynamic like has the logo pop up moving, adding more dynamic moving to give more UI/UX interaction.

### **References:**

Example 1

<https://drive.google.com/file/d/1A70HnaD5AVhto4bS-7h9qepKMuxN0STP/view?usp=sharing>

Example 2

[https://drive.google.com/file/d/1a0ejyzNUhj4xt-bfpcm6fe\\_58vCxbSAv/view?usp=sharing](https://drive.google.com/file/d/1a0ejyzNUhj4xt-bfpcm6fe_58vCxbSAv/view?usp=sharing)

Example 3

[https://drive.google.com/file/d/1tEq9VB\\_zlJQSHfrUM6UGxD5S34FpgiEt/view?usp=sharing](https://drive.google.com/file/d/1tEq9VB_zlJQSHfrUM6UGxD5S34FpgiEt/view?usp=sharing)

- **Labs Onboarding**

- **Signup**

The labs can sign up on the platform using the below:

Mobile Number	Phone Required	Phone should have a country code option  Should be Unique for all health workers (Doctors, labs and pathologies)
Password	Password Required	
Confirm Password	Password Required	

A verification code would be sent to the registered phone number. Once verified the user would be able to successfully register on the platform.

Before the verification of phone and email, they have to provide card details or do it by cash. The details of the same will be mentioned in the section payment or subscription.

The yearly subscription will have a 7 days free trial.

**Acceptance criteria**

- The email must have . and @ then only should be considered as valid email
- The password must be min of 8 characters and must have a capital letter, a small letter, a number and a special character
- The password should be hidden by default and should have an eye icon to showcase.
- The password (as text) must not be stored in the database (salted/ hashed is acceptable). Thus, passwords would be stored in encrypted format.
- After the signup they are redirected to the Get started screen.
- Mobile number should be min 4 and max 16 digits. Country code is selected separately. Any country code can be selected. Default is set to +964
- The email should be unique on the platform for all health workers.
- The phone number should also be unique on the platform for all health workers

- The association ID should be unique on the platform for all health workers.
- There should be the option to resend the verification code.
- The verification code can be resend after 30 seconds.
- Once the user verifies his email address and phone he should get a welcome email on the platform.
- The email is verified later from the profile. Unless the email is verified the doctor should not be able to login via email.
- Unless the admin approves the lab cannot login on the platform. This option only comes for cash only.
- Please note - There is no free trial when subscribed via cash.
- The verification code should be of 6 digits.

- **Get Started Screens**

After the lab signs up they are redirected to the get started screens. The lab after setting the password would also be redirected to these screens to complete the details.

These screens will allow the labs to set up their complete account on the platform. The get started screens will be divided into following steps:

- **Step 1 - Complete your profile**

The labs post signup would need to complete his lab profile and provide below information:

Field Name	Data Type & Required	Useful Insights
Clinic Name	Text Required	This is having a character limit of 200 characters
Doctor First Name	Text Required	This is having a character limit of 200 characters
Doctor Last Name	Text Required	This is having a character limit of 200 characters
Email	Email Required	Should be Unique for all health workers (Doctors, labs and pathologies)
Doctor Middle	Text	This is having a character

Name	Required	limit of 200 characters
Doctor Grandfather name	Text Required	This is having a character limit of 200 characters
Gender	Drop down Required	Male Female
DOB	Date Required	
Doctor Clinic Address	Google Maps Required	Single line would be used to take address
Address line 1	Text Optional	If a doctor wants to provide any additional floor number or building name they can write here.
Association ID	Text Required	Should be Unique for all health workers (Doctors, labs and pathologies)
Nationality	Dropdown Optional	
Education	Dropdown Optional	
Speciality	Dropdown Optional	
Practice license	File Upload Required	PDF, DOC, JPG, PNG or JPEG

Unless the profile information is completed and approved by the admin. The labs are not visible to patients for booking.

○ **Step 2 - Manage Working hours**

The Labs would be prompted to set the working hours. The default working hours would be set to 10:00 AM to 6:00 PM for all days including weekends.

The details of working hours are mentioned in the working hours module.

○ **Step 3 - Services & Packages**

The labs can select the services added by the admin or can even add his own service. The lab will also have the option to create a package by selecting multiple services and can define a price for the same.

This package can either have services added by the admin or he can create his own service.

- **Step 4 - Face ID or Pin setup**

- If the device supports face id then face ID and Pin will be set on the application. If the device does not support face ID then only the pin will be set.
- If Pin Sign-in is switched on, User can only proceed further by typing in the 4 digit Pin twice and then tapping the 'Set' button.

- **Login**

The labs can login on the platform using the below:

- Email or Phone or Association ID
- Password

**Acceptance criteria**

- If the user enters an incorrect email and or password they should see an appropriate error message indicating the credentials are incorrect and a prompt should be shown for reset password.
- They can login via email only when they have verified the email from their profile.
- If the session is destroyed then the user will auto logout. Here the term destroy means that admin has made the user inactive from the admin panel.
- The labs can login only once approved by the super admin.

- **Forgot Password or Recover Password**

The labs can submit the forgotten password requests on the system. This would send a verification code on the registered email address or phone using which the labs can reset the password.

**Acceptance criteria**

- The email must have . and @ then only should be considered as valid email
- There should be an eye icon to view the password in the reset password page.
- The email or phone must be validated in DB if already available or not. If not show the error - "This email address or phone number is not registered with us"
- After a successful verification code the user must redirect to the reset password page.
- The password must be min of 8 characters and must have a capital letter, a small letter, a number and a special character

- The new password and confirm password must match.
- After a successful password set the user must see a success message - "Successful Password Reset " and redirect to the login page.
- After successful reset the user must be redirected to the login page.
- Unless a new password is set by the member the old password should work.
- There should be the option to resend the verification code.
- The resend verification code should come after 30 seconds meanwhile the button should be shown disable.
- The verification code should be of 6 digits.

- **Settings**

The settings tab will have many sub menus. The following sub menus are the part of settings:

- Clinic & Doctor Details
- Change Password
- My Subscription & Billing
- Terms and conditions
- Privacy policy
- Help & Support - this will provide option for users to reach out via email, provide FAQs, and provide feedback
- Dark Mode - The labs will have the option to enable dark mode in the system.
- Lang preference for Notification - Arabic, English, Kurdish. In this language only the patient will get push, email and SMS notifications.
- Test & Services
- Change Language
- About us
- Contact us
- SLA

- **Clinic Details**

The labs can update their clinic details. The following details can be updated from this section:



- Clinic Name
- Clinic address
- Address line 1
- Clinic logo
- Profile picture
- Doctor First Name
- Doctor Middle Name
- Doctor Grandfather name
- Doctor Last Name
- Gender
- DOB
- Mobile Number
- Email
- Association ID
- Nationality
- Education
- Speciality
- Practice license
- About or Bio
- Whatsapp Number
- Telegram Number
- Add Images - Multiple can be added

**Acceptance criteria**

- The email can be changed but needs to be verified again on the platform.
- The phone number can be changed but needs to be verified again on the platform.
- The email must have . and @ then only should be considered as valid email

- There should be a cropper in the profile picture. There should be standard images assigned to the lab, if no profile picture is uploaded. These would be initials of first and last name
- Cropper needs to be incorporated in the clinic and profile image uploaded.
- The aspect ratio of the profile picture needs to be maintained.
- About lab field would be a rich text editor and has a character limit of 3000 characters.
- The verification code should be of 6 digits.
- The images will be visible on the lab profile.

- **Change Password**

The labs can change password on the platform by providing:

- Old Password
- New Password
- Confirm Password

**Acceptance criteria**

- The password must be of 8 characters and must have a capital letter, a small letter, a number and a special character.
- New password and confirm password should match.
- The lab should not be logged out if the password is changed.
- On password change success it should say - 'Password changed successfully'.

- **Manage Working Hours & Days Off**

The labs can manage their working hours from Monday to Sunday. Multiple time slots can be added for each day.

Also, for each time slot the lab can add how many appointments can be booked in that slot range.

Once those bookings are done then that slot range would be no longer available for the booking.

If no working hours are added for a day then it would be considered as Closed for that day and the same will be displayed to the customers.

If nothing is selected the working hours would say Closed and if the user selects the day then working hours will show 10 AM to 6 PM as default.

The labs will also have the option to set their days off i.e. public holidays on the calendar. This would be set for one year. The doctors will be automatically shown closed on the days off dates.

This would be set for one year.

- **My Subscription**

It is mandatory for labs to subscribe on the platform to gain access to the platform.

The labs can see their current subscription on the platform. The labs can do the following on this page:

- Can see the current subscription plan
- Track the next renew date
- Can see subscription status
- Can update the payment method
- Amount
- Cancel the subscription

**Acceptance criteria**

- Once the plan is canceled auto renew will stop.
- The labs can access the application until the plan end date even if the plan is canceled.
- If the plan is canceled then the option to subscribe to the plan will come.
- The credit card details can be updated i.e. Card number, CVV, Expiry and name on card.
- If subscription is via cash then there would not be the option to change it to card.
- The card is not stored in DB. It is stored on a stripe only the last 4 digits of the card would be visible to business on our portal.
- The labs will receive email notification whenever the account is renewed or plan is canceled.
- Please note - There is no free trial when subscribed via cash.
- **Stripe payment gateway** is to be implemented.
- **Tasdid and zain cash gateways** are also to be implemented.

- **Transaction History**

Labs can see the subscription transaction history on the platform. The transaction history will be of subscription. They can see the following details:

- Transaction ID
- Transaction Date
- Start and end date
- Price
- Ability to download Invoice

We would be integrating stripe payment gateway and **Tasdid and zain cash gateways** are also to be implemented on the platform.

- **Subscription Limited Access**

If the labs has not subscribed to the platform once the free trial is completed or is not have active subscription on the platform:

- Patient's will not be able to make new appointments to the labs. The labs will not come in the listing.
- They will have complete access to the clinic details section.
- They will have complete access to admin staff, reports, working hours section.
- They can access my subscription and transaction history.
- They can access the appointments both past and upcoming. They can even update the appointment status of existing bookings but cannot receive new appointments.
- They cannot manually add new appointments.
- They can't access my patients section.

- **My Appointments list view**

The labs can see their appointments on the platform. The appointments would be categorized by Today, Upcoming and Past. Today will show all the current date appointments. The Upcoming bookings will show all the appointments of the future. The past appointments will show completed and canceled appointments.

The following details will be shown on appointments listing:

- Appointment Date & time slot
- Patient Name and Number
- Star icon will be shown beside patient name

- Services selected
- Patient Phone & Age
- Token Number - This would be shown only in Today's booking
- The format of token number would be - <First three alphabets of clinic name or hospital name> - 0001
- Mark Complete CTA - This will come only in today's appointment
- Reschedule CTA - This will come in today's and upcoming appointment
- Cancel Appointment CTA

The labs or their staff can mark the appointment as an emergency and these will always come on top irrespective of the token and would be shown by some color code.

#### **Acceptance criteria**

- There will be the option to reschedule the appointment. This can be done for upcoming and today's appointments.
- There is no option to edit the appointment.
- For today's appointment the lab will have the option to mark it as completed. Once completed it would be moved to past appointments.
- If the lab has not marked the appointment as completed then a cron job would run at midnight and all today's appointments were completed.
- Each appointment will be assigned a token. This would be assigned by lab or admin staff. The first token would be assigned as <clinic name or hospital name> - 001.
- The appointment will be sorted by increasing the order of the token number.
- The appointments can be searched by patient's first name, last name, phone number, token number.
- The appointment is automatically confirmed there is no accept or reject feature.
- The labs can click on the star icon to make the patient favorite.

