

For Treatment Providers:

We asked Treatment Providers a set of questions to try and elicit the requirements related to a Treatment Provider User and also the importance of such requirements in the final product.

Here are the questions and the answers from the respective Treatment Providers:

How much do you think you would benefit from a platform which allows patients in your proximity and those who match your insurance to be directed to you?

1. I think this would be a great idea, and I think if you search for a certain doctor on google, it gives you their address. However, I think what you want to achieve is some sort of a central system, where it sorts by distance from the patient. Personally, I quite like this as I can maybe get more patients than I currently get. With the insurance feature I also think this is something good, as I have heard of many cases where there were some issues with some people thinking that their insurance worked in some hospitals when it didn't actually. Also, people who use the insurance that I accept will then see me on the platform and are more likely to visit me.
2. I would definitely think that more patients would come to me because of this. So I would benefit from this a lot.
3. Implementing these features makes me as a doctor more accessible or easier to reach. The insurance feature seems new, so perhaps if the system works properly I can get more people from a specific insurance!

For this system, how important would security be for you (Authorization/passwords and managing database user access)?

1. I think this should be a high priority, as I wouldn't want patients accessing my appointments with other patients. Also I don't want to access any of the non-essential details of the patient, or anything which is private for them.
2. This is a vital feature, not just in the system you mentioned but in any system.
3. Security is important to me, and I would also assume for the patients as well.

How beneficial do you think a feature to advertise yourself on our system would be to you?

1. Now if your system has enough patients on board, with a compatible insurance, then I would say it's a pretty good feature to have. I am just worried that if other doctors do the same thing, this might take away patients that could have come to me instead.
2. I would really like this as it could bring more patients to me.
3. I think this could be beneficial, but if I am the nearest doctor to the patient, and there is another doctor who is further away than I am, then with the advertisement feature they could take the patient away from me.

Would you be willing to pay to show up on our platform?

1. If the reach of your system is large enough, and I notice that there are more patients coming to me because of this, I would be willing to pay a subscription fee.
2. If the fee is a nominal price then sure. However, if it is a subscription model, then I need to make sure I am actually benefiting.
3. If you are in the initial stages where there aren't many patients on the platform to begin with then no.

How beneficial would a communication system within our platform be for you?

1. Personally, I just tend to use whatsapp or email to communicate with my patients. I have been using that for a long time now so I am just more comfortable with that. If you want to have a chat feature you can add it, but I would prefer sticking to what I use now.
2. I think it may help bridge the gap between the doctor and the patient. However, for me I don't think it's a top priority.
3. This is a good idea, but I already communicate with my patients through whatsapp and by calling, so I wouldn't benefit from this much.

Analysis:

So based on the answers to these questions, we can find out what requirements are absolutely vital, or at least of a high priority in terms of the Treatment Provider User. The first thing that is important is an Authorization system, where the Treatment provider can register and login. The second important requirement is the implementation of the insurance feature, where the patient can check whether the Treatment Provider accepts their insurance or not. Another important aspect is the distance feature, which can allow new patients to come to treatment providers that

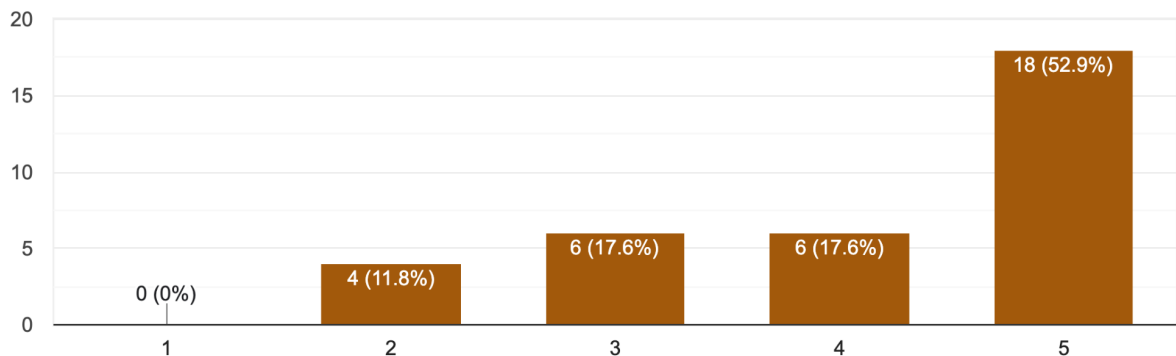
were in their area but perhaps the patients were not aware of them. Based on the answers, a feature for the advertisement of the treatment providers isn't an important requirement and can be categorized as a requirement that is optional. The subscription feature only seems to be palatable if there is a significant amount of users, thus since this project is in its initial stages, this can be pushed as a desired or optional requirement. The communication feature also doesn't seem to hold much value, as the treatment providers are comfortable with existing communication platforms, so this can also be pushed as an optional requirement.

