**INFO 5100: Project Criteria Documentation**

**Project Overview and Problem Statement:**

* The pandemic has made the healthcare environment to become more competitive and complex, with an increasing demand of proactively analyzing the health risks and medical developments in the community.
* Healthcare industries are continuously discovering fully optimized systems that can help them manage and deliver a high-quality customer experience. Pivotal to that are the new age Urgent Care Health Services, that provides immediate availability and extended hours at the patient’s convenience.
* The main objective of Urgent Care Health Management Services is to adjoin all the aspects of healthcare in one domain thereby providing an ease of access to the patients.
* It also enables the clinicians to bundle all the records and requests and help hospitals in turn to serve with ergonomic diagnose experience to its patients.
* The system will streamline patients with several features like booking appointments with the doctor, requesting a lab test, ordering prescribed medicines from a registered pharmacy, and booking an emergency vehicle.

**Benefits and Anticipated Outcomes:**

There are many benefits to investing in an optimized Healthcare Management system.  Some of the most common ones include:

* **Productivity and Efficiency Improvements:** Through automated processes, there are increased efficiencies in patient throughput and clinician productivity. The patients are benefitted as they have reduced wait times and decreased overall length of stay.
* **Enhanced Patient Satisfaction**: Hospitals without an optimized systems generally have longer wait times which can result in lower patient satisfaction and worse patient outcomes. With an automated system in place, the workflow is optimized, and the right information is recorded and made available to help clinicians make decisions and track records effectively.
* **Increased Revenue**: A decrease in medical errors and liabilities is an added benefit since they would have a negative impact on revenue.
* **Time Savings**: Reduces manpower required to process a request thereby saving time and additional costs incurred.

**Proposed Solution:**

Is the system applicable or expandable at the global level?

Show how multiple parties (or countries) can work together to solve the issue which you mean to solve.

Show enterprises and organizations within

Is the eco-system built between multiple enterprises joined together?

Manage the communication between enterprise and organization by the usage of Work Requests

Logical alignment with the real-time process.

e.g., One doctor can't handle 2 patients at the same time.

[PROVIDE WITH AN EXAMPLE FROM THE PROJECT]

Does the system implement all the requirements in your submitted problem statement?

Good UI design (use of colors, layouts, proportionality, symmetry, etc.

Good UX (Are users able to use the system with simple tutorials?)

**Application key functionalities:**

1. **Main Admin**

* Create Hospitals
* Create Pharmacy
* Create Laboratory
* Create Transport Entity

1. **Hospital Admin**

* Create Doctors
* Create Staff
* Accept appointments

1. **Patient Login**

* Patient must choose their primary hospital and primary doctor
* Patient can check status of requested services.
* Patient can check their lab reports, book ambulance and consult a doctor based on their availability.

1. **Doctor Department Admin**

* Can add Departments of Hospital
* Can add Doctors in system

1. **Doctor**

* Can see appointments with patients
* Doctor can request for lab test on behalf on patient.
* Doctor can give prescription to patients.
* One doctor cannot handle 2 patients at the same time.

1. **Pharmacy Admin**

* Add medicine.
* Take pharmacy orders from patient and then deliver it.

1. **Laboratory/Testing Assistant**

* See all the appointments
* Accept and put results by choosing files.
* Add tests available.

1. **Delivery Login (Pharmacy)**

* Deliver medicine to patients

1. **Hospital Staff Login**

* Can add patient details and register them.
* Can book ambulance for patient in case of shifting patient to another hospital.

1. **Emergency Services Admin**

* See appointments made by hospitals
* Accept and reject appointments
* Transport customer from one hospital to another.

**Ecosystem Architecture:**

**Object Model Diagram:**

Diagram

Description automatically generated