#### ● **My Appointments calendar view**

The labs can see their appointments on the platform in the calendar view. The appointments would be shown by today's calendar as default view. The labs will have the option to change it to a week and month view.

The labs can change the day, week and month whose view he wants to look at on the calendar.

The following details will be shown of appointment on calendar:

- Patient Name and Number
- Services
- Color - Red color would be used to show cancel booking, Green color would be shown to showcase confirmed booking and blue color would be shown to showcase completed booking.

On click of the appointments on the calendar view it would redirect the labs to the appointment detail page.

- **Reschedule Appointment**

The appointment can be rescheduled by the lab at any point of time unless the appointment is completed. The reschedule option will allow the lab to change the date and time of the appointment.

Pls note - Only date & time can be changed.

Any next available date/time slot of when the lab is available can be selected and saved.

This will just send the notification to the patient that the booking has been rescheduled.

- **Cancel Appointment**

The labs can cancel the appointment at any point of time. The labs can also accept the cancellation request by admin staff or patients.

The labs will get a notification whenever a cancellation request is submitted. The labs can cancel the request by going to the appointment detail page.

- **My Appointments detail page**

The appointments detail page will show the following information:

- Booking ID & QR code generated
- Patient Name
- Star icon will be shown beside patient name
- Phone
- Age
- Gender
- Email
- Schedule date & time slot
- Token number
- Services

- Payment details - Payment amount, Mode, Card last 4 digits and transaction ID
- Ability to add pre remarks
- CTA for mark complete
- CTA for reschedule
- Health history QR Code
- CTA for Allergy details
- CTA for call - In app call will be implemented by comet chat. This would just be the audio call. This will not come for past appointments.

#### **Acceptance criteria**

- If it is cash booking than card digits and transaction ID will not appear
- Pre remarks can be edited multiple times unless the appointment is completed
- Health history opens the history of patient in a new tab
- The lab can click on the star icon to make the patient favorite.
- A unique QR code is generated for each appointment. If the doctor or admin staff or patient anyone using one health app scans the QR code from the app they will be redirected to the appointment detail page directly.
- Please note - The above redirection will only work if the redirection is from the app. If any external Qr code reader is used then the redirection will not work.

- **Appointment Reminders**

The labs will receive reminder notification 15 mins before the appointment and at the time of the appointment as well.

- **Mark Complete**

The labs can mark the booking as complete by providing the below details:

- Remarks - Textarea - Mandatory
- Ability to upload Report beside each test mentioned

Once the booking is marked as completed it is moved to the Past booking section.

- **Health History**

The labs can track the patient's health history on the application. The health history will show the past appointments records of the patient. This would show health history from doctor's, pharmacies and labs.

The personal notes will not be shown on the health history.

### **Acceptance criteria**

- The health history can be filtered by date range.
- The health history can be imported by the labs using a predefined template. This import will update the old health history. It should not override the old health history.
- The health history will have a search field and can be searched by doctor name or pharmacy name or lab name.
- There would be the option to filter the health history by consulted by Me.
- The detail page of health history would be the same as the existing app. No changes on that.

- **Medical Profile**

This medical profile of the patient will show the following details:

- Name & Age
- Blood type
- Weight
- Height
- Emergency contacts - Contact Name and Phone number will be shown
- Allergies
- Vaccination and its status and due date

This should also be tracked in health history.

- **Add Allergy**

The doctor will have the option to add an allergy name under the patient's profile from which the patient is allergic.

- **Digital Locker**

The digital locker will allow the labs to store important digital documents. Following are the key features of the locker:

- This will be having limited space 100 MB
- Labs can delete the items from the locker
- There is no file size restriction
- Labs can filter the documents by shared with me or Created by me



- For sharing the documents with other doctors or patients or labs they must click the share button and provide the email address. If that email is already registered on the platform then the document will be shared otherwise it will show that the email you have entered is not registered with us.
- The labs can remove the access of documents from which the document was shared.
- A gauge graph will show how much space is occupied and how much is pending.
- Labs can give a file name while uploading the file.
- Digi locker is common for all dashboards.

- **Favorite Patients & Tips**

The labs can see the list of their favorite patients and send them chat messages. The labs will also have the option to create appointments for their favorite patients.

This option will redirect to create an appointment page and the patient would be selected by default.

The lab will have the option to add tips/tasks for their favorite patient. This would appear on the patient side as well.

While adding the tip or task they will just enter the name of it and will have the option to edit or delete it.

When a tip or task is added, the patient should receive both in app and push notifications.

This is common for all dashboards.

- **Free Appointments to Favorite patients**

The labs will have the option to give free appointments to the patients. Once a free appointment is shared the lab can decide the validity of the free appointment i.e can be booked till a specific date.

The free appointments would be shown to the patient in a separate section. The patient can book these appointments for free; it can either of any service or package.

- **Health Advice of the day**

The admin can update the health advice of the day. Only text will be updated and would be shown on the dashboard screen.

This is common for all dashboards.

- **Blogs**

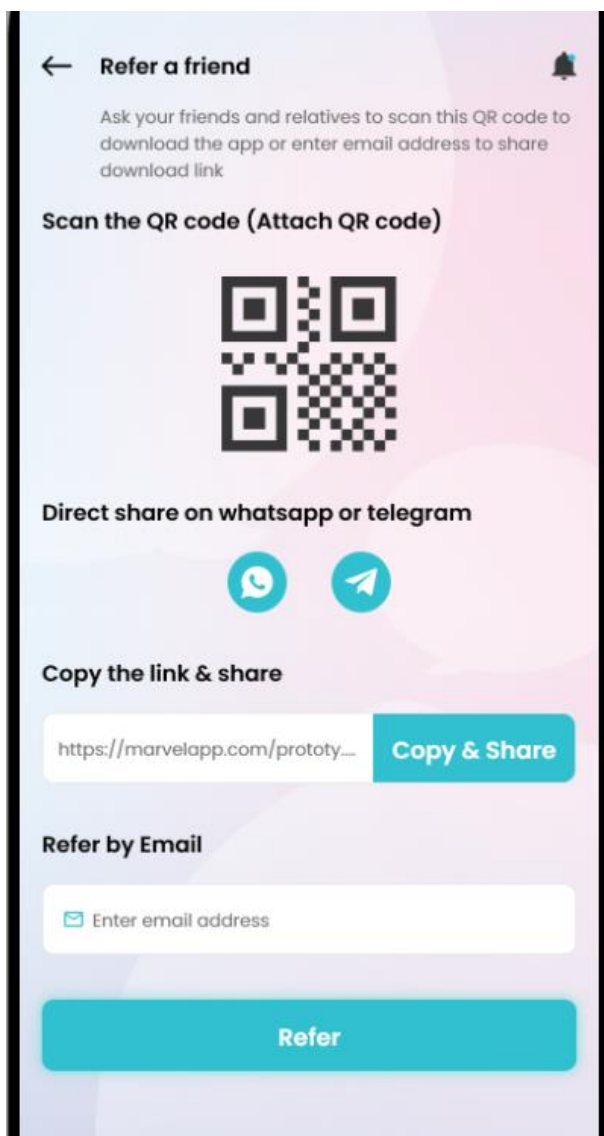
The admin can add the blogs from the backend. The recently added blogs will be shown on the dashboard. The separate blog page will show all the blogs grouped by categories. The following would be the blog features:

- Blog Title
- Description
- Views
- Likes
- Image

This is common for all dashboards.

- **Refer a friend**

The labs can invite other users on the platform by sharing the website and apps link. The invite screen could be designed as follows:



This can be done via QRcode , whatsapp, telegram , messenger , email or copy link.

This is common for all dashboards.

- **Contact us**

The labs can submit contact us enquiries to the platform owner. The following details will be provided:

- Name
- Email
- Number
- Message

The name, email and number will be prepopulated. Once submitted, the platform owner will receive an email for the same and the entries will also be shown on the admin panel.

This is common for all dashboards.

- **Boost Ads**

The labs can purchase the ads for specific days. This will make the labs listed in the recommended labs listing on the patient side.

Admin will decide the per day cost of the ads. The labs can choose the start and end day of the ads. System can calculate the ads cost based on that.

The system would redirect him to the payment gateway where he needs to make the payment.

Once the payment has been done the system will automatically show the labs in the recommended list based on the start and end dates.

- **Scan QR Code**

The labs will have an option to scan the QR code anytime. This feature is available in the app. The labs can scan a patient's QR code or appointment QR code to check the patient's profile or redirect to the appointment detail page.

Pls note - If the lab has scanned a qr code of an appointment which is from another lab then he would see access denied error.

Also, if the QR code is scanned using any other app outside the platform than an ID would be just shown no redirection or data would be visible.

- **Admin Staff**

The labs can add admin staff under them. For adding the admin staff following information will be added:

- Name

- Phone number
- Email
- Password

Once the staff admin is added he would get the welcome email with password and he can login and start working.

The staff admin will have limited permissions as discussed in the staff admin requirements.

The labs will have the option to resend the invite and edit or delete the staff admin.

The staff admin will have access to the specific features based on what options the labs has selected from the below list.

- Splash screen
- Login
- Forgot Password
- Settings
- Change Password
- Manage working hours
- Appointments list & calendar view
- Reschedule appointment
- Cancel appointment
- Appointment detail page
- Appointment reminder
- Mark complete
- Health history
- Medical profile
- Add allergy
- Add vaccination
- Digilocker

- Health advice
- Blogs
- Refer a friend
- Contact us
- Scan QR code
- Chat
- Live Queue

- **Chat/Messages**

The labs can see the list of all staff admin on the messages window. The labs can chat with the staff admin. Comet chat would be integrated for the same. The chat will have following features:

- It would be a real time chat.
- There is no online and offline status management.
- There is no status tracking of delivered or read/unread.
- The user can send only text messages
- The user cannot send voice notes or videos.
- The message list will show the receiver's name, profile picture, Last message and date & time of last message.
- The time would be shown like 1 hr ago and if above 24 hs than 1 D ago and if above 7 days than 1 week ago, etc
- There would not be an option to do audio and video calling.

- **Live Queue**

The live queue currently just shows the current token number. This view would be modified to showcase the below:

- The current token number would be shown on top.
- The next token number would be shown in the queue with a blur effect.
- There would be a list showing the tokens that have already arrived.
- The tokens that are confirmed but are late and have not arrived.

We will try to achieve this using drag and drop feature something like this -

<https://material.angular.io/cdk/drag-drop/overview>

- **Invite Doctor**

The labs can invite other doctors and add them to the lab profile. While adding a doctor, an invite would be sent to the doctor and once accepted by the doctor, the doctor would be added to the lab profile.

There would be a different dashboard for the doctor related to the lab. Thus, for each lab the doctor must set his working hours, pricing, etc separately.

To invite the doctor, the lab will provide the below information:

- First Name
- Last Name
- Phone number
- Email

Once the invite is sent the lab will be sent an invite. Once the doctor accepts the invite it is added to the lab profile if the doctor has completed all the onboarding steps for the lab.

Pls note - A doctor can only see his appointments in the lab and not other doctors.

- **Dashboard**

The dashboard view on the lab side will show the following details and graphs:

- Today's Appointments

This would show the listing of today's appointments with Patient Name, Image, services.

- Revenue this month

This will allow the lab to track how much revenue he has earned in the current month. This can be determined by all the completed bookings total amount of the current month.

