

Sri Lanka Institute of Information Technology



FeelsFIX Online Therapy Booking System

Activity 01_ITP25_B1_C155-1

INFORMATION TECHNOLOGY PROJECT – IT2080

B.Sc. (Hons) in Information Technology

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1.1 Real-World Problem: Absence of Safe Spaces and Accessible Mental Health Support

Many people who are struggling with stress, anxiety, depression, or other mental health difficulties find it challenging to receive professional help because of barriers including stigma, insecurity, privacy concerns, or time constraints. Traditional therapy sometimes requires in-person appointments, which may be unfeasible for individuals with social anxiety or busy schedules. Additionally, self-help techniques like yoga and meditation, supportive groups, and reliable mental health services are still not widely available. This creates a void where those in need lack a quick, discreet, and effective means to receive help.

- Limited accessibility - Time, place, or personal constraints prevent many people from seeing therapists.
- Stigma about mental health - People are afraid of being judged, which keeps them from getting professional treatment.
- Lack of internet resources for mental health - Not everyone has access to reliable information or professional advice.
- Need for privacy and anonymity - To preserve secrecy, some people would rather receive support online than in person.
- Lack of opportunities for holistic well-being - It can be difficult to obtain community support, yoga, and meditation.
- Difficulty in finding trusted professionals - Finding trustworthy specialists can be challenging because not all internet therapists and doctors are trustworthy.
- Lack of emotional support - A lot of people need a place to talk about their issues because they feel alone.

1.2 Proposed IT Solution: A Wellness & Therapy Platform Online for Easily Accessible Mental Health Assistance

A website and mobile app that connects users to licensed therapists, counselors, and wellness experts while also offering self-help resources and community support. Through this platform, clients will be able to get professional, private, and convenient mental health care from the comfort of their homes.

- Appoint licensed professionals to treatment sessions based on their availability and area of expertise.
- Features like video calls and chats let people communicate with therapists as they choose.
- Enroll in healthy seminars, yoga, meditation, and stress-reduction sessions.
- Read self-help articles about mental health, stress management, lifestyle, and pregnancy.
- Community support groups where individuals can give and receive support and share stories.
- To preserve privacy and confidentiality, communications must be secure and anonymous.
- Simple payment options for session booking, along with an open return policy.

2 Users & Their Benefits

2.1 Primary Users & Their Benefits

Individuals Seeking Help for Mental Health Issues

- The ease of receiving professional therapy in one's own home.
- Adaptable options for text, audio, video, or in-person consultations.
- Attending workshops on health that reduce stress.
- Anonymity and privacy are important for those who are nervous about face-to-face meetings.

Therapies and Counseling

- An opportunity to contact more clients and offer remote therapy.
- Well-organized and safe session management.
- Online booking and flexible work schedules.
- The ability to provide in-person mental health support to those who might not otherwise seek out in-person assistance.

Wellness Coaches & Instructors

- An online venue for awareness, yoga, and meditation classes.
- Better exposure and contact with those who require wellness guidance.
- A secure method for scheduling and making payments.
- A supportive atmosphere that promotes general wellbeing.

2.2 Secondary Users & Their Benefits

Psychiatrists & Doctors

- The ability to provide patients with serious mental diseases with clinical support.
- Medication management and remote consultation are offered when suitable.
- Collaborating with therapists to offer a thorough course of treatment.
- Secure patient records and a well-organized session history.

