



Bilkent University

Department of Computer Engineering

Senior Design Project

Project Short Name: MedTour

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Analysis Report

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1. Introduction

Medical tourism is rapidly developing in Turkey and apparently it will become a much more popular sector in the future. There are many patients all over the world visiting the country in order to have operations. To be more specific; in 2017 seven hundred thousand patients are warmly welcomed. In 2008, Turkey hosted seventy-five thousand visitors and the numbers increased tenfold and the future figures expected to hit more than a million according to Istanbul Health Tourism Association (ISTUSAD).

The reason behind the high demand lies under economic reasons and the quality of the operations. “The cost of angiography is \$47,000 in the U.S., \$13,000 in Singapore, \$11,000 in India and \$10,000 in Thailand, while \$5,000 in Turkey,” [1].

This project is aiming to become the main platform of medical tourism in Turkey by providing a web-based service. First mission is to embody transportation, accommodation and surgical information and provide the options to the users. Our system will consist of two parts: clinic side and patient side. In patient side, there will be many alternatives of aforementioned choices. Clinics and hospitals are going to be listed according to the surgery chosen by customer and the doctors are going to be listed with their profiles including their background and previous operations which will help the user make an accurate selection. Than the user is going to have the option to choose where to stay. Many hotels are going to be listed as well and the final step will be the transportation. The existing flights are going to be provided between the specified dates. By using MedTour, a patient could prepare a complete medical trip package to Turkey without getting distracted from different sources.

MedTour is also very advantageous for the clinics to find the patients all around the world easily and secure. We will be selective about working with high-quality clinics and experienced doctors to give better experience to our users. In

clinic side, doctors will be able to create their profile and start waiting for their customers.

Furthermore, the system is going to offer certain privileges to the customers in order to increase our sales. This feature will make our system appealing to patients. We will also provide discounts in local shops, restaurants etc. where MedTour has a partnership. We believe that these privileges will take us one step further from other medical tourism companies, because we will use the advantage of being a local company.

2. Current System

There is a platform named WhatClinic which is similar to MedTour in some aspects. Over 1.5 million patients use WhatClinic.com every single month to find and compare clinics [2]. Clinics must pay a certain fee (600€) to register in WhatClinic. Later on, WhatClinic guarantees that they will connect 60 candidate clients with your clinic by sharing patient's email address and phone number. The first difference between WC(WhatClinic) and MedTour comes out at this point: we will never share our user's personal information such as email address and phone number with the clinics. MedTour is a station where doctors and patients meet, discuss and reach an agreement. Therefore, we will never share our user information with the clinics. Secondly, MedTour is giving more comprehensive service than WC to their users. We observed that patients have the need for accommodation in the country that they travel, therefore MedTour offers hotel accommodation. Our partnership will include several hotels at good prices. In addition to that, users will be able to buy flight tickets on MedTour. Therefore, the user will not need to use any other website/platform to create their medical tourism package.

3. Proposed System

In this section, the necessary requirements (functional & non-functional) for MedTour will be specified.

3.1. Overview

MedTour is a web platform where patients can easily create their medical tourism package including clinic, hotel and transportation reservations in one place. MedTour is using the latest web technologies to provide quality service to its users.

3.2. Functional Requirements

3.2.1 Patient Sign up and Login

- Users should be able to sign up via Google or Facebook accounts. In the case of absence these accounts, the user can sign up via MedTour.
- Users have to login while making a reservation.
- Users have to specify their name, surname, email address, age, country and phone number as mandatory.
- In case of losing or forgetting the password, the password should be reset via email.

3.2.2 Clinic Sign up and Login

- Clinics have to specify their treatment type, clinic name, address, contact details(name, surname, email address, phone number of the contact person) and login details to create an account on Medtour.
- Clinics can login only using their email address and password.

3.2.3 Search for Clinics

- Users will be able to see the clinics after specifying the treatment type and city/country preferences.
- Users can add filters such as price, minimum rating, etc. while searching the best clinic.

3.2.4 Patient Enquire About the Price

- Users can make enquiry to the treatment type at a specific clinic.