- Revenue this Week

This will allow the labs to track how much revenue he has earned in the current week. This can be determined by all the completed bookings total amount of the current week.

- Appointments by status this week

This would be a bar chart showcasing appointments with status for each day of the current week. This means on Monday there were a total of 10 appointments - 5 got completed, 3 rescheduled and 2 canceled so on..

## Pharmacy Functionality on the mobile app & Web:

Following are the features that will be a part of pharmacy:

- **Splash Screen**

The Splash screen to be dynamic like has the logo pop up moving, adding more dynamic moving to give more UI/UX interaction.

### References:

Example 1

<https://drive.google.com/file/d/1A70HnaD5AVhto4bS-7h9qepKMuxN0STP/view?usp=sharing>

Example 2

[https://drive.google.com/file/d/1a0ejvzNUhj4xt-bfpcm6fe\\_58vCxbSAv/view?usp=sharing](https://drive.google.com/file/d/1a0ejvzNUhj4xt-bfpcm6fe_58vCxbSAv/view?usp=sharing)

Example 3

[https://drive.google.com/file/d/1tEq9VB\\_zlJQSHfrUM6UGxD5S34FpgiEt/view?usp=sharing](https://drive.google.com/file/d/1tEq9VB_zlJQSHfrUM6UGxD5S34FpgiEt/view?usp=sharing)

- **Pharmacy Onboarding**

- **Signup**

The pharmacies can sign up on the platform using the below:

Mobile Number	Phone Required	Phone should have a country code option  Should be Unique for all health workers (Doctors, labs and pathologies)
Password	Password Required	
Confirm Password	Password Required	

A verification code would be sent to the registered phone number. Once verified the user would be able to successfully register on the platform.

Before the verification of phone and email, they have to provide card details or do it by cash. The details of the same will be mentioned in the section payment or subscription.

The yearly subscription will have a 7 days free trial.

### **Acceptance criteria**

- The email must have . and @ then only should be considered as valid email
- The password must be min of 8 characters and must have a capital letter, a small letter, a number and a special character
- The password should be hidden by default and should have an eye icon to showcase.
- The password (as text) must not be stored in the database (salted/ hashed is acceptable). Thus, passwords would be stored in encrypted format.
- After the signup they are redirected to the Get started screen.
- Mobile number should be min 4 and max 16 digits. Country code is selected separately. Any country code can be selected. Default is set to +964
- The email should be unique on the platform for all health workers.
- The phone number should also be unique on the platform for all health workers
- The association ID should be unique on the platform for all health workers.
- There should be the option to resend the verification code.
- The verification code can be resend after 30 seconds.
- Once the user verifies his email address and phone he should get a welcome email on the platform.
- The email is verified later from the profile. Unless the email is verified the doctor should not be able to login via email.
- Unless the admin approves the lab cannot login on the platform. This option only comes for cash only.
- Please note - There is no free trial when subscribed via cash.
- The verification code should be of 6 digits.



- **Get Started Screens**

After the pharmacy signs up they are redirected to the get started screens. The pharmacy after setting the password would also be redirected to these screens to complete the details.

These screens will allow the pharmacy to set up their complete account on the platform. The get started screens will be divided into following steps:

- **Step 1 - Complete your profile**

The labs post signup would need to complete his lab profile and provide below information:

Field Name	Data Type & Required	Useful Insights
Pharmacy Name	Text Required	This is having a character limit of 200 characters
First Name	Text Required	This is having a character limit of 200 characters
Last Name	Text Required	This is having a character limit of 200 characters
Email	Email Required	Should be Unique for all health workers (Doctors, labs and pathologies)
Middle Name	Text Required	This is having a character limit of 200 characters
Grandfather name	Text Required	This is having a character limit of 200 characters
Gender	Drop down Required	Male Female
DOB	Date Required	
Pharmacy Address	Google Maps Required	Single line would be used to take address
Address line 1	Text Optional	If a doctor wants to provide any additional floor number or building name they can write here.
Association ID	Text	Should be Unique for all

	Required	health workers (Doctors, labs and pathologies)
Nationality	Dropdown Optional	
Education	Dropdown Optional	
Practice license	File Upload Required	PDF, DOC, JPG, PNG or JPEG

Unless the profile information is completed and approved by the admin. The pharmacies are not visible to patients for booking.

- **Step 2 - Manage Working hours**

The pharmacies would be prompted to set the working hours. The default working hours would be set to 10:00 AM to 6:00 PM for all days including weekends.

The details of working hours are mentioned in the working hours module.

These hours are just for display purposes.

- **Step 3 - Face ID or Pin setup**

- If the device supports face id then face ID and Pin will be set on the application. If the device does not support face ID then only the pin will be set.
- If Pin Sign-in is switched on, User can only proceed further by typing in the 4 digit Pin twice and then tapping the 'Set' button.

- **Login**

The pharmacies can login on the platform using the below:

- Email or Phone or Association ID
- Password

**Acceptance criteria**

- If the user enters an incorrect email and or password they should see an appropriate error message indicating the credentials are incorrect and a prompt should be shown for reset password.
- They can login via email only when they have verified the email from their profile.
- If the session is destroyed then the user will auto logout. Here the term destroy means that admin has made the user inactive from the admin panel.
- The pharmacies can login only once approved by the super admin.

- **Forgot Password or Recover Password**

The pharmacies can submit the forgotten password requests on the system. This would send a verification code on the registered email address or phone using which the pharmacies can reset the password.

**Acceptance criteria**

- The email must have . and @ then only should be considered as valid email
- There should be an eye icon to view the password in the reset password page.
- The email or phone must be validated in DB if already available or not. If not show the error - "This email address or phone number is not registered with us"
- After a successful verification code the user must redirect to the reset password page.
- The password must be min of 8 characters and must have a capital letter, a small letter, a number and a special character
- The new password and confirm password must match.
- After a successful password set the user must see a success message - "Successful Password Reset " and redirect to the login page.
- After successful reset the user must be redirected to the login page.
- Unless a new password is set by the member the old password should work.
- There should be the option to resend the verification code.
- The resend verification code should come after 30 seconds meanwhile the button should be shown disable.
- The verification code should be of 6 digits.

- **Settings**

The settings tab will have many sub menus. The following sub menus are the part of settings:

- Pharmacy profile
- Change Password
- Enquiry report
- My Subscription & Billing
- Terms and conditions
- Privacy policy

- Help & Support - this will provide option for users to reach out via email, provide FAQs, and provide feedback
- Dark Mode - The pharmacies will have the option to enable dark mode in the system.
- Lang preference for Notification - Arabic, English, Kurdish. In this language only the patient will get push, email and SMS notifications.
- Change Language
- About us
- Contact us
- SLA

- **Pharmacy Details or profile**

The pharmacies can update their details. The following details can be updated from this section:

- Pharmacy Name
- Address
- Address line 1
- Profile picture
- Pharmacist First Name
- Pharmacist Middle Name
- Pharmacist Grandfather name
- Pharmacist Last Name
- Gender
- DOB
- Mobile Number
- Email
- Association ID
- Nationality
- Education
- Practice license

- About or Bio
- Whatsapp Number
- Telegram Number
- Add Images - Multiple can be added

#### **Acceptance criteria**

- The email can be changed but needs to be verified again on the platform.
- The phone number can be changed but needs to be verified again on the platform.
- The email must have . and @ then only should be considered as valid email
- There should be a cropper in the profile picture. There should be standard images assigned to the pharmacist, if no profile picture is uploaded. These would be initials of pharmacist's first and last name
- Cropper needs to be incorporated in the profile image uploaded.
- The aspect ratio of the profile picture needs to be maintained.
- About pharmacy field would be a rich text editor and has a character limit of 3000 characters.
- The verification code should be of 6 digits.
- The images will be visible on the pharmacy profile.

#### ● **Change Password**

The pharmacist can change password on the platform by providing:

- Old Password
- New Password
- Confirm Password

#### **Acceptance criteria**

- The password must be of 8 characters and must have a capital letter, a small letter, a number and a special character.
- New password and confirm password should match.
- The lab should not be logged out if the password is changed.
- On password change success it should say - 'Password changed successfully'.

- **Manage Working Hours & Days Off**

The pharmacies can manage their working hours from Monday to Sunday. Multiple time slots can be added for each day.

If no working hours are added for a day then it would be considered as Closed for that day and the same will be displayed to the customers.

If nothing is selected the working hours would say Closed and if the user selects the day then working hours will show 10 AM to 6 PM as default.

This would be set for one year.

Pls note - The pharmacists working hours are just for display purposes. These are not used for actual bookings.

- **My Subscription**

It is mandatory for pharmacies to subscribe on the platform to gain access to the platform.

The pharmacies can see their current subscription on the platform. The pharmacies can do the following on this page:

- Can see the current subscription plan
- Track the next renew date
- Can see subscription status
- Can update the payment method
- Amount
- Cancel the subscription

**Acceptance criteria**

- Once the plan is canceled auto renew will stop.
- The pharmacies can access the application until the plan end date even if the plan is canceled.
- If the plan is canceled then the option to subscribe to the plan will come.
- The credit card details can be updated i.e. Card number, CVV, Expiry and name on card.
- If subscription is via cash then there would not be the option to change it to card.
- The card is not stored in DB. It is stored on a stripe only the last 4 digits of the card would be visible to business on our portal.
- The pharmacies will receive email notification whenever the account is renewed or plan is canceled.

- Please note - There is no free trial when subscribed via cash.
- **Stripe payment gateway** is to be implemented.
- **Tasdid and zain cash gateways** are also to be implemented.
- **Transaction History**  
Pharmacies can see the subscription transaction history on the platform. The transaction history will be of subscription. They can see the following details:
  - Transaction ID
  - Transaction Date
  - Start and end date
  - Price
  - Ability to download Invoice

We would be integrating stripe payment gateway and **Tasdid and zain cash gateways** are also to be implemented on the platform.

- **Subscription Limited Access**  
If the pharmacies have not subscribed to the platform once the free trial is completed or is not have active subscription on the platform:
  - Patient's will not be able to make new appointments to the labs. The pharmacies will not come in the listing.
  - They will have complete access to the pharmacy details section.
  - They will have complete access to reports, working hours section.
  - They can access my subscription and transaction history.
  - They can access the appointments both past and upcoming. They can even update the appointment status of existing bookings but cannot receive new appointments.
  - They cannot manually add new appointments.
  - They can't access my patients section.

- **My Enquiries**  
The pharmacies can see their enquiries on the platform. The enquiries would be categorized by Pending, confirmed and unavailable. Pending will show all the enquiries that are not accepted or rejected by pharmacies. Confirmed will show the enquiries that are accepted by the pharmacy and payment has been done by patient (in case of delivery), Unavailable will show the enquiries that are rejected by the pharmacies.

One more listing would be added as completed. This would show all the enquiries that are marked as completed by the pharmacist.

The following details will be shown on enquiry listing:

- Date
- Patient Name & Phone Number
- Delivery Method
- Action - Acknowledge and Mark complete
- Chat Icon

**Acceptance criteria**

- There is no option to edit the enquiry.
- For confirmed enquiries only the mark complete button will come.
- For pending enquiries only the acknowledge button will come.
- The enquiries can be searched by patient's first name, last name, phone number.

● **My enquiry detail page**

The enquiry detail page will show the following information:

- Booking ID & QR code generated
- Patient Name
- Phone
- Age
- Gender
- Email
- Enquiry date
- CTA for mark complete
- CTA for Acknowledge
- Chat Icon
- Health history QR Code
- CTA for call - In app call will be implemented by comet chat. This would just be the audio call. This will not come for past appointments.