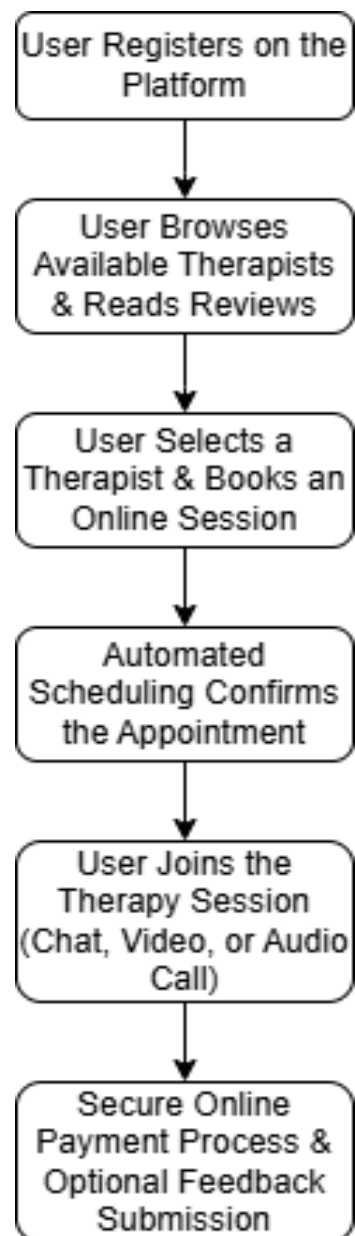
Platform Administrators

- User and Therapist Management: Verify therapists, wellness coaches, and psychiatrists before allowing them to access the website.
- Quality Control: Monitor therapy sessions, client feedback, and overall service quality to maintain platform credibility.
- Content management: Stay up to date on mental health trends, self-help books, and wellness resources.
- Security & Privacy: Assure safe transactions, data protection, and encryption for both users and therapists.
- Dispute Resolution: Handle complaints, requests for payment, and ensure fair service practices.
- Platform expansion and optimization: increase functionality, offer more mental health services, and improve the user experience.

3.1 Current Business Process Diagram



3.2 Proposed Improvements Diagram



4 Main Features of the Proposed System

User Management

- This feature allows users, therapists, and administrators to securely register and log in.
- The building of a profile that includes medical history, therapy choices, and personal information.

Therapist & Counselor Directory

- A list of certified counselors, psychiatrists, and therapists.
- User ratings, availability, and specialization filters.
- Complete profiles of therapists that include credentials, reviews, and charges.

Scheduling & Booking Appointments

- Therapist's availability is checked in real time.
- Options for flexible booking (schedule, recurring, or instant sessions).
- Automated email and notification reminders.

Options for Therapy Sessions

- Text-based therapy (talking to therapists via chat).
- Video and audio call for in-person counseling sessions.
- Anonymous mode for people who would rather be anonymous.

Subscription & Payment System

- Secure internet portal for payments (credit/debit cards, etc.).
- Plans for subscriptions to ongoing therapy sessions.
- Policies regarding cancellations and refunds for missed appointments.

Features for Wellness & Support

- Yoga, meditation, and stress-reduction classes are offered through online workshops.
- Self-Help Resources: Articles, manuals, and advice on mental health.
- Community Support Groups: Discussions and experience sharing among peers.

Platform Management & Administration Dashboard

- Verifying that only licensed practitioners are listed is done through User & Therapist Verification.
- Content Management: Organizing therapy resources, workshops, and articles.
- System Monitoring: Monitoring security logs, user comments, and engagement.
- Creating insights and reports on platform performance, user activity, therapist involvement, and financial transactions is known as Report Generation.

Privacy and Security

- Encryption from beginning to end for calls and chats.
- Safe data storage to safeguard user privacy.
- For account security, use two-factor authentication.

5 List of User Requirements

❖ Admin Requirements

- Ability to verify and approve therapists before listing them.
- Manage user accounts (clients and therapists) and their activity.
- Monitor and moderate therapy sessions for quality control.
- Generate reports on system usage, therapist performance, and financial transactions.
- Oversee and manage self-help content, articles, and wellness resources.
- Ensure data privacy, security, and compliance with regulations.
- Handle disputes, complaints, and refund requests.
- Manage and update platform settings, including service fees and subscription plans.

❖ **Therapist Requirements**

- Register and create a profile with qualifications, experience, and availability.
- Manage appointment schedules and accept or decline session requests.
- Conduct therapy sessions via text, audio, or video.
- View and manage client details (within privacy guidelines).
- Access session history and notes for better client follow-up.
- Receive payments securely through the platform.
- Respond to client queries and provide post-session recommendations.
- Participate in wellness workshops or group therapy sessions if applicable.

