**2. THE OVERALL DESCRIPTION**

**2.1 PRODUCT PERSPECTIVE**

The ‘Medicos’ is a web service to make all the health services like booking an appointment, getting prescriptions, buying medicines etc. available at one place.

The system involves three end users that is patient (who will receive the services), doctor (who will provide the healthcare services) and a medical assistant (who will assist and provide all the details and medicines to the patient). System can be used by anyone with an active web browser. It provides a portal to the costumer to find a suitable service provider.

The block diagram below shows the major external interfaces.

System Software

Interface

Database

Medicos

Interface

**2.1.1 USER INTERFACE**

User interface must be implemented using any tool or software package like java, html etc.

**2.1.2 HARDWARE INTERFACE**

Since the application may run over the internet, all the systems using this application may need to connect with internet and this will be a hardware interface, for example Modem, WAN, LAN, Ethernet, and cross cable.

**2.1.3 SOFTWARE INTERFACE**

Medicos shall access the media files available so that the patient can upload the pictures of his ailment. The software is on server so it requires support of scripting language like JavaScript, Java, PHP. Also to handle the large number of users and user’s related databases the software requires the help of database systems like MySQL, Firebase. The version of system’s software shall be compatible to the application to make it accessible.

**2.1.4 COMMUNICATION INTERFACE**

The ‘Medicos’ shall use the HTTP protocol for communication over the internet.

**2.2 PRODUCT FUNCTIONS**

The user must enter a valid username and password to login into the application. If the user is new to the application (i.e. first time users), then the user has to create a profile or register in order to store their data. If the user forgets the password, an OTP will be sent on the registered mobile number. The user can enter the sent OTP and they will be directed to a page where they can set a new password. An error message will be displayed if the user enters the wrong credentials or if they are not registered. As soon as the user logs-in to the application, system loads the required components and creates space on the local system. The application will require permission to send notifications and storage permission of the system. It will also require permission to access media files in case user wants to share any media file.

Then the patient can view, search and avail services(i.e. finding the doctor, booking appointment, chatting for treatment, placing order for medicines) on the basis of their requirements. Patient and Medical Assistant can discuss the requirements through the chat function and can confirm the appointment . After the payment and confirmation of appointment/medicines order, an E-receipt will be generated which the user can download for any future reference.

The patient then can chat with the doctor and take the prescription and even share the contact if needed.

Later, the patient can order medicines as per the prescriptions by placing an order to the assistant and get his medicines delivered at his doorstep.

**2.3 USER CHARACTERISTICS**

Patient must have the knowledge of smart phones and must be familiar with English language.

**2.4 CONSTRAINTS**

A full internet connection is a main constraint for the application. Since, an online chat option will also be provided to the users, it requires an internet connection for the application to function.