### **Acceptance criteria**

- Health history opens the history of patient in a new tab
- A unique QR code is generated for each appointment. If the pharmacy or admin staff or patient anyone using one health app scans the QR code from the app they will be redirected to the appointment detail page directly.
- Please note - The above redirection will only work if the redirection is from the app. If any external Qr code reader is used then the redirection will not work.

### ● **Acknowledge Enquiry**

The pharmacies will have the option to acknowledge the enquiry by providing the below information:

- Drugs Availability - All Available, Partially Available or Not available
- Notes - The notes field will only come if the drugs are all available or partially available.
- Amount - The amount field will provide the amount of the total bill. The field will only come if the drugs are all available or partially available.

### **Acceptance criteria**

- If the availability is set as all available or partially available, the enquiry moves to confirmed only when the patient accepts the price.
- If the enquiry is set as delivery then the patient on acceptance must also do the online payment.
- If it is set as not available it is directly moved to the not available tab.

### ● **Mark Complete**

The pharmacies will have the option to mark the enquiry as complete once it is picked up or delivered. This option will only come in confirmed enquiries.

Once done it is moved to the completed enquiries tab.

### ● **Chat**

The pharmacies will have the option to chat with the patient on pending and confirmed enquiries. They can chat with text messages only. Comet chat would be integrated for the same.

### ● **Health History**

The pharmacies can track the patient's health history on the application. The health history will show the past appointments records of the patient. This would show health history from doctor's, pharmacies and labs.

The personal notes will not be shown on the health history.

#### **Acceptance criteria**

- The health history can be filtered by date range.
- The health history can be imported by the pharmacies using a predefined template. This import will update the old health history. It should not override the old health history.
- The health history will have a search field and can be searched by doctor name or pharmacy name or lab name.
- There would be the option to filter the health history by consulted by Me.
- The detail page of health history would be the same as the existing app. No changes on that.

- **Medical Profile**

This medical profile of the patient will show the following details:

- Name & Age
- Blood type
- Weight
- Height
- Emergency contacts - Contact Name and Phone number will be shown
- Allergies
- Vaccination and its status and due date

This should also be tracked in health history.

- **Digital Locker**

The digital locker will allow the labs to store important digital documents. Following are the key features of the locker:

- This will be having limited space 100 MB
- Pharmacies can delete the items from the locker
- There is no file size restriction
- Pharmacies can filter the documents by shared with me or Created by me
- For sharing the documents with other doctors or patients or labs they must click the share button and provide the email address. If that email is already registered on the

platform then the document will be shared otherwise it will show that the email you have entered is not registered with us.

- The pharmacies can remove the access of documents from which the document was shared.
- A gauge graph will show how much space is occupied and how much is pending.
- Pharmacies can give a file name while uploading the file.
- Digi locker is common for all dashboards.

- **Health Advice of the day**

The admin can update the health advice of the day. Only text will be updated and would be shown on the dashboard screen.

This is common for all dashboards.

- **Blogs**

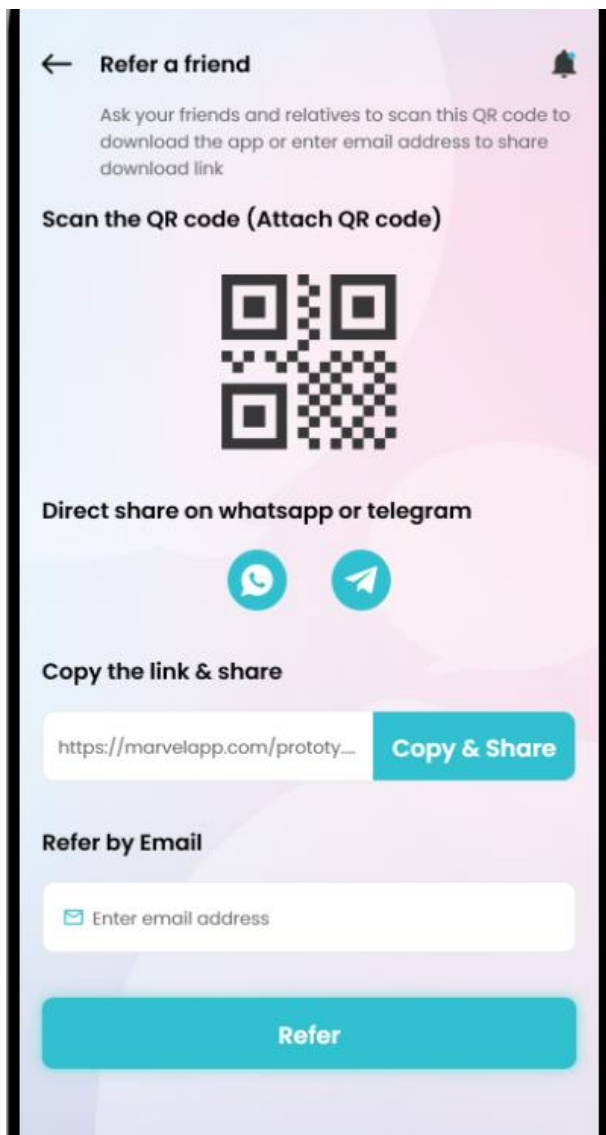
The admin can add the blogs from the backend. The recently added blogs will be shown on the dashboard. The separate blog page will show all the blogs grouped by categories. The following would be the blog features:

- Blog Title
- Description
- Views
- Likes
- Image

This is common for all dashboards.

- **Refer a friend**

The pharmacies can invite other users on the platform by sharing the website and apps link. The invite screen could be designed as follows:



This can be done via QRcode , whatsapp, telegram , messenger , email or copy link.

This is common for all dashboards.

- **Contact us**

The pharmacies can submit contact us enquiries to the platform owner. The following details will be provided:

- Name
- Email
- Number
- Message

The name, email and number will be prepopulated. Once submitted, the platform owner will receive an email for the same and the entries will also be shown on the admin panel.

This is common for all dashboards.

- **Boost Ads**

The pharmacies can purchase the ads for specific days. This will make the pharmacies listed in the recommended pharmacies listing on the patient side.

Admin will decide the per day cost of the ads. The pharmacies can choose the start and end day of the ads. System can calculate the ads cost based on that.

The system would redirect him to the payment gateway where he needs to make the payment.

Once the payment has been done the system will automatically show the pharmacies in the recommended list based on the start and end dates.

- **Scan QR Code**

The pharmacies will have an option to scan the QR code anytime. This feature is available in the app. The pharmacies can scan a patient's QR code or appointment QR code to check the patient's profile or redirect to the appointment detail page.

Pls note - If the pharmacy has scanned a qr code of an appointment which is from another pharmacy then he would see access denied error.

Also, if the QR code is scanned using any other app outside the platform than an ID would be just shown no redirection or data would be visible.

- **Enquiry Report**

The enquiry report would show total enquiry count, pickup and delivery enquiry. This will show the count of all completed enquiries. This will also show the history of enquiries with following details:

- Patient name
- Age
- Phone number
- Pickup or Delivery
- Date & time

The listing can be filtered by Type (pickup or delivery) and date range.

## **Hospitals Functionality on the mobile app or website:**

**Following are the features that will be a part of hospital:**

- **Splash Screen**

The Splash screen to be dynamic like has the logo pop up moving, adding more dynamic moving to give more UI/UX interaction.

**References:**

Example 1

<https://drive.google.com/file/d/1A70HnaD5AVhto4bS-7h9qepKMuxN0STP/view?usp=sharing>

Example 2

[https://drive.google.com/file/d/1a0ejvzNUhj4xt-bfpcm6fe\\_58vCxbSAv/view?usp=sharing](https://drive.google.com/file/d/1a0ejvzNUhj4xt-bfpcm6fe_58vCxbSAv/view?usp=sharing)

Example 3

[https://drive.google.com/file/d/1tEq9VB\\_zlJQSHfrUM6UGxD5S34FpgiEt/view?usp=sharing](https://drive.google.com/file/d/1tEq9VB_zlJQSHfrUM6UGxD5S34FpgiEt/view?usp=sharing)

- **Hospital Onboarding**

- **Signup**

The doctors can sign up on the platform using the below:

Mobile Number	Phone Required	Phone should have a country code option  Should be Unique for all health workers (Doctors, labs and pathologies)
Password	Password Required	
Confirm Password	Password Required	

A verification code would be sent to the registered phone number. Once verified the user would be able to successfully register on the platform.

Before the verification of phone and email, they have to provide card details or do it by cash. The details of the same will be mentioned in the section payment or subscription.

The yearly subscription will have a 7 days free trial.

### **Acceptance criteria**

- The email must have . and @ then only should be considered as valid email
- The password must be min of 8 characters and must have a capital letter, a small letter, a number and a special character
- The password should be hidden by default and should have an eye icon to showcase.
- The password (as text) must not be stored in the database (salted/ hashed is acceptable). Thus, passwords would be stored in encrypted format.
- After the signup they are redirected to the Get started screen.
- Mobile number should be min 4 and max 16 digits. Country code is selected separately. Any country code can be selected. Default is set to +964
- DOB should be 18 years or more.
- The email should be unique on the platform for all health workers.
- The phone number should also be unique on the platform for all health workers
- The association ID should be unique on the platform for all health workers.
- There should be the option to resend the verification code.
- The verification code can be resend after 30 seconds.
- Once the user verifies his email address and phone he should get a welcome email on the platform.
- The email is verified later from the profile. Unless the email is verified the doctor should not be able to login via email.
- Unless the admin approves the doctor cannot sign up on the platform. This option only comes for cash only.
- Please note - There is no free trial when subscribed via cash.
- The verification code should be of 6 digits.

#### **● Get Started Screens**

After the hospital signs up they are redirected to the get started screens. The hospital after accepting the invite and setting the password would also be redirected to these screens to complete the details of the hospital profile.

These screens will allow the hospitals to set up their complete account on the platform. The get started screens will be divided into following steps:

- **Step 1 - Complete your profile**

The hospitals post signup would need to complete his hospital profile and provide below information:

Field Name	Data Type & Required	Useful Insights
Hospital Name	Text Required	This is having a character limit of 200 characters
First Name	Text Required	This is having a character limit of 200 characters
Last Name	Text Required	This is having a character limit of 200 characters
Email	Email Required	Should be Unique for all health workers (Doctors, labs and pathologies)
Hospital Address	Google Maps Required	Single line would be used to take address
Address line 1	Text Optional	If a doctor wants to provide any additional floor number or building name they can write here.
Speciality	Dropdown Optional	
Practice license	File Upload Required	PDF, DOC, JPG, PNG or JPEG

Unless the profile information is completed and approved by the admin. The hospital is not visible to patients for booking.

- **Step 2 - Manage Working hours**

The hospital would be prompted to set the working hours. The default working hours would be set to 10:00 AM to 6:00 PM for all days including weekends.

The details of working hours are mentioned in the working hours module.

Pls note - The hospital working hours are just for display purposes. The actual working hours used for the appointments would be of the doctor.

- **Step 3 - Face ID or Pin setup**



- If the device supports face id then face ID and Pin will be set on the application. If the device does not support face ID then only the pin will be set.
- If Pin Sign-in is switched on, User can only proceed further by typing in the 4 digit Pin twice and then tapping the 'Set' button.

- **Step 4 - Manage Doctors**

The hospitals can send invitations to the doctors who are working in the hospital. The details of this section is available in the manage doctors section.