❖ **Client Requirements**

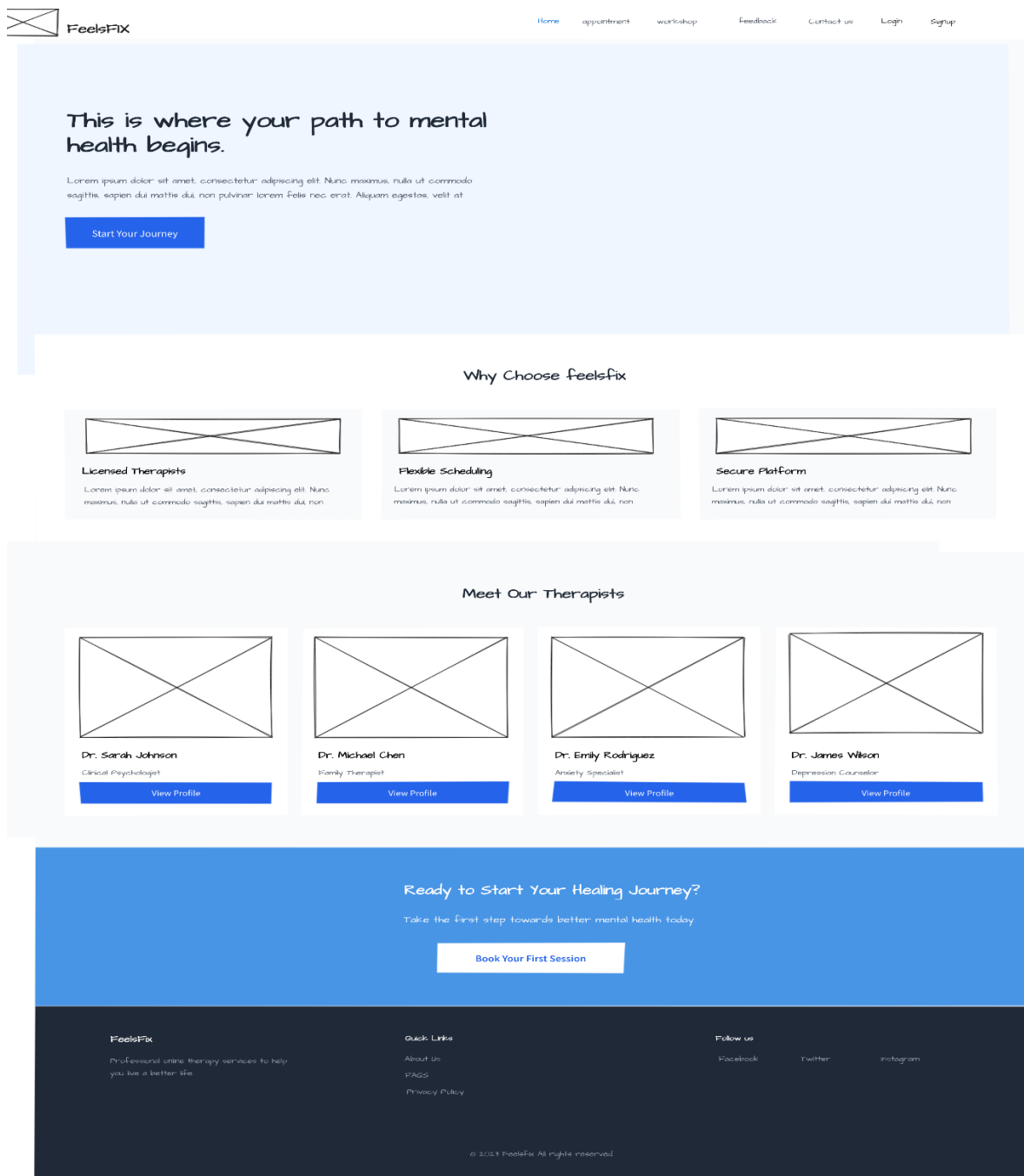
- Register and create a personal profile with mental health preferences.
- Browse and filter therapists based on specialization, ratings, and availability.
- Book and schedule therapy sessions (text, audio, or video).
- Make secure payments and manage subscription plans.
- Join wellness workshops like yoga, meditation, and stress management.
- Access self-help articles and mental health resources.
- Leave reviews and feedback for therapists.
- Maintain privacy and confidentiality with anonymous session options.

6 Suggested Name for the Project


- FeelsFIX

7 Wireframes

1 Home Page



2 Sign In

 FeelsFix

HomeAppointmentWorkshopFeedbackContact Us

Welcome to FeelsFix

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Why Choose FeelsFix?

- Licensed & Verified Therapists
- Secure & Confidential Sessions
- Flexible Scheduling

Login to Your Account

Email Address

Enter your email

Password

☐ Remember me

[Forgot password?](#)

Sign In

[Don't have an account?](#) [Sign up](#)

FeelsFix

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Quick Links

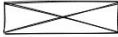
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3 Sign Up (As a User)

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[Home](#) [appointment](#) [workshop](#) [Feedback](#) [Contact Us](#) [Login](#) [Signup](#)

Create Your Account

Full Name

Email Address

Password

Confirm Password

Date of Birth

Phone Number

☒ I agree to the [Terms of Service](#) and [Privacy Policy](#)

Create Account

[Already have an account? Sign in](#)