For Patients:

For this, we could be more general as anyone can be a patient, and we sent out the survey to people above the age of 18. We asked them a set of questions to try and elicit the requirements related to a Patient User and also the importance of such requirements in the final product. The answers were between 1-5, where 1 strongly disagree and 5 is strongly agree.

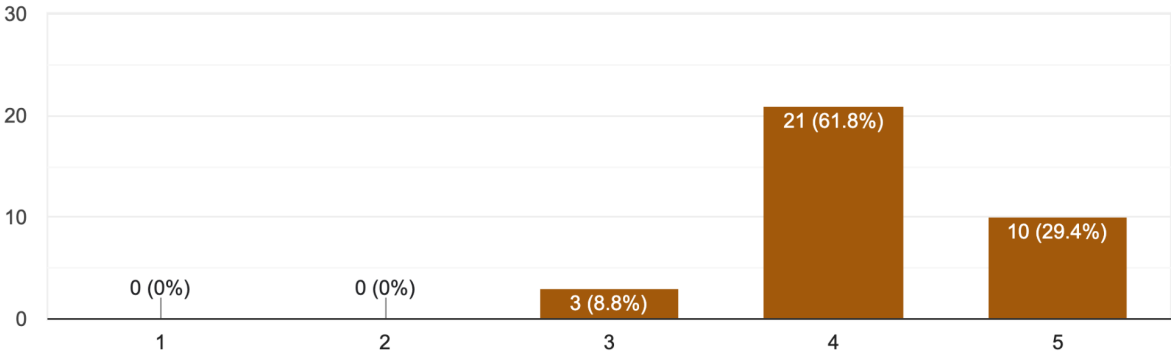
During COVID lockdowns and restrictions you would have liked to connect with doctors online for issues and problems that could be discussed online.

34 responses



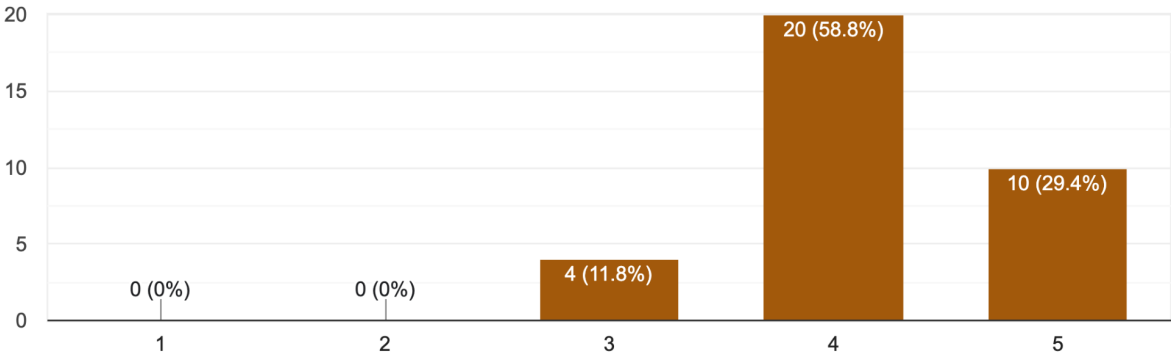
Even with COVID restrictions being eased, you will find the option to connect and meet with doctors online a convenient option.

34 responses



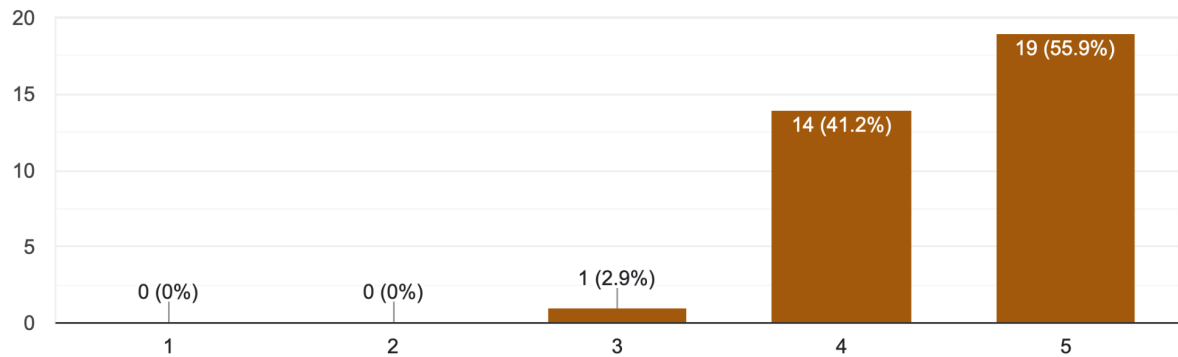
You will like to use a web application to locate nearby doctors.