- **Login**

The hospitals can login on the platform using the below:

- Email or Phone or Association ID
- Password

**Acceptance criteria**

- If the user enters an incorrect email and or password they should see an appropriate error message indicating the credentials are incorrect and a prompt should be shown for reset password.
- They can login via email only when they have verified the email from their profile.
- If the session is destroyed then the user will auto logout. Here the term destroy means that admin has made the user inactive from the admin panel.
- The hospital can login only once approved by the super admin.

- **Forgot Password or Recover Password**

The hospital can submit the forgotten password requests on the system. This would send a verification code on the registered email address or phone using which the hospital can reset the password.

**Acceptance criteria**

- The email must have . and @ then only should be considered as valid email
- There should be an eye icon to view the password in the reset password page.
- The email or phone must be validated in DB if already available or not. If not show the error - "This email address or phone number is not registered with us"
- After a successful verification code the user must redirect to the reset password page.
- The password must be min of 8 characters and must have a capital letter, a small letter, a number and a special character

- The new password and confirm password must match.
- After a successful password set the user must see a success message - "Successful Password Reset " and redirect to the login page.
- After successful reset the user must be redirected to the login page.
- Unless a new password is set by the member the old password should work.
- There should be the option to resend the verification code.
- The resend verification code should come after 30 seconds meanwhile the button should be shown disable.
- The verification code should be of 6 digits.

- **Settings**

The settings tab will have many sub menus. The following sub menus are the part of settings:

- Hospital Profile
- Change Password
- My Subscription & Billing
- Terms and conditions
- Privacy policy
- Help & Support - this will provide option for users to reach out via email, provide FAQs, and provide feedback
- Dark Mode - The doctor will have the option to enable dark mode in the system.
- Lang preference for Notification - Arabic, English, Kurdish. In this language only the patient will get push, email and SMS notifications.

- **Change Password**

The hospitals can change password on the platform by providing:

- Old Password
- New Password
- Confirm Password

**Acceptance criteria**

- The password must be of 8 characters and must have a capital letter, a small letter, a number and a special character.

- New password and confirm password should match.
- The doctor should not be logged out if the password is changed.
- On password change success it should say - 'Password changed successfully'.

- **Manage Working Hours & Days Off**

The hospitals can manage their working hours from Monday to Sunday. Multiple time slots can be added for each day.

If nothing is selected the working hours would say Closed and if the user selects the day then working hours will show 10 AM to 6 PM as default.

The hospitals will also have the option to set their days off i.e. public holidays on the calendar. This would be set for one year. The hospitals will be automatically shown closed on the days off dates.

This would be set for one year.

Important Note - These working hours are just for display purposes. The appointments would be booked on the basis of working hours of the doctors.

- **My Subscription**

It is mandatory for the hospitals to subscribe on the platform to gain access to the platform.

The hospitals can see their current subscription on the platform. The hospitals can do the following on this page:

- Can see the current subscription plan
- Track the next renew date
- Can see subscription status
- Can update the payment method
- Amount
- Cancel the subscription

**Acceptance criteria**

- Once the plan is canceled auto renew will stop.
- The hospitals can access the application until the plan end date even if the plan is canceled.
- If the plan is canceled then the option to subscribe to the plan will come.
- The credit card details can be updated i.e. Card number, CVV, Expiry and name on card.

- If subscription is via cash then there would not be the option to change it to card.
- The card is not stored in DB. It is stored on a stripe only the last 4 digits of the card would be visible to business on our portal.
- The hospitals will receive email notification whenever the account is renewed or plan is canceled.
- Please note - There is no free trial when subscribed via cash.
- **Stripe payment gateway** is to be implemented.
- **Tasdid and zain cash gateways** are also to be implemented.

- **Transaction History**

Hospitals can see the subscription transaction history on the platform. The transaction history will be of subscription. They can see the following details:

- Transaction ID
- Transaction Date
- Start and end date
- Price
- Ability to download Invoice

We would be integrating stripe payment gateway and **Tasdid and zain cash gateways** are also to be implemented on the platform.

- **Subscription Limited Access**

If the hospitals has not subscribed to the platform once the free trial is completed or is not have active subscription on the platform:

- Patient's will not be able to make new appointments to the doctor. The doctor will not come in the listing.
- They will have complete access to the clinic and doctor details section.
- They will have complete access to admin staff, reports, working hours section.
- They can access my subscription and transaction history.
- They can access the appointments both past and upcoming. They can even update the appointment status of existing bookings but cannot receive new appointments.
- They cannot manually add new appointments.
- They can't access my patients section.

- **My Appointments list view**

The hospitals can see their appointments on the platform. This would show all the appointments from different doctors of the hospital. The appointments would be categorized by Today, Upcoming and Past. Today will show all the current date appointments. The Upcoming bookings will show all the appointments of the future. The past appointments will show completed and canceled appointments.

The following details will be shown on appointments listing:

- Appointment Date & time slot
- Patient Name and Number
- Star icon will be shown beside patient name
- Consultation Type - Walk in, online, in-home
- Total Cost - If in-home shipping should be included
- Token Number - This would be shown only in Today's booking
- The format of token number would be - <First three alphabets of clinic name or hospital name> - 0001
- Mark Complete CTA - This will come only in today's appointment
- Reschedule CTA - This will come in today's and upcoming appointment
- Cancel Appointment CTA

The hospitals or their staff can mark the appointment as an emergency and these will always come on top irrespective of the token and would be shown by some color code.

Pls note - The hospitals can filter the listing by doctor name.

**Acceptance criteria**

- There will be the option to reschedule the appointment. This can be done for upcoming and today's appointments.
- There is no option to edit the appointment.
- For today's appointment the hospital will have the option to mark it as completed. Once completed it would be moved to past appointments.
- If the hospital has not marked the appointment as completed then a cron job would run at midnight and all today's appointments were completed.
- Each appointment will be assigned a token. This would be assigned by hospital or admin staff. The first token would be assigned as <clinic name or hospital name> - 001.

- The appointment will be sorted by increasing the order of the token number.
- The appointments can be searched by patient's first name, last name, phone number, token number.
- The appointment is automatically confirmed there is no accept or reject feature.
- The doctor can click on the star icon to make the patient favorite.

- **My Appointments calendar view**

The hospital can see their appointments on the platform in the calendar view. The appointments would be shown by today's calendar as default view. The hospital will have the option to change it to a week and month view.

The hospital can change the day, week and month whose view he wants to look at on the calendar.

The following details will be shown of appointment on calendar:

- Patient Name and Number
- Consultation Type - Walk in, online, in-home
- Color - Red color would be used to show cancel booking, Green color would be shown to showcase confirmed booking and blue color would be shown to showcase completed booking.

On click of the appointments on the calendar view it would redirect the hospital to the appointment detail page.

Also, different color codes will be used to identify in-home service, walkin or telehealth service.

Pls note - The hospital can filter the calendar view by doctor name.

- **Reschedule Appointment**

The appointment can be rescheduled by the hospital at any point of time unless the appointment is completed. The reschedule option will allow the hospital to change the date and time of the appointment.

Pls note - The consultation type or patient cannot be changed.

Any next available date/time slot of when the hospital is available can be selected and saved.

This will just send the notification to the patient that the booking has been rescheduled.

- **Cancel Appointment**

The hospital can cancel the appointment at any point of time. The hospital can also accept the cancellation request by admin staff or patients.

The hospital will get a notification whenever a cancellation request is submitted. The hospital can cancel the request by going to the appointment detail page.

If the cancellation is done before x hours then the complete amount would be refunded back to the patient automatically by the system.

If the appointment is canceled within x hours then no amount will be refunded. All the cancellation fees would also be shown in the payout report of the Doctor.

- **My Appointments detail page**

The appointments detail page will show the following information:

- Booking ID & QR code generated
- Patient Name
- Star icon will be shown beside patient name
- Phone
- Age
- Gender
- Email
- Schedule date & time slot
- Token number
- Consultation type
- Payment details - Payment amount, Mode, Card last 4 digits and transaction ID
- Ability to add pre remarks
- CTA for mark complete
- CTA for reschedule
- Health history QR Code
- View on Google maps - This will come only in case of in-home service
- CTA for Allergy details
- CTA for call - In app call will be implemented by comet chat. This would just be the audio call. This will not come for past appointments.

**Acceptance criteria**

- If it is cash booking than card digits and transaction ID will not appear

- Shipping charges will be shown in-home service
- Pre remarks can be edited multiple times unless the appointment is completed
- Health history opens the history of patient in a new tab
- View on google maps button will redirect the doctor to google maps with pin setting to patient's address.
- The doctor can click on the star icon to make the patient favorite.
- Important Note - The appointments would be set separately for different dashboards i.e. separate for private hospitals and clinics.
- A unique QR code is generated for each appointment. If the doctor or admin staff or patient anyone using one health app scans the QR code from the app they will be redirected to the appointment detail page directly.
- Please note - The above redirection will only work if the redirection is from the app. If any external Qr code reader is used then the redirection will not work.

- **Appointment Reminders**

The hospital will receive reminder notification 15 mins before the appointment and at the time of the appointment as well.

- **Mark Complete**

The hospital can mark the booking as complete by providing the below details:

- Remarks - Textarea - Mandatory
- Referral another doctor - Optional. This will show all the doctors list and the option to search the doctor by doctor name. The details of this are mentioned in the Referral another doctor section.
- Clinic test and Labs suggestion. Multiple can be selected. Multiple tests from one lab can be selected and then other tests from other labs. This is also an optional step.
- Prescription - The prescription method of adding need to be changed as below:
  - Drug Name - Auto search i.e. doctor will type the drug name and system will suggest. If the drug is not available in the DB then the doctor can add his own new drug. The new drug is automatically added to the doctor's favorite drug list. The doctor will see the default list of his fav drugs all time for faster selection. The doctor can even mark any other drug from DB as favorite drug.

Also, this new drug would be even added to the DB and will be visible to other doctors on search.



- Frequency - At specific intervals or on Specific days of the week  
If specific intervals are selected the available options are - Day, Other day, 3 days, 4 days, 5 days, ..... 99 Days

if specific days of the week are selected then options are - S, M, T..... S

- Start & Date - Date from and till which the patient needs to start the intake of medicines.
- Time of Day -Time when to take the medicine

- Suggested Pharmacy - Can suggest the pharmacy to the patient to purchase the medicine.
- Personal Notes - The doctor will have the option to add some personal notes. These personal notes will not be visible to patients and neither would be added to the health history. The doctor is able to put text and attach PDF, DOC or image files to the personal note. The maximum files that can be attached to the personal notes are 4.

Pls note - If the same patient visits the doctor, the doctor can see the past personal notes he added to the patient's profile.

Once the booking is marked as completed it is moved to the Past booking section.

While suggesting the clinic or pharmacy the doctor will also have the option to mark them as favorite. The favorite pharmacies and labs will have separate listings on the doctor's app.

## ● **Health History**

The hospital can track the patient's health history on the application. The health history will show the past appointments records of the patient. This would show health history from doctor's, pharmacies and labs.

The personal notes will not be shown on the health history.

### **Acceptance criteria**

- The health history can be filtered by date range.
- The health history can be imported by the doctor using a predefined template. This import will update the old health history. It should not override the old health history.
- The health history will have a search field and can be searched by doctor name or pharmacy name or lab name.
- There would be the option to filter the health history by consulted by Me.
- The detail page of health history would be the same as the existing app. No changes on that.