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4 Sign Up (As a Therapist, Psychiatrists)

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Join as a Doctor

Full Name

Email Address

Medical License Number

Specialization

Password

Confirm Password

☒ I agree to the [Terms and Conditions](#)

Create Account

Already have an account? [Sign in](#)

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
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5 Account Details (As a User)

 FeelsFix

HomeAppointmentWorkshopFeedbackContact UsLogout



John Doe
Member since 2023

Edit Profile

Personal Information

First Name

John

Last Name

Doe

Email

john@example.com

Phone

Bio

Upcoming Sessions

Dr. Sarah Johnson
Tomorrow, 2:00 PM

Group Session: Anxiety Management
Friday, 6:00 PM

Account Security

Change Password

Two-Factor Authentication

Preferences

Email Notifications

☒

SMS Notifications

☐


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6 Account Details (As a Therapist, Psychiatrist)

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Edit Photo

Dr. Sarah Johnson

Clinical Psychologist

★★★★ 4.9 (2.7 reviews)

Edit Profile

About Me

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem. Felis nec erat. Aliquam egestas, velit at condimentum placerat, sem sapien laoreet mauris, dictum porttitor lacus est nec enim.

Edit

Specializations

Anxiety

Depression

Relationships

Trauma

Stress Management

Edit

Availability

Monday

9:00 AM - 5:00 PM

Tuesday

9:00 AM - 5:00 PM

Wednesday

9:00 AM - 5:00 PM

Thursday

9:00 AM - 5:00 PM

Friday

9:00 AM - 3:00 PM

Edit Schedule

Education & Credentials

Ph.D. in Clinical Psychology

Stanford University

2010

Licensed Psychologist

California Board of Psychology

2012

Edit

Contact Information

Email

dr.sarah@feelsfix.com

Phone

(555) 83-4567

Edit

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7 Admin Dashboard

Admin

Dashboard

Appointments

workshops

Therapists

Patients

Reports

Settings

Dashboard Overview

Total Appointments

1234

Active Therapists

48

Total Patients

892

Revenue

Rs.12,456

Recent Appointments

Patient	Therapist	Date	Time	Status	Actions
John Doe	Dr. Sarah Smith	2023-10-25	10:00 AM	Confirmed	Edit
Jane Smith	Dr. Mike Johnson	2023-10-25	11:30 AM	Pending	Edit
Robert Brown	Dr. Emily Wilson	2023-10-25	2:00 PM	Cancelled	Edit

Quick Actions

Add New Appointment

Add New Therapist

Generate Reports

Recent Notifications

New appointment request from Jane Smith

2 minutes ago

Dr. Wilson updated their schedule

1 hour ago

Monthly report is ready

3 hours ago

Admin User

8 Payment Gateway

Payment Portal

Payment Details

Amount to Pay

LKR

Pay Now

Saved Cards

**** * 4242

Expires 2/24

EditDelete

Add New Card

Card Number

**** * *

Expiry Date

MM/YY

CVV

Card Holder Name

Name on card

Add Card

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Terms of conditions

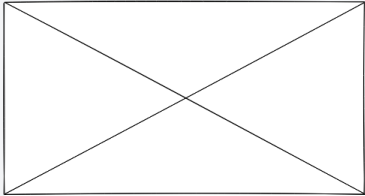
Contact Us

19

9 Therapist Selection Page

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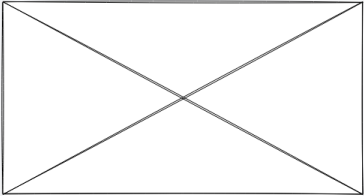
Dr. Sarah Johnson

details

Office Hours: Mon-Fri 9:00 AM - 5:00 PM

Contact: (555) 534-5678

Book Now



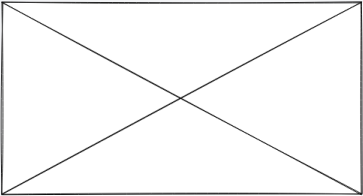
Dr. Michael Chen

details

Office Hours: Mon-Fri 8:00 AM - 4:00 PM

Contact: (555) 234-5678

Book Now



Dr. Emily Rodriguez

details

Office Hours: Mon-Thu 10:00 AM - 6:00 PM

Contact: (555) 345-6789

Book Now

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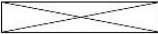
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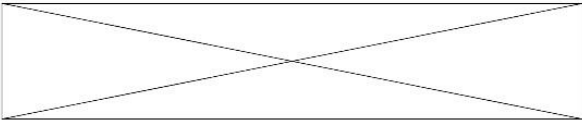
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10 Workshops page

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Upcoming Workshops

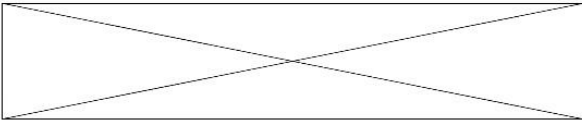


Stress Management Workshop

Learn effective techniques to manage daily stress and anxiety in this interactive workshop.