- If the user is not signed in or doesn't have an account; they have to share their name, surname, phone number and email address in order to make an enquiry about the price.
- Users can ask questions and give more details about their treatment type to the clinic while making an enquiry.

3.2.5 Patient Make a Clinic Reservation

- Users can make a direct reservation by accepting terms of the clinic.
- Users have to specify the date, treatment type and some other necessary informations depends on the treatment type.

3.2.6 Patient Make a Hotel Reservation

- Medtour also provides accommodation to it's users with several alternatives.
- User can add a hotel reservation to his/her package on MedTour by choosing the hotel and giving other necessary informations.

3.2.7 Patient Make a Flight Reservation

- Users can see the details of the flights on MedTour before purchasing the package.
- System will redirect the user to the flight company website.

3.2.8 Clinic Create a Profile

- After signing up, clinics have to create their profile before going live on MedTour.
- Clinics choose their clinic type and specify their treatment types.
- Clinics must enter their estimated price for each treatment type to their profile.
- Doctor information and additional clinic informations can be added to the profile.

3.2.9 Clinic Check Enquiries

- Clinics will be able to check the enquiries that has been made by the users.
- Clinics will be able to communicate with the users on Medtour and answer their questions.

3.2.10 User Checkout

- Users will be able make their payment after creating the whole tour package.

3.2.11 User Cancel Reservation

- Users will be able to cancel their reservation within 7 days without any justification.
- Users will be able to cancel their reservation at anytime if their excuse is approved by the MedTour customer services.

3.3. Non-functional Requirements

- **Usability:** MedTour web page should be straightforward and easy to use by providing user-friendly interfaces.
- **Availability:** The webpage should be up for more than 99% of the time, as we aim for the platform be used worldwide.
- **Security:** MedTour must be able to protect user sensitive data such as Credit Card information, password etc., and make sure 3rd parties cannot intervene with the system. Server-side control methods will be implemented to assure this security.
- **Response Time:** MedTour must allow users to communicate with each other in real time if needed. Customer's search option shouldn't be longer than two seconds. An overall low response time to assure good overall user experience.
- **Reliability:** MedTour's web page and database should support a large number of users during its runtime without causing any significant delays or crashes.
- **Scalability:** As the user base increases gradually, application's database and search functionalities should be compatible with growth rate.

- **Extensibility:** MedTour system should be able to handle adding new functionalities with minimal to none downtime.
- **Maintenance:** MedTour system and source code should modular to be easily understood and maintained by a software engineer. In case of bugs, the source of the problem would easily be found and potentially fixed.

3.4. Pseudo Requirements

- Git and GitHub for version controlling and tracking will be used.
- GitHub will also be used as an issue tracking system.
- The application's server side will run on AWS and developed by using Java.
- The application's client side will be implemented by using React.

3.5 System Models

3.5.1 Scenarios

Scenario 1:

Use Case: Sign-Up

Actors: User/Clinic

Entry Condition:

- User/Clinic opens the website.
- User/Clinic enters to the registration page.

Exit Condition:

- User/Clinic has registered himself/herself in the application.
- User/Clinic closes the website.
- User/Clinic desires to go to a different page.

Main Flow of Events:

- User/Clinic opens the website.
- The website checks if the User/Clinic has logged in before.
- User/Clinic enters necessary information for registration.
- User/Clinic clicks *register* button.
- The application verifies the credentials and creates a User/Clinic account in the database.
- User/Clinic is redirected to home page.

Alternate Flow #1:

- User/Clinic enters improper information
- Website warns User/Clinic and ask for proper registration information.

Alternative Flow #2

- The specified username/clinic-name already exists in the database.
- The system asks for a different username/clinic-name.

Scenario 2:

Use Case: Login

Actors: User, Clinic, Admin

Entry Condition:

- User/Clinic/Admin opens the website
- User/Clinic/Admin enters to the login page.

Exit Condition:

- User/Clinic/Admin has logged in to website.
- User/Clinic/Admin closes the website.
- User/Clinic/Admin desires to go to another page.