- **Medical Profile**

This medical profile of the patient will show the following details:

- Name & Age
- Blood type
- Weight
- Height
- Emergency contacts - Contact Name and Phone number will be shown
- Allergies
- Vaccination and its status and due date

The hospital will also have the option to add allergy details and vaccination details for the patient. But the patient needs to approve this first before it is visible to other doctors.

This should also be tracked in health history.

- **Add Allergy**

The hospital will have the option to add an allergy name under the patient's profile from which the patient is allergic.

- **Add vaccination**

The hospital will have the option to add vaccination name, due date and status for the patient.

- **Digital Locker**

The digital locker will allow the hospital to store important digital documents. Following are the key features of the locker:

- This will be having limited space 100 MB
- Hospital can delete the items from the locker
- There is no file size restriction
- Hospital can filter the documents by shared with me or Created by me
- For sharing the documents with other doctors or patients they must click the share button and provide the email address. If that email is already registered on the platform then the document will be shared otherwise it will show that the email you have entered is not registered with us.
- The hospital can remove the access of documents from which the document was shared.

- A gauge graph will show how much space is occupied and how much is pending.
- Hospitals can give a file name while uploading the file.
- Digi locker is common for all dashboards.

- **Health Advice of the day**

The admin can update the health advice of the day. Only text will be updated and would be shown on the dashboard screen.

This is common for all dashboards.

- **Blogs**

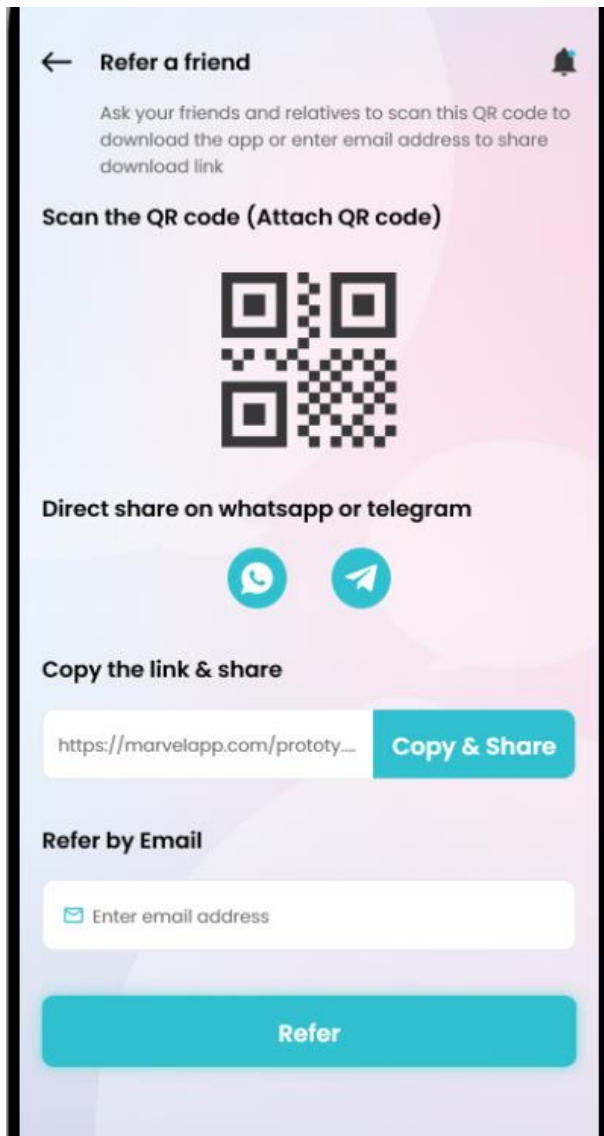
The admin can add the blogs from the backend. The recently added blogs will be shown on the dashboard. The separate blog page will show all the blogs grouped by categories. The following would be the blog features:

- Blog Title
- Description
- Views
- Likes
- Image

This is common for all dashboards.

- **Refer a friend**

The hospitals can invite other users on the platform by sharing the website and apps link. The invite screen could be designed as follows:



This can be done via QRcode , whatsapp, telegram , messenger , email or copy link.

This is common for all dashboards.

- **Contact us**

The hospital can submit contact us enquiries to the platform owner. The following details will be provided:

- Name
- Email
- Number
- Message

The name, email and number will be prepopulated. Once submitted, the platform owner will receive an email for the same and the entries will also be shown on the admin panel.

This is common for all dashboards.

- **Boost Ads**

The hospital can purchase the ads for specific days. This will make the doctor listed in the recommended doctors listing on the patient side.

Admin will decide the per day cost of the ads. The hospital can choose the start and end day of the ads. System can calculate the ads cost based on that.

The system would redirect him to the payment gateway where he needs to make the payment.

Once the payment has been done the system will automatically show a doctor in the recommended list based on the start and end dates.

- **Scan QR Code**

The hospital will have an option to scan the QR code anytime. This feature is available in the app. The hospital can scan a patient's QR code or appointment QR code to check the patient's profile or redirect to the appointment detail page.

Pls note - If the hospital has scanned a qr code of an appointment which is from another doctor then he would see access denied error.

Also, if the QR code is scanned using any other app outside the platform than a ID would be just shown no redirection or data would be visible.

- **Admin Staff**

The hospital can add admin staff under them. For adding the admin staff following information will be added:

- Name
- Phone number
- Email
- Password

Once the staff admin is added he would get the welcome email with password and he can login and start working.

The staff admin will have limited permissions as discussed in the staff admin requirements.

The hospital will have the option to resend the invite and edit or delete the staff admin.

The staff admin will have access to the below features:

- Splash screen

- Login
- Forgot Password
- Settings
- Change Password
- Manage working hours
- Appointments list & calendar view
- Reschedule appointment
- Cancel appointment
- Appointment detail page
- Appointment reminder
- Mark complete
- Health history
- Medical profile
- Add allergy
- Add vaccination
- Digilocker
- Health advice
- Blogs
- Refer a friend
- Contact us
- Scan QR code
- Chat
- Live Queue

- **Invite Doctor**

The hospital can invite the doctors and add them to the hospital profile. While adding a doctor, an invite would be sent to the doctor and once accepted by the doctor, the doctor would be added to the hospital profile.

There would be a different dashboard for the doctor related to the hospital. Thus, for each hospital the doctor must set his working hours, pricing, etc separately.

To invite the doctor, the hospital will provide the below information:

- First Name
- Last Name
- Phone number
- Email

Once the invite is sent the hospital will be sent an invite. Once the doctor accepts the invite it is added to the hospital profile if the doctor has completed all the onboarding steps for the hospital.

Pls note - A doctor can only see his appointments in the hospital and not other doctors.

- **Chat/Messages**

The hospital can see the list of all staff admin on the messages window. The hospital can chat with the staff admin or doctors . Comet chat would be integrated for the same. The chat will have following features:

- It would be a real time chat.
- There is no online and offline status management.
- There is no status tracking of delivered or read/unread.
- The user can send only text messages
- The user cannot send voice notes or videos.
- The message list will show the receiver's name, profile picture, Last message and date & time of last message.
- The time would be shown like 1 hr ago and if above 24 hs than 1 D ago and if above 7 days than 1 week ago, etc
- There would not be an option to do audio and video calling.

- **Live Queue**

The live queue currently just shows the current token number. This view would be modified to showcase the below:

- The current token number would be shown on top.
- The next token number would be shown in the queue with a blur effect.

- There would be a list showing the tokens that have already arrived.
- The tokens that are confirmed but are late and have not arrived.

We will try to achieve this using drag and drop feature something like this -

<https://material.angular.io/cdk/drag-drop/overview>

This view can be filtered by doctor name.

- **Dashboard**

The dashboard view on the hospital side will show the following details and graphs:

- Today's Appointments

This would show the listing of today's appointments with Patient Name, Image, consultation type.

- Revenue this month

This will allow the hospital to track how much revenue he has earned in the current month. This can be determined by all the completed bookings total amount of the current month.

- Revenue this Week

This will allow the hospital to track how much revenue he has earned in the current week. This can be determined by all the completed bookings total amount of the current week.

- Appointments by status this week

This would be a bar chart showcasing appointments with status for each day of the current week. This means on Monday there were a total of 10 appointments - 5 got completed, 3 rescheduled and 2 canceled so on..

- Top 2 Doctors of the week

The hospital can track the top 2 doctors with the most no. of appointments of the week.

## **Nurse Functionality on the mobile app or website:**

**Following are the features that will be a part of doctor:**

- **Splash Screen**

The Splash screen to be dynamic like has the logo pop up moving, adding more dynamic moving to give more UI/UX interaction.

## **References:**



Example 1

<https://drive.google.com/file/d/1A70HnaD5AVhto4bS-7h9qepKMuxN0STP/view?usp=sharing>

Example 2

[https://drive.google.com/file/d/1a0ejvzNUhj4xt-bfpcm6fe\\_58vCxbSAv/view?usp=sharing](https://drive.google.com/file/d/1a0ejvzNUhj4xt-bfpcm6fe_58vCxbSAv/view?usp=sharing)

Example 3

[https://drive.google.com/file/d/1tEq9VB\\_zlJQSHfrUM6UGxD5S34FpgiEt/view?usp=sharing](https://drive.google.com/file/d/1tEq9VB_zlJQSHfrUM6UGxD5S34FpgiEt/view?usp=sharing)

- **Nurse Onboarding**

- **Signup**

The nurse can sign up on the platform using the below:

Field Name	Data Type & Required	Useful Insights
Mobile Number	Phone Required	Phone should have a country code option  Should be Unique for all health workers (Doctors, labs and pathologies)
Password	Password Required	
Confirm Password	Password Required	

A verification code would be sent to the registered phone number. Once verified the user would be able to successfully register on the platform.

Before the verification of phone and email, they have to provide card details or do it by cash. The details of the same will be mentioned in the section payment or subscription.

The yearly subscription will have a 7 days free trial.

**Acceptance criteria**

- The email must have . and @ then only should be considered as valid email
- The password must be min of 8 characters and must have a capital letter, a small letter, a number and a special character

- The password should be hidden by default and should have an eye icon to showcase.
- The password (as text) must not be stored in the database (salted/ hashed is acceptable). Thus, passwords would be stored in encrypted format.
- After the signup they are redirected to the Get started screen.
- Mobile number should be min 4 and max 16 digits. Country code is selected separately. Any country code can be selected. Default is set to +964
- DOB should be 18 years or more.
- The email should be unique on the platform for all health workers.
- The phone number should also be unique on the platform for all health workers
- The association ID should be unique on the platform for all health workers.
- There should be the option to resend the verification code.
- The verification code can be resend after 30 seconds.
- Once the user verifies his email address and phone he should get a welcome email on the platform.
- The email is verified later from the profile. Unless the email is verified the doctor should not be able to login via email.
- Unless the admin approves the doctor cannot sign up on the platform. This option only comes for cash only.
- Please note - There is no free trial when subscribed via cash.
- The verification code should be of 6 digits.

- **Get Started Screens**

After the nurse signs up they are redirected to the get started screens. The nurse after setting the password would also be redirected to these screens to complete the details.