 June 15, 2024 | 2:00 PM - 4:00 PM

Register Now

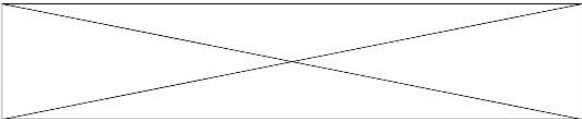


Mindfulness Meditation

Discover the power of mindfulness and meditation for mental well-being.


 June 20, 2024 | 10:00 AM - 12:00 PM

Register Now

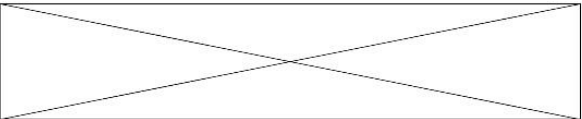


Relationship Building

Enhance your interpersonal skills and build stronger relationships.


 June 25, 2024 | 3:00 PM - 5:00 PM

Register Now




Self-Care Practices

Learn essential self-care techniques for maintaining mental health.

 June 30, 2024 | 1:00 PM - 3:00 PM

Register Now

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11 Feedback Page

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How was your therapy session?


Your feedback helps us improve our service.





Dr. Sarah Johnson


Session Date: June 15, 2023


Rate your experience











Rate your session

Additional Comments

What aspects of the session were most helpful?

Quick Ratings

Communication Quality

1

2

3

4

5

Session Value

1

2

3

4

5

Would you recommend this therapist?

Yes

No

Submit Feedback

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12 Contact Us

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Get in Touch

We're here to help you start your journey towards better mental health.

Contact Form

Full Name


Email Address

Phone Number


Your Message

Send Message


Contact Information

Phone

+94 (077) 03-4567

Email

contact@FeelsFix.com

Address

Lot 14, Zone 01, Biyagama Epz, Waligama
Biyagama, Biyagama K50

Business Hours

Monday - Friday

9:00 AM - 6:00 PM

Saturday

10:00 AM - 4:00 PM

Sunday

Closed

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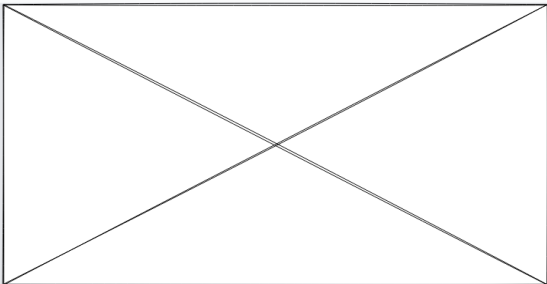
Providing Mental Health Services All People Can Access It

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Our Story

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Our Core Values

A

Accessibility

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Q

Quality Care

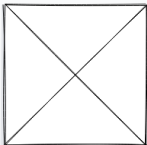
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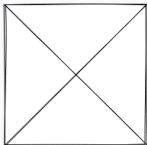
Privacy

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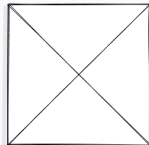
Our Leadership Team



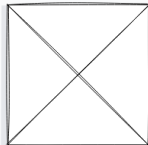
Sarah Johnson
CEO & Founder



Michael Chen
Chief Clinical Officer



Emily Rodriguez
Head of Operations



David Park
Technical Director

FeelsFix

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8 Database Table

Appointment Table (appointment_id, doctor_id, patient_id, appointment_date, appointment_time, status, session_type, notes)

Doctor Table (doctor_id, name, specialty, experience_years, email, phone_number, availability)

Patient Table (patient_id, name, email, phone_number, address, dob)

Admin Table (admin_id, username, password, email)

Payment Table (payment_id, appointment_id, payment_date, amount, payment_method, payment_status)

Workshop Table (workshop_id, title, description, date, doctor_id, link)

Feedback Table (feedback_id, appointment_id, rating, comments, feedback_date)

Report Table (report_id, report_type, created_by, created_date)