MediMitra

A Centralised Healthcare Information & Service Platform for Bangladesh

# Introduction

Bangladesh—home to more than 170 million people—faces mounting pressure on its healthcare infrastructure. Fragmented paper‑based records, limited critical‑care logistics and rising out‑of‑pocket costs often delay or compromise treatment outcomes. When physicians meet a patient for the first time they typically have no immediate access to that person’s medical history; conversely, patients frequently struggle to recall or present prior prescriptions, test results and diagnoses. As a result, physicians repeat tests, restart therapies from scratch and risk missing life‑saving context. Our proposed Digital Health Hub (DHH) tackles this gap by providing a secure, cloud‑based Electronic Health Record (EHR) and a suite of on‑demand digital health services—AI symptom triage, medication reminders, ambulance/ICU booking and e‑pharmacy fulfilment—accessible on web and mobile.

Digital Health Hub leverages secure cloud technology and AI to give every Bangladeshi a portable, lifelong medical record and instant access to critical care services. By streamlining information flow, reducing treatment delays and empowering patients, the platform will materially improve national healthcare outcomes and set the stage for smart, data‑driven health policy in Bangladesh.

# Project Scope :

• Secure patient‑controlled EHR storage and sharing

• Physician portal for authorised record access and e‑prescriptions

• Symptom‑checker chatbot offering triage advice and care navigation

• Smart medication scheduler with SMS/push reminders

• Uber‑like ambulance dispatch with live tracking

• Real‑time ICU‑bed availability & advance booking across partnered hospitals

• Doctor appointment marketplace

• Integrated e‑pharmacy for prescription and OTC drugs with home delivery

# Users & Their Roles

• Patients – Own records, book services, control data consent.

• Doctors – Retrieve authorised patient history, create e‑prescriptions, update records.

• Hospital Admins – Update ICU‑bed inventory, manage doctor schedules.

• Ambulance Operators – Broadcast fleet status, accept rides.

• Pharmacy Partners – Sync inventory, process orders.

• System Admin – Govern platform configuration, security and compliance.

# Use‑Case Highlights

* • Patient Registration & Identity Verification → secure account, NID validation.
* • Granting Record Access → patient approves a QR or OTP request; doctor views EHR snapshot.
* • AI Symptom Check → chatbot collects answers; engine returns urgency score & next steps.
* • Medication Reminder → patient uploads prescription; scheduler triggers SMS at dose times.
* • Ambulance Booking → geolocated request; nearest available ambulance is dispatched; live ETA.
* • ICU Bed Reservation → system queries partner APIs; patient (or doctor) reserves a bed, pays deposit.
* • Doctor Appointment → calendar search by speciality/location; instant or queued booking.
* • Medicine Order & Delivery → e‑prescription populates cart; payment via SSLCommerz; last‑mile courier.
* • Admin – Data Governance → CRUD operations on hospitals, doctors, drug catalogue, tariffs.