Main Flow of Events:

- User/Clinic/Admin opens the website.
- If the User/Clinic/Admin is already logged in, the user/admin is redirected to landing page.
- If User/Clinic/Admin has not logged in, the system asks for *login* information.
- User/Clinic/Admin clicks *login* button.
- The system checks the authenticity of the given credentials. If correct, User/Clinic/Admin redirected to landing page.

Alternate Flow #1:

- User/Clinic/Admin enters invalid credentials.
- System denies the process and asks for valid information again.

Scenario 3:

Use Case: Edit Profile

Actors: User, Clinic

Entry Condition:

- User/Clinic opens the website.
- User/Clinic should be already logged in or should log in.

Exit Condition:

- User/Clinic exits from website.
- User/Clinic desires to go to another page.

Main Flow of Events:

- User/Clinic land on the profile page.
- User/Clinic change/update desired information.
- User/Clinic save the changes.

Scenario 4:

Use Case: Choose Treatment

Actors: User

Entry Condition:

- User opens the website.

Exit Condition:

- User exits from the website.
- User desires to go to another page.

Main Flow of Events:

- User chooses the desired treatment among various treatments included on the website.

Scenario 5:

Use Case: Choose Clinic

Actors: User

Entry Condition:

- User opens the website.
- User has to choose the treatment.

Exit Condition:

- User exits from website.
- User desires to go to another page.

Main Flow of Events:

- User is provided with the clinics which are available for certain operations.
- User gets detailed information about the clinic.
- User chooses the desired clinic to proceed.

Scenario 6:

Use Case: Choose Surgeon

Actors: User

Entry Condition:

- User opens the website.
- User has to choose the treatment & the clinic.

Exit Condition:

- User exits from website.
- User desires to go to another page.

Main Flow of Events:

- User is provided with surgeons who have different expertise in different medical areas.
- User gets detailed information about the surgeon he/she looking for.
- User chooses the desired surgeon.

Scenario 7:

Use Case: Choose Hotel

Actors: User

Entry Condition:

- User opens the website.
- User has to choose treatment, clinic & surgeon.

Exit Condition:

- User exits from the website.
- User desires to go to another page.

Main Flow of Events:

- User is provided with the hotel information which has partnership with MedTour.
- User chooses the desired hotel.

Scenario 8:

Use Case: Choose Flight

Actors: User

Entry Condition:

- User opens the website.
- User has to choose treatment, clinic, surgeon & hotel.

Exit Condition:

- User exits from the website.
- User desires to go to another page.

Main Flow of Events:

- Currently available flights from different airlines which are available for the specified dates are shown to user.
- User chooses the flight.

Scenario 9:

Use Case: Add to Basket

Actors: User

Entry Condition:

- User opens the website.
- User should be logged in.
- User should have chosen the treatment, clinic, surgeon, hotel & the flight.

Exit Condition:

- User exits from the website.
- User desires to go to another page.

Main Flow of Events:

- After choosing the treatment, clinic, surgeon, hotel & the flight, user has the option to add the finished reservation to basket in order to proceed to checkout.
- Once the reservation is added to the basket, user has the opportunity to purchase the aforementioned reservation.

Scenario 10:

Use Case: Purchase

Actors: User

Entry Condition:

- User should have added the reservation to the basket.

Exit Condition:

- User exits from the website.
- User desires to go to another page.

Main Flow of Events:

- User have the option to buy the reservations he/she has added to the basket.
- Once the desired reservation is chosen from the basket from user, *purchase* option appears.
- User chooses *purchase*, and credit/debit card information is asked from user.
- User enters the information and selects *complete purchase*.

Alternate Flow #1:

- User entered invalid credit/debit card information.
- System asks for a valid credit/debit card information.

Scenario 11:

Use Case: Display Purchase History

Actors: User

Entry Condition:

- User opens the website.
- User should be logged in.

Exit Condition:

- User exits from the website.
- User desires to go to another page.

Main Flow of Events:

- If there is no purchase, system shows nothing but a blank list.
- If a purchase is made, then the details of the reservation is shown in the list for the user.

Scenario 12:

Use Case: Message

Actors: User

Entry Condition:

- User opens the website.

Exit Condition:

- User exits from the website.

Main Flow of Events:

- User types a message to the text bar on the page.
- The customer service answers the message.
- Conversation starts.

