

Task 2: Patient Care & Communication System

STEP 1 — Message Type Classification (One-time Setup)

- Create a fixed Message Type List to control what can be auto-sent vs doctor-approved.

Message Type	Doctor Approval Required
Follow-up Reminder	No
Post-Procedure Care	No
Side-Effect Advisory	No
Custom Instruction	Yes
Patient Question Response	Yes

Execution Rule:

- Only predefined message types can be used.
- Any message marked Doctor Input Needed = Yes, cannot be sent without approval.

Time: 20 mins (one-time)

STEP 2 — Care Control Sheet (Daily Working Sheet)

- Create a Google Sheet named Care_Control

Patient	Phone	Visit Type	Message Type	Message Text	DoctorApproval
Ramesh K	9XXXX	OPD	Follow-Up	Auto-Filled	Not Required
Sita P	9XXXX	Procedure	Post-Procedure	Auto-filled	Not Required
Arjun M	9XXXX	OPD	Custom	Blank	Required

Execution Rules:

- “Message Text” auto-fills only for No-approval types.
- “Custom” messages start blank.
- Status always starts as Pending or Waiting.

STEP 3 — Doctor Review Window (Every 3–4 Hours)

What staff does:

- Filter Doctor Approval = Required AND Status = Waiting
- Sit with doctor for 10 minutes
- Doctor dictates or approves messages

- Staff types once into sheet

Doctor never:

- Types messages
- Opens WhatsApp
- Replies individually

STEP 4 — Patient Question Handling (Google Form Flow)

Setup:

- Patients submit questions via Google Form

Form Fields:

- Name
- Phone
- Question
- Urgency (Routine / Urgent)

Responses auto-populate Patient_Questions sheet:

Patient	Phone	Question	Answer	Status
Lakshmi	9XXXX	Is itching normal?	-	Pending

Execution:

- Batch questions every 3 hours
- Sit with doctor once
- Record answers
- Send responses

STEP 5 — Message Dispatch Logic

Messages are sent only when all conditions are met:

- Message Text ≠ Blank
- Status = Pending
- Doctor Approval = Not Required OR Approved
- Messages are never sent directly from WhatsApp; all sends originate from the sheet.

Status Flow:

Pending → Sent → Closed

STEP 6 — Daily Closing Check (5 mins/day)

Before clinic closes:

- Filter Status = Pending
- Ensure no critical message is missed
- Reschedule if required

STEP 7 — Optional Automation

Google Apps Script reads rows where:

- Status = Pending
- Doctor Approval ≠ Waiting

Sends WhatsApp message via API

Updates Status → Sent

Operating Principle

- Doctor time is protected
- Staff follows checklist, not memory
- Human judgment used only where required
- System absorbs mistakes instead of relying on “being careful”