34 responses



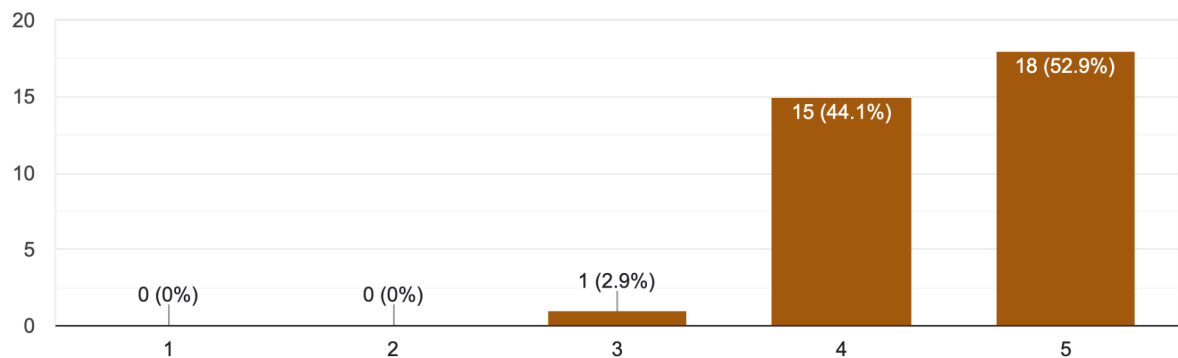
If you use a web application to locate nearby doctors, you will also want to book appointment through the application.

34 responses



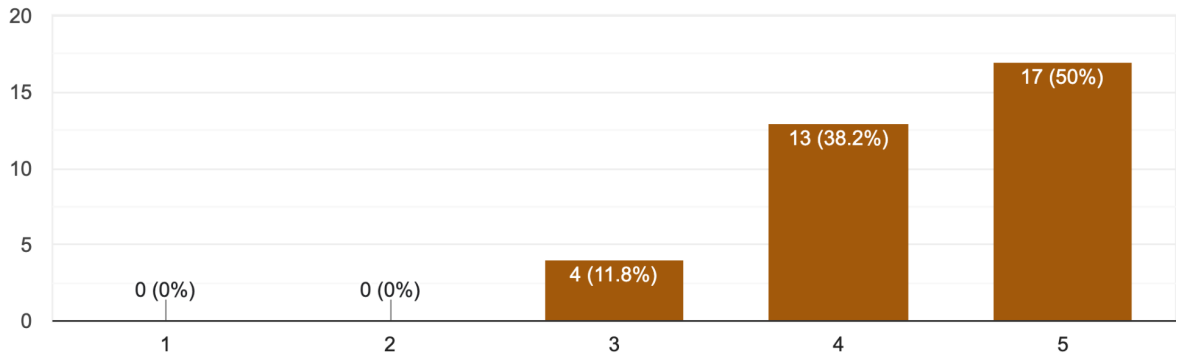
If you can book appointments with a doctor on a web application you will want to know in advance if your health insurance is accepted by the doctor's clinic or hospital.

34 responses



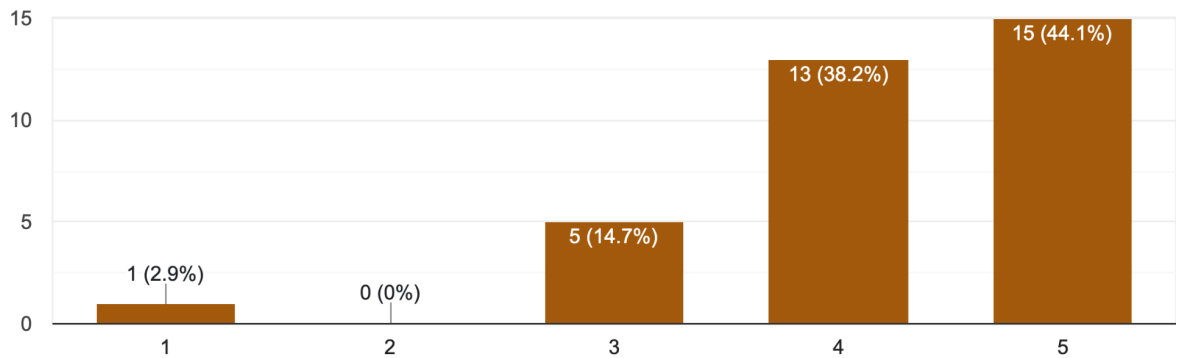
To trust a web platform for connecting with doctors, it is important to see if the platform verifies the credentials and licenses of the doctors using the system.

