

Healthcare BRD Template

Business Requirements Document (BRD)

Project Title: Optimizing Patient Appointment Scheduling Efficiency

Prepared By: Pankaj Kumar Singh

Date: 29-07-2025

Version: 1.0

1. Project Overview

The current appointment scheduling process in the clinic is leading to inefficiencies such as double-bookings, high no-show rates, and sub-optimal use of doctor time. Patients often face long wait times and limited rescheduling options. This project seeks to analyze the scheduling process, identify gaps, and propose data-driven improvements to improve the experience for both staff and patients.

2. Business Objectives

Analyze current appointment trends and inefficiencies

Reduce no-show rates through improved communication and tracking

Balance doctor workloads and avoid under/over-booking

Improve patient experience with streamlined booking and reminders

Develop a visual dashboard for management decision-making

3. Scope

In-Scope:

Historical appointment data analysis

Stakeholder feedback collection

AS-IS and TO-BE process mapping

Dashboard creation (Power BI)

Recommendations to improve scheduling process

Out-of-Scope:

Implementation of new software

Staff training or system configuration changes

Changes to billing, insurance, or patient record systems

4. Assumptions

Historical appointment and no-show data is accurate and complete

Stakeholders (doctors, front desk, admin) are available for feedback

Data access is granted to all required tables

5. Constraints

Limited availability of real-time patient satisfaction data

Project completion timeline is 4 weeks

Limited access to legacy scheduling system documentation

6. Functional Requirements

ID	Requirement Description	Priority
FR-01	Analyze appointment volume by time slot and day of the week	High
FR-02	Identify and flag repeated no-show patients	Medium
FR-03	Enable filtering by department, doctor, age group	Medium
FR-04	Visualize peak booking times in dashboard	High
FR-05	Include export functionality in dashboard (Excel/PDF)	Low

7. Non-Functional Requirements

ID	Requirement Description	Priority
NFR-01	Dashboard should load in < 3 seconds	Medium
NFR-02	Dashboard must be mobile responsive (Power BI app)	Low
NFR-03	Documentation should be accessible offline (PDF)	Low

8. Success Criteria

Reduce no-show rate by 15% within 3 months

Improve scheduling efficiency (e.g., <5% overbooked time slots)

Stakeholder approval of TO-BE process flow

Completion of Power BI dashboard with filtering options

9. Stakeholders

Clinic Manager

Front Desk Staff

Doctors

Operations Director

Patients (indirectly)

10. Sign-Off

Name	Role	Signature	Date
[Clinic Manager]	Project Sponsor		
[Pankaj]	Analyst		
[UX/IT rep]	Technical Consultant		