

## Business Requirement Document (BRD)

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**Introduction:** This document outlines the requirements for the installation and implementation of a Kiosk for printing healthcare reports. The primary purpose of this Kiosk is to reduce the dependency on staff by allowing patients to print their reports directly. The initial implementation will focus on enabling patients to print their reports on preprinted stationary.

**Objective:** To implement a user-friendly Kiosk that allows patients to securely print their healthcare reports on preprinted stationary, thereby reducing dependency on healthcare staff and improving service efficiency.

#### **Stakeholders:**

- **Patients:** End users who will use the Kiosk to print their healthcare reports.
- **Healthcare Staff:** Personnel responsible for assisting patients and maintaining the Kiosk.
- **IT Department:** Team responsible for the integration and maintenance of the Kiosk system.
- **Vendors:** Suppliers of the Kiosk hardware and software.
- **Management:** Oversees the overall project implementation and ensures alignment with organizational goals.

#### **Process Flow:**

##### **1. Patient Login:**

- The patient logs in to the report printing portal using an OTP sent to their registered mobile number.

##### **2. CID Entry:**

- After login, the patient will be redirected to a new page showing all CIDs associated with their number, allowing them to view and download reports. (One patient can have multiple CIDs.)

##### **3. Report Selection:**

- The customer can click "View Report" next to the CID and use the search button (design to be decided) to see one report at a time, including both **pathology** and **non-pathology** reports, all without headers.

Sr No	CID	Visit date	Report Status
	Search		
1	12345678	01-03-2024	View Report
2	87654321	02-03-2024	View Report
3	24567831	03-03-2024	View Report
4	76543876	04-03-2024	View Report

**\*\*Example View\*\***

#### **4. Report Printing:**

- The customer will click "View Report" and be redirected to a new page with report details. The report will be printed without a header, using preprinted stationary in the Kiosk.

#### **5. Ready Report Download Process**

- The reports will be shown from newest to oldest. If there are 5 reports and 4 are ready, the 4 ready reports will be available for download.
- If the customer downloads 2 reports today, they will get those 2 reports. If the customer downloads all report tomorrow, they will receive all available reports, not just the remaining 3.

#### **Exception Handling:**

##### **- OTP Not Received:**

- The patient can request a resend the OTP.
- If the issue persists, the patient can seek assistance from healthcare staff.

##### **- Paper Jam or Printer Error:**

- An alert will be sent to the maintenance team for immediate resolution.
- The patient will be directed to the nearest helpdesk for assistance.

##### **- Logout Failure:**

- The system will force log out the patient after a predetermined period of inactivity.

#### **Functional Requirements:**

##### **- OTP Login System:**

- Secure login using an OTP sent to the patient's registered mobile number.

##### **- CID Entry Interface:**

- After OTP login, a dedicated screen for patients to enter their CID number to access reports.

##### **- Report Selection Interface:**

- User-friendly interface for selecting reports based on CID number. (New page and download)

##### **- Printing Mechanism:**

- Integration with the Kiosk printer to print reports without headers on preprinted stationary.

##### **- Auto Logout Feature:**

- Automatic logout of the patient after a set period of inactivity.

**- Support for Preprinted Stationary:**

- Ensure the printer aligns with preprinted stationary to print reports correctly.

**Non-Functional Requirements:**

**- Security:**

- Ensure secure transmission of OTP and patient data.
- Data protection measures in compliance with relevant regulations.

**- Usability:**

- The Kiosk interface should be intuitive and easy to use for patients of all ages.

**- Performance:**

- The Kiosk should handle multiple users in a day and print reports efficiently without significant delays. At a time only one patient can take the machine. New patient can take the machine after previous patient's logout.

**- Reliability:**

- The system should be robust with minimal downtime.

**- Scalability:**

- The solution should be scalable to accommodate future enhancements and additional functionalities.

**Success Criteria:**

**- User Adoption:**

- High adoption rate by patients for printing reports using the Kiosk.

**-Staff Training (Optional)**

- Staff needs to be trained to handle customer queries.

**- Reduced Staff Dependency:**

- Significant reduction in the number of report printing requests handled by staff.

**- System Performance:**

- Smooth operation of the Kiosk with minimal technical issues.

**- Positive Feedback:**

- Positive feedback from patients regarding the ease of use and convenience of the Kiosk.

## **Assumptions and Constraints:**

### **- Assumptions:**

- Patients have registered mobile numbers to receive OTPs.
- Preprinted stationary is available and properly loaded in the Kiosk printer.

### **- Constraints:**

- Integration with existing systems must be seamless without disrupting current operations.
- The Kiosk location must be accessible to all patients.

## **Glossary:**

### **- Kiosk:**

- A machine installed at the healthcare facility for printing healthcare reports.

### **- OTP (One-Time Password):**

- A secure password sent to the patient's mobile phone for logging into the system.

### **- CID (Customer Identification):**

- A unique identifier assigned to each patient for report tracking and printing.

### **- SFTP (Secure File Transfer Protocol):**

- A network protocol that provides secure file access, transfer, and management.