34 responses



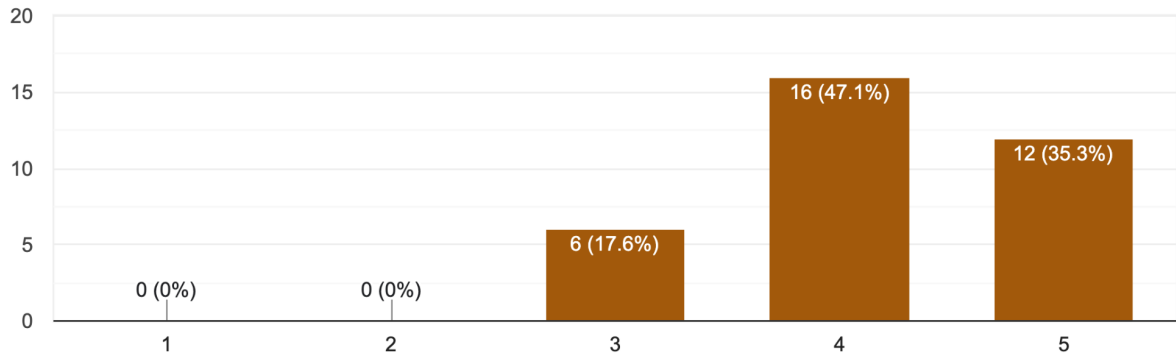
If you use a web application to book appointment with doctors you would want to arrange for online meetings.

34 responses



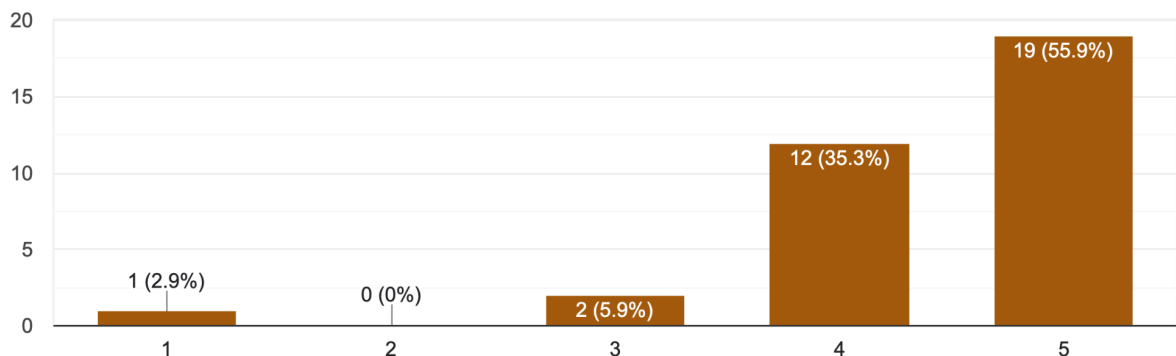
If a web application allows you to locate nearby doctors, check if the doctors can accept your health insurance, and book appointment, would you create an account on the web application?

34 responses



You will only share medical information on a web application for connecting with doctors if and only if you believe your data is being protected properly.

34 responses



Analysis:

As can be seen in the answers to the survey questions, all of them tend towards answers of 4 or 5, which are representative of a strong level of agreement with the question. Since the questions were formed in a way to elicit some type of requirements, we can see that a strong level of agreement for all questions means that firstly there is a need for this in the market, or at least a target audience who is willing to use such a product. The second important thing that we can gather is that there must be a way for the patient to book an appointment using the system, making sure that the treatment provider accepts their insurance. Having the patient also be able to see eligible treatment providers based on proximity also seems wanted by many people.

Additionally, the patients would like all the treatment providers who are listed to have their credentials checked. Finally, there must be some sort of protection for the user's data.