These screens will allow the nurses to set up their complete account on the platform. The get started screens will be divided into following steps:

- **Step 1 - Complete your profile**

The nurse post signup would need to complete his nurse profile and provide below information:

Field Name	Data Type & Required	Useful Insights
Doctor First Name	Text Required	This is having a character limit of 200 characters
Doctor Last Name	Text Required	This is having a character limit of 200 characters
Email	Email Required	Should be Unique for all health workers (Doctors, labs and pathologies)
Doctor Middle Name	Text Required	This is having a character limit of 200 characters
Doctor Grandfather name	Text Required	This is having a character limit of 200 characters
Gender	Drop down Required	Male Female
DOB	Date Required	
Doctor Clinic Address	Google Maps Required	Single line would be used to take address
Address line 1	Text Optional	If a doctor wants to provide any additional floor number or building name they can write here.
Association ID	Text Required	Should be Unique for all health workers (Doctors, labs and pathologies)
Nationality	Dropdown Optional	
Education	Dropdown Optional	
Speciality	Dropdown Optional	
Practice license	File Upload Required	PDF, DOC, JPG, PNG or JPEG

Unless the profile information is completed and approved by the admin. The nurse is not visible to patients for booking.

- **Step 2 - Manage Working hours**

The nurse would be prompted to set the working hours. The default working hours would be set to 10:00 AM to 6:00 PM for all days including weekends.

The details of working hours are mentioned in the working hours module.

- **Step 3 - Consultation & Pricing**

The nurse can select the consultation he provides - In-home

For in-home service the nurse needs to define the range by which KM would provide the service. This KM would be from the nurse's address.

Unless the nurse completes the get started screen or has an active subscription he would not be listed on the patient side.

- **Step 4 - Face ID or Pin setup**

- If the device supports face id then face ID and Pin will be set on the application. If the device does not support face ID then only the pin will be set.
- If Pin Sign-in is switched on, User can only proceed further by typing in the 4 digit Pin twice and then tapping the 'Set' button.

- **Login**

The nurse can login on the platform using the below:

- Email or Phone or Association ID
- Password

**Acceptance criteria**

- If the user enters an incorrect email and or password they should see an appropriate error message indicating the credentials are incorrect and a prompt should be shown for reset password.
- They can login via email only when they have verified the email from their profile.
- If the session is destroyed then the user will auto logout. Here the term destroy means that admin has made the user inactive from the admin panel.
- The nurse can login only once approved by the super admin.

- **Forgot Password or Recover Password**

The nurse can submit the forgotten password requests on the system. This would send a verification code on the registered email address or phone using which the nurse can reset the password.

**Acceptance criteria**

- The email must have . and @ then only should be considered as valid email
- There should be an eye icon to view the password in the reset password page.
- The email or phone must be validated in DB if already available or not. If not show the error - "This email address or phone number is not registered with us"
- After a successful verification code the user must redirect to the reset password page.
- The password must be min of 8 characters and must have a capital letter, a small letter, a number and a special character
- The new password and confirm password must match.
- After a successful password set the user must see a success message - "Successful Password Reset " and redirect to the login page.
- After successful reset the user must be redirected to the login page.
- Unless a new password is set by the member the old password should work.
- There should be the option to resend the verification code.
- The resend verification code should come after 30 seconds meanwhile the button should be shown disable.
- The verification code should be of 6 digits.

- **Settings**

The settings tab will have many sub menus. The following sub menus are the part of settings:

- Nurse Details
- Change Password
- My Subscription & Billing
- Terms and conditions
- Privacy policy
- Help & Support - this will provide option for users to reach out via email, provide FAQs, and provide feedback

- Dark Mode - The nurse will have the option to enable dark mode in the system.
- Lang preference for Notification - Arabic, English, Kurdish. In this language only the patient will get push, email and SMS notifications.

- **Nurse Details**

The doctors can update their clinic details. The following details can be updated from this section:

- Clinic address
- Address line 1
- logo
- Profile picture
- Doctor First Name
- Doctor Middle Name
- Doctor Grandfather name
- Doctor Last Name
- Gender
- DOB
- Mobile Number
- Email
- Association ID
- Nationality
- Education
- Speciality
- Practice license
- About or Bio
- Whatsapp Number
- Telegram Number
- Add Images - Multiple can be added

**Acceptance criteria**

- The email can be changed but needs to be verified again on the platform.
- The phone number can be changed but needs to be verified again on the platform.
- The email must have . and @ then only should be considered as valid email
- There should be a cropper in the profile picture. There should be standard images assigned to the doctor, if no profile picture is uploaded. These would be initials of doctor's first and last name
- Cropper needs to be incorporated in the clinic and profile image uploaded.
- The aspect ratio of the profile picture needs to be maintained.
- About nurse field would be a rich text editor and has a character limit of 3000 characters.
- The verification code should be of 6 digits.
- The images will be visible on the nurse profile.

- **Change Password**

The nurse can change password on the platform by providing:

- Old Password
- New Password
- Confirm Password

**Acceptance criteria**

- The password must be of 8 characters and must have a capital letter, a small letter, a number and a special character.
- New password and confirm password should match.
- The nurse should not be logged out if the password is changed.
- On password change success it should say - 'Password changed successfully'.

- **Manage Working Hours & Days Off**

The nurse can manage their working hours from Monday to Sunday. Multiple time slots can be added for each day.

Also, for each time slot the nurse can add how many appointments can be booked in that slot range.

Once those bookings are done than that slot range would be no longer available for the booking.

If no working hours are added for a day then it would be considered as Closed for that day and the same will be displayed to the customers.

If nothing is selected the working hours would say Closed and if the user selects the day then working hours will show 10 AM to 6 PM as default.

The nurse will also have the option to set their days off i.e. public holidays on the calendar. This would be set for one year. The doctors will be automatically shown closed on the days off dates.

This would be set for one year.

Important Note - The working hours would be set separately for different dashboards i.e. separate for private hospitals and clinics.

- **My Subscription**

It is mandatory for nurses to subscribe on the platform to gain access to the platform.

The nurses can see their current subscription on the platform. The nurses can do the following on this page:

- Can see the current subscription plan
- Track the next renew date
- Can see subscription status
- Can update the payment method
- Amount
- Cancel the subscription

**Acceptance criteria**

- Once the plan is canceled auto renew will stop.
- The nurses can access the application until the plan end date even if the plan is canceled.
- If the plan is canceled then the option to subscribe to the plan will come.
- The credit card details can be updated i.e. Card number, CVV, Expiry and name on card.
- If subscription is via cash then there would not be the option to change it to card.
- The card is not stored in DB. It is stored on a stripe only the last 4 digits of the card would be visible to business on our portal.
- The nurses will receive email notification whenever the account is renewed or plan is canceled.



- Please note - There is no free trial when subscribed via cash.
- **Stripe payment gateway** is to be implemented.
- **Tasdid and zain cash gateways** are also to be implemented.

- **Transaction History**

Nurses can see the subscription transaction history on the platform. The transaction history will be of subscription. They can see the following details:

- Transaction ID
- Transaction Date
- Start and end date
- Price
- Ability to download Invoice

We would be integrating stripe payment gateway and **Tasdid and zain cash gateways** are also to be implemented on the platform.

- **Subscription Limited Access**

If the nurse has not subscribed to the platform once the free trial is completed or is not have active subscription on the platform:

- Patient's will not be able to make new appointments to the nurse. The nurse will not come in the listing.
- They will have complete access to the clinic and nurse details section.
- They will have complete access to admin staff, reports, working hours section.
- They can access my subscription and transaction history.
- They can access the appointments both past and upcoming. They can even update the appointment status of existing bookings but cannot receive new appointments.
- They cannot manually add new appointments.
- They can't access my patients section.

- **My Appointments list view**

The nurse can see their appointments on the platform. The appointments would be categorized by Today, Upcoming and Past. Today will show all the current date appointments. The Upcoming bookings will show all the appointments of the future. The past appointments will show completed and canceled appointments.

The following details will be shown on appointments listing:

- Appointment Date & time slot
- Patient Name and Number
- Star icon will be shown beside patient name
- Consultation Type - Walk in, online, in-home
- Total Cost - If in-home shipping should be included
- Token Number - This would be shown only in Today's booking
- The format of token number would be - <First three alphabets of clinic name or hospital name> - 0001
- Mark Complete CTA - This will come only in today's appointment
- Reschedule CTA - This will come in today's and upcoming appointment
- Cancel Appointment CTA

The nurse or their staff can mark the appointment as an emergency and these will always come on top irrespective of the token and would be shown by some color code.

#### **Acceptance criteria**

- There will be the option to reschedule the appointment. This can be done for upcoming and today's appointments.
- There is no option to edit the appointment.
- For today's appointment the nurse will have the option to mark it as completed. Once completed it would be moved to past appointments.
- If the nurse has not marked the appointment as completed then a cron job would run at midnight and all today's appointments were completed.
- Each appointment will be assigned a token. This would be assigned by nurse or admin staff. The first token would be assigned as <clinic name or hospital name> - 001.
- The appointment will be sorted by increasing the order of the token number.
- The appointments can be searched by patient's first name, last name, phone number, token number.
- The appointment is automatically confirmed there is no accept or reject feature.
- The nurse can click on the star icon to make the patient favorite.

- **My Appointments calendar view**

The nurse can see their appointments on the platform in the calendar view. The appointments would be shown by today's calendar as default view. The nurse will have the option to change it to a week and month view.

The nurse can change the day, week and month whose view he wants to look at on the calendar.

The following details will be shown of appointment on calendar:

- Patient Name and Number
- Consultation Type - in-home
- Color - Red color would be used to show cancel booking, Green color would be shown to showcase confirmed booking and blue color would be shown to showcase completed booking.

On click of the appointments on the calendar view it would redirect the nurse to the appointment detail page.

- **Reschedule Appointment**

The appointment can be rescheduled by the nurse at any point of time unless the appointment is completed. The reschedule option will allow the doctor to change the date and time of the appointment.

Pls note - The consultation type or patient cannot be changed.

Any next available date/time slot of the when the nurse is available can be selected and saved.

This will just send the notification to the patient that the booking has been rescheduled.

- **Cancel Appointment**

The nurse can cancel the appointment at any point of time.

The nurse will get a notification whenever a cancellation request is submitted. The nurse can cancel the request by going to the appointment detail page.

If the cancellation is done before x hours then the complete amount would be refunded back to the patient automatically by the system.

If the appointment is canceled within x hours then no amount will be refunded. All the cancellation fees would also be shown in the payout report of the nurse.

- **My Appointments detail page**

The appointments detail page will show the following information:

- Booking ID & QR code generated

- Patient Name
- Star icon will be shown beside patient name
- Phone
- Age
- Gender
- Email
- Schedule date & time slot
- Token number
- Consultation type
- Payment details - Payment amount, Mode, Card last 4 digits and transaction ID
- Ability to add pre remarks
- CTA for mark complete
- CTA for reschedule
- Health history QR Code
- View on Google maps - This will come only in case of in-home service
- CTA for Allergy details

#### **Acceptance criteria**

- If it is cash booking than card digits and transaction ID will not appear
- Shipping charges will be shown in-home service
- Pre remarks can be edited multiple times unless the appointment is completed
- Health history opens the history of patient in a new tab
- View on google maps button will redirect the doctor to google maps with pin setting to patient's address.
- The doctor can click on the star icon to make the patient favorite.
- Important Note - The appointments would be set separately for different dashboards i.e. separate for private hospitals and clinics.
- A unique QR code is generated for each appointment. If the nurse or patient anyone using one health app, scans the QR code from the app they will be redirected to the appointment detail page directly.

- Please note - The above redirection will only work if the redirection is from the app. If any external Qr code reader is used then the redirection will not work.

- **Appointment Reminders**

The nurse will receive reminder notification 15 mins before the appointment and at the time of the appointment as well.