Scenario 13:

Use Case: Change Content

Actors: Admin

Entry Condition:

- Admin should be logged in.

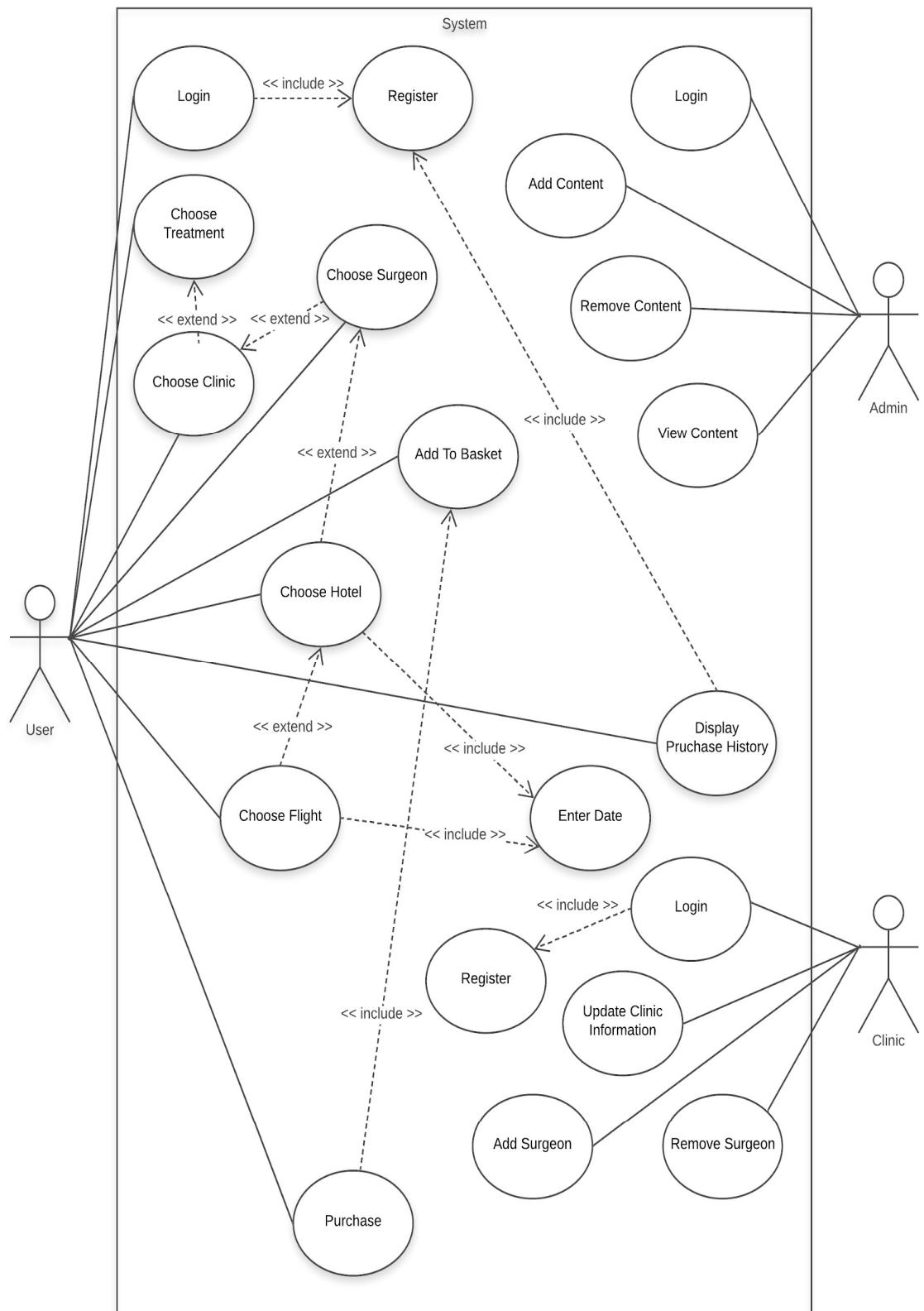
Exit Condition:

- Admin exits from the webpage.

