Final MVP PRD for Patient-Side Second-Opinion Healthcare App

This Product Requirements Document (PRD) outlines the remade Minimum Viable Product (MVP) for the patient-side mobile app, built in React Native with Supabase as the backend. The MVP is strictly focused on the patient experience, with a streamlined user journey: onboarding via welcome and sign-up screens, basic document upload for case submission, and an adapted date selection flow (inspired by the provided visa app context) for scheduling consultations. Patient-side tracking provides visibility into case progress without exposing doctor-side details. This emphasizes trust-building, data security, and simplicity, drawing from the core workflow of case submission, confirmation, and tracking from the patient's perspective.

MVP Goals and Scope

- **Primary Objective**: Enable patients to submit medical cases securely, upload documents, schedule consultations, and track their case status, fostering trust through transparent communication and standardized processes.

- **Target Users**: Patients seeking second opinions on medical conditions, primarily in India (with Aadhaar integration for identity verification).

- **Key Constraints**: Focus exclusively on patient-side features; out-of-scope includes any doctor-side interfaces, advanced AI diagnostics, or payment integration (to be added in future iterations).

- **Success Metrics**:

    - 90% case submission completion rate.

    - Average session time under 5 minutes.

    - CSAT score ≥ 4.5/5 for ease of use.

    - 80% of users engaging with the tracking timeline post-submission.

App Flow Overview

The patient journey follows a linear flow, adapted from the visa app's structured steps (e.g., tabbed navigation for details and real-time progress tracking):

1. **Welcome Screens** → Introduction and mode selection.

2. **Sign-Up** → User registration.

3. **Upload Basic Docs** → Case submission with document upload.

4. **Date Selection** → Scheduling consultation dates and times (visa-inspired calendar with step tabs).

5. **Confirmation and Tracking** → Real-time progress view of case status from the patient's side.

A high-level navigation map:

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[Welcome] → [Sign-Up] → [Upload Docs] → [Date Selection] → [Confirmation/Tracking]
```

Detailed Screen Descriptions

1. Welcome Screens

- **Purpose**: Onboard patients and guide them to choose self-service or assisted modes, building initial trust.
- **Key Elements**:
  - Animated header with app logo and tagline: "Get Your Second Opinion – Expert Advice at Your Fingertips."
  - Two action cards: "Self-Service Upload" and "Assisted Help" (with chat icon).
  - Trust indicators: Badges for "Verified Doctors," "Secure Data," and "24/7 Support."
  - Bottom navigation hint: "New here? Sign up to start."
- **Navigation**: Tapping a card leads to Sign-Up if not authenticated, or directly to Upload Docs.
- **Features**: Dark mode support, accessibility labels for all buttons.

2. Sign-Up Screen

- **Purpose**: Secure patient registration with minimal friction.
- **Key Elements**:
  - Form fields: Email/Phone, Password, Full Name, Aadhaar Number (optional for verification).
  - OTP verification for phone/email.
  - Terms checkbox: "I agree to the Terms of Service and Privacy Policy."
  - Social login options: Google/Apple (for quick access).
  - Animated progress indicator for multi-step sign-up.
- **Validation**: Real-time checks for email format, password strength, and duplicate accounts via Supabase auth.
- **Navigation**: On success, redirect to Upload Docs with a welcome toast notification.
- **Features**: Password visibility toggle, error animations (e.g., shake on invalid input).

3. Upload Basic Docs Screen

- **Purpose**: Allow patients to submit initial case details and documents.

- **Key Elements**:

    - Header: "Submit Your Case" with progress bar (Step 1 of 3).

    - Unique ID input: Aadhaar field with OTP button for auto-fill.

    - Document upload area: Drag-and-drop zone, camera/gallery picker, file size limit (50MB).

    - Optional description field: "Describe your symptoms or concerns."

    - Uploaded files list: Thumbnails, file names, delete options.

- **Backend Integration**: Use Supabase Storage for file uploads; insert case record into `cases` table with auto-generated Case ID.

- **Navigation**: "Submit" button leads to Date Selection Screen.

- **Features**: Upload progress bars, file type validation (PDF, JPG, PNG), offline queuing for uploads.

4. Date Selection Screen

- **Purpose**: Enable patients to select a preferred date and time for consultations, adapted from the visa app's calendar flow (monthly grid with tabbed steps for details and confirmation).

- **Key Elements**:

    - Header: "Select Your Consultation Date" with progress bar (Step 2 of 3).

    - Tabbed navigation: "Date" → "Time" → "Details" (inspired by visa app tabs like Photo/Passport/Detail).

    - Calendar view: Monthly grid (e.g., July 2025) with highlighted available dates in green (primary color), disabling past dates.

    - Date pills: Clickable days with states (default: white; selected: blue; disabled: gray).

    - Time slot selector: Below calendar, showing available slots (e.g., "11:00 AM," "2:00 PM") as rounded buttons.

    - Helper text: "Choose a date for your doctor consultation call" (adapted from "Choose a departure date from India").

- **Backend Integration**: Query Supabase for available slots from a `schedules` table; insert selected slot into the case record.

- **Navigation**: "Continue" button leads to Confirmation screen.

- **Features**: Real-time availability updates, subtle animations for date selection (e.g., scale on tap).

5. Confirmation and Tracking Screens

- **Purpose**: Provide reassurance and real-time visibility into case progress from the patient's perspective, adapted from the visa app's progress timeline.
- **Key Elements**:
  - Success message: "Case Submitted! Your ID: [Generated ID]."
  - Timeline view: Vertical progress steps (e.g., "Case Received" → "Under Review" → "Opinion Ready" → "Finalized"), with timestamps and status icons (inspired by visa app's "Track Progress in Real Time").
  - Helper text: "Your case is being reviewed by our verified team – track progress here" (adapted from visa app's assurance messages).
  - Action buttons: "Get Full Details" or "Request Update" (similar to "Get Visa or Full Refund").
- **Backend Integration**: Use Supabase Realtime for live updates on case status.
- **Navigation**: Back to Home or persistent tracking dashboard.
- **Features**: Push notifications for status changes, email/SMS confirmations with case details, export opinion PDF via WhatsApp/email.

Core Features and Integrations

- **Authentication**: Supabase Auth with email/phone OTP.
- **Data Storage**: Supabase Database for cases; Storage for documents (with RLS for privacy).
- **Realtime Updates**: Supabase Channels for live tracking of case status.
- **Notifications**: Expo Notifications for push alerts; integrate Twilio for SMS on key milestones (e.g., opinion ready).
- **Security**: End-to-end encryption for uploads; HIPAA-compliant practices (e.g., no unencrypted PII).
- **Accessibility**: VoiceOver support, high contrast modes, minimum touch targets (44px).
- **Offline Support**: Queue submissions/uploads for later sync.

Tech Stack

- **Frontend**: React Native (Expo) with TypeScript.
- **Backend**: Supabase (Auth, Database, Storage, Realtime).
- **Libraries**:
  - Navigation: @react-navigation/native.
  - Forms: react-hook-form.
  - UI: Custom design system (as provided).
  - File Handling: expo-image-picker, expo-document-picker.
  - Animations: react-native-reanimated.

- **Deployment**: EAS Build for iOS/Android; Supabase hosting.

Assumptions and Risks

- **Assumptions**: Users have basic smartphone access; Aadhaar OTP is available in India; case progress updates are handled server-side.
- **Risks**: Delays in Supabase setup or app store approvals; mitigate with local testing and staged rollouts.
- **Next Steps**: After MVP, expand patient features like assisted chat and analytics.

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