- **Mark Complete**

The nurse can mark the booking as complete by providing the below details:

- Remarks - Textarea - Mandatory
- Prescription - Text area - Mandatory

Once the booking is marked as completed it is moved to the Past booking section.

The nurse booking will also be added to the health history.

- **Health History**

The nurse can track the patient's health history on the application. The health history will show the past appointments records of the patient. This would show health history from doctor's, pharmacies and labs.

**Acceptance criteria**

- The health history can be filtered by date range.
- The health history can be imported by the nurse using a predefined template. This import will update the old health history. It should not override the old health history.
- The health history will have a search field and can be searched by doctor name or pharmacy name or lab name.
- There would be the option to filter the health history by consulted by Me.
- The detail page of health history would be the same as the existing app. No changes on that.

- **Medical Profile**

This medical profile of the patient will show the following details:

- Name & Age
- Blood type
- Weight
- Height
- Emergency contacts - Contact Name and Phone number will be shown

- Allergies
- Vaccination and its status and due date

The nurse will also have the option to add allergy details and vaccination details for the patient. But the patient needs to approve this first before it is visible to other doctors.

This should also be tracked in health history.

- **Add Allergy**

The nurse will have the option to add an allergy name under the patient's profile from which the patient is allergic.

- **Add vaccination**

The nurse will have the option to add vaccination name, due date and status for the patient.

- **Digital Locker**

The digital locker will allow the nurse to store important digital documents. Following are the key features of the locker:

- This will be having limited space 100 MB
- Nurse can delete the items from the locker
- There is no file size restriction
- Nurse can filter the documents by shared with me or Created by me
- For sharing the documents with other nurses or patients they must click the share button and provide the email address. If that email is already registered on the platform then the document will be shared otherwise it will show that the email you have entered is not registered with us.
- The nurses can remove the access of documents from which the document was shared.
- A gauge graph will show how much space is occupied and how much is pending.
- Nurse can give a file name while uploading the file.
- Digi locker is common for all dashboards.

- **Health Advice of the day**

The admin can update the health advice of the day. Only text will be updated and would be shown on the dashboard screen.

This is common for all dashboards.

- **Blogs**

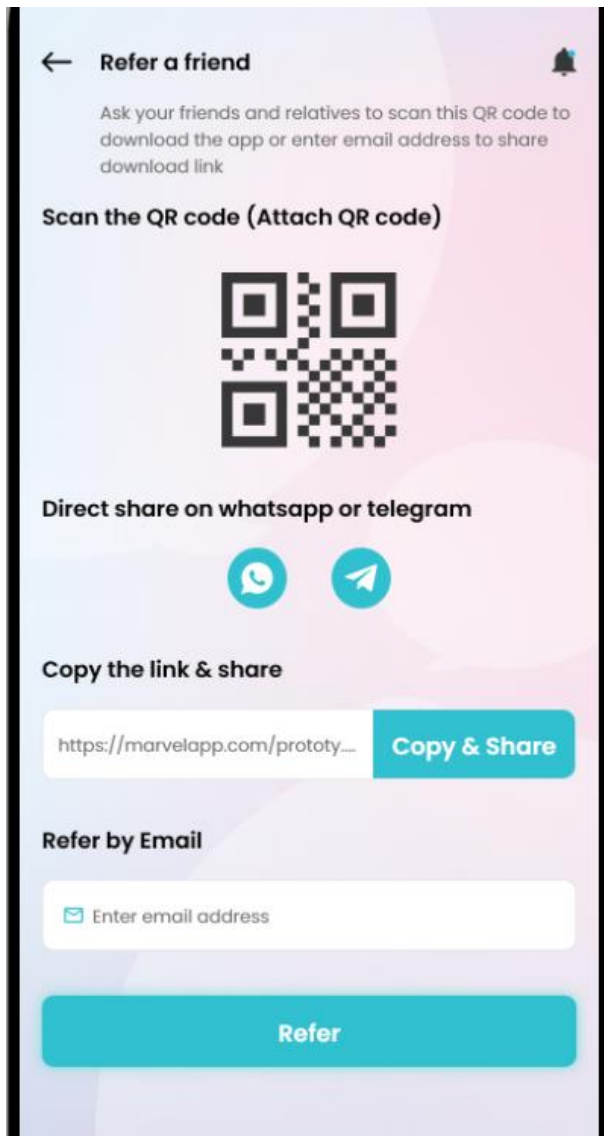
The admin can add the blogs from the backend. The recently added blogs will be shown on the dashboard. The separate blog page will show all the blogs grouped by categories. The following would be the blog features:

- Blog Title
- Description
- Views
- Likes
- Image

This is common for all dashboards.

- **Refer a friend**

The nurse can invite other users on the platform by sharing the website and apps link. The invite screen could be designed as follows:



This can be done via QRcode , whatsapp, telegram , messenger , email or copy link.

This is common for all dashboards.

- **Contact us**

The nurse can submit contact us enquiries to the platform owner. The following details will be provided:

- Name
- Email
- Number
- Message



The name, email and number will be prepopulated. Once submitted, the platform owner will receive an email for the same and the entries will also be shown on the admin panel.

This is common for all dashboards.

- **Boost Ads**

The nurse can purchase the ads for specific days. This will make the nurse listed in the recommended doctors listing on the patient side.

Admin will decide the per day cost of the ads. The doctor can choose the start and end day of the ads. System can calculate the ads cost based on that.

The system would redirect him to the payment gateway where he needs to make the payment.

Once the payment has been done the system will automatically show a doctor in the recommended list based on the start and end dates.

This option is only available if the doctor has a clinic. Doctor cannot boost his hospital profile.

- **Scan QR Code**

The nurse will have an option to scan the QR code anytime. This feature is available in the app. The nurse can scan a patient's QR code or appointment QR code to check the patient's profile or redirect to the appointment detail page.

Pls note - If the nurse has scanned a qr code of an appointment which is from another nurse then he would see access denied error.

Also, if the QR code is scanned using any other app outside the platform than a ID would be just shown no redirection or data would be visible.

- **Dashboard**

The dashboard view on the nurse side will show the following details and graphs:

- Today's Appointments

This would show the listing of today's appointments with Patient Name, Image, consultation type.

- Revenue this month

This will allow the nurse to track how much revenue he has earned in the current month. This can be determined by all the completed bookings total amount of the current month.

- Revenue this Week

This will allow the nurse to track how much revenue he has earned in the current week. This can be determined by all the completed bookings total amount of the current week.

- Appointments by status this week

This would be a bar chart showcasing appointments with status for each day of the current week. This means on Monday there were a total of 10 appointments - 5 got completed, 3 rescheduled and 2 canceled so on..

## **Super Admin Functionality on the website:**

### **Following are the features that will be a part of super admin:**

Apart from the existing features in the super admin panel. The following features will be added to the panel:

- **Dashboard**

The dashboard will show the following analytics:

- Total Active Patients & Today's new registrants

Count of total active patients on the platform and also it would show the count of new patient registrants today.

- Total Active Pharmacies & Today's new registrants

Count of total active pharmacies on the platform and also it would show the count of new pharmacies registrants today.

- Total Active Doctors & Today's new registrants

Count of total active doctors on the platform and also it would show the count of new doctors registrants today.

- Total Active Hospitals & Today's new registrants

Count of total active hospitals on the platform and also it would show the count of new hospitals registrants today.

- Total Active Labs & Today's new registrants

Count of total active labs on the platform and also it would show the count of new labs registrants today.

- Today's Booking

This would be a listing showing all the confirmed bookings on the platform of the current date along with status. The following details will be shown:

- Patient Name

- Booking ID
- Doctor or Lab or Pharmacy Name
- Date & time

- Weekly Booking

This would be a bar graph with x-axis showing days of the week and Y-axis showing the total bookings on that day.

The admin can filter this for different weeks. By default it would be set for the current week.

The bar graph would show different colors for booking with different status - Completed, Confirmed and canceled.

- Monthly Booking

This would be a bar graph with x-axis showing days of the month and Y-axis showing the total bookings on that day.

The admin can filter this for different months. By default it would be set for the current month.

The bar graph would show different colors for booking with different status - Completed, Confirmed and canceled

- **Different subscription plans**

This would be a part of phase 3 but would like to specify that these plans are directly created on a stripe platform so you cannot customize these using the admin panel.

- **Ads Request**

The admin can see the health workers who have purchased to showcase themselves in the recommended section. The following details would be shown:

- Transaction ID
- Transaction Date
- Ad ID
- Health Worker Name
- Total Amount
- Duration
- Status - Active and Expired. Active will be shown when the boost is ongoing and expired would be shown when the boost is finished.

As soon as the request is submitted the health worker would be immediately shown in the recommended section. Pls note - If he has started the ad on 16 Nov, 2022 3.00 PM for 2 days it will end at 17 Nov, 2022 11.59 PM

The admin will also have the option to add a new ad or health worker to be shown in the recommended listing.

- **Custom Push Notification**

The admin can send custom push notifications to the app. This would be sent to all users on the app. The admin cannot choose whether to only send this to patients or doctors. While adding the custom push notification the admin can provide the below details:

- Title
- Description
- Type - Immediate or Scheduled
- Date & time - This will come if type is scheduled

Pls note - Title and description will only support text and not emojis.

Also, immediate notifications cannot be edited once sent. Only scheduled notifications can be edited.

This would be entered in a single language.

- **Blogs Management**

The admin will have the option to add the blogs that would be visible on the front end. While adding the blogs he would add the below:

- Title
- Description
- Thumbnail Image

This would be entered in a single language.

- **Health Advice of the Day**

The admin can set health advice on a specific date. If that date is equal to the current date then it will be shown.

This would be entered in a single language.

- **Delete User**

The super admin will have the option to delete doctor, pharmacy, lab, patient or hospital from the system. They won't be able to login again and can sign up with their phone or email again.

- **Load Wallet**

The super admin should be able to load the wallet for the patient. When the admin loads the wallet he would see the option to add money and can enter the amount to be added.

This would also be logged in the transaction history of the wallet with title - Loaded by the platform.

- **Cancel Appointment**

The admin will have the option to cancel any appointment. The refund will work as it is working on the patient side with the same conditions.

- **Create Appointment**

The admin can book an appointment on the platform. While booking the appointment the following details will be added:

- Select Patient or Minor
- Select Doctor or Pharmacy or Lab
- Select consultation type - If doctor
- Select Mode - Pick up or delivery (If pharmacy)
- Select services - If lab
- Date & time slot

- **Social Media links**

The admin can update social media links on the platform - Facebook, Twitter, etc

- **FAQ**

The admin can manage FAQ. There are no FAQ categories; they can only manage questions, answers and order of the FAQ.

- **Patient detail page**

The patient detail page should also show medical history, vaccination, allergy and personal notes to the super admin.

- **Hospital Listing**

The super admin should see all the hospitals registered in the platform and also the option to view all its doctors.

- **Sub admin**

The sub admin can be created by the super admin the same way as he does now. However, while creating sub admin the super admin should be able to select what all sidebar permissions are given to the sub admin. For each tab there would be either a view permission or Edit/Add permission and delete permission.

If edit permission is given then all the actions permission will be given to the sub admin.

- **Block User**

The super admin should be able to block patients, doctors, clinics, nurses and hospitals. The blocked user should not be able to login to the system and if logged in then should be auto logout automatically on blocked.

- **Manage Test list**

The super admin is already able to manage the test list in the system. The test list should even have the option to export and import using the standard template predefined by the system.

Pls note - Admin can also see all the tests added by the labs.

-----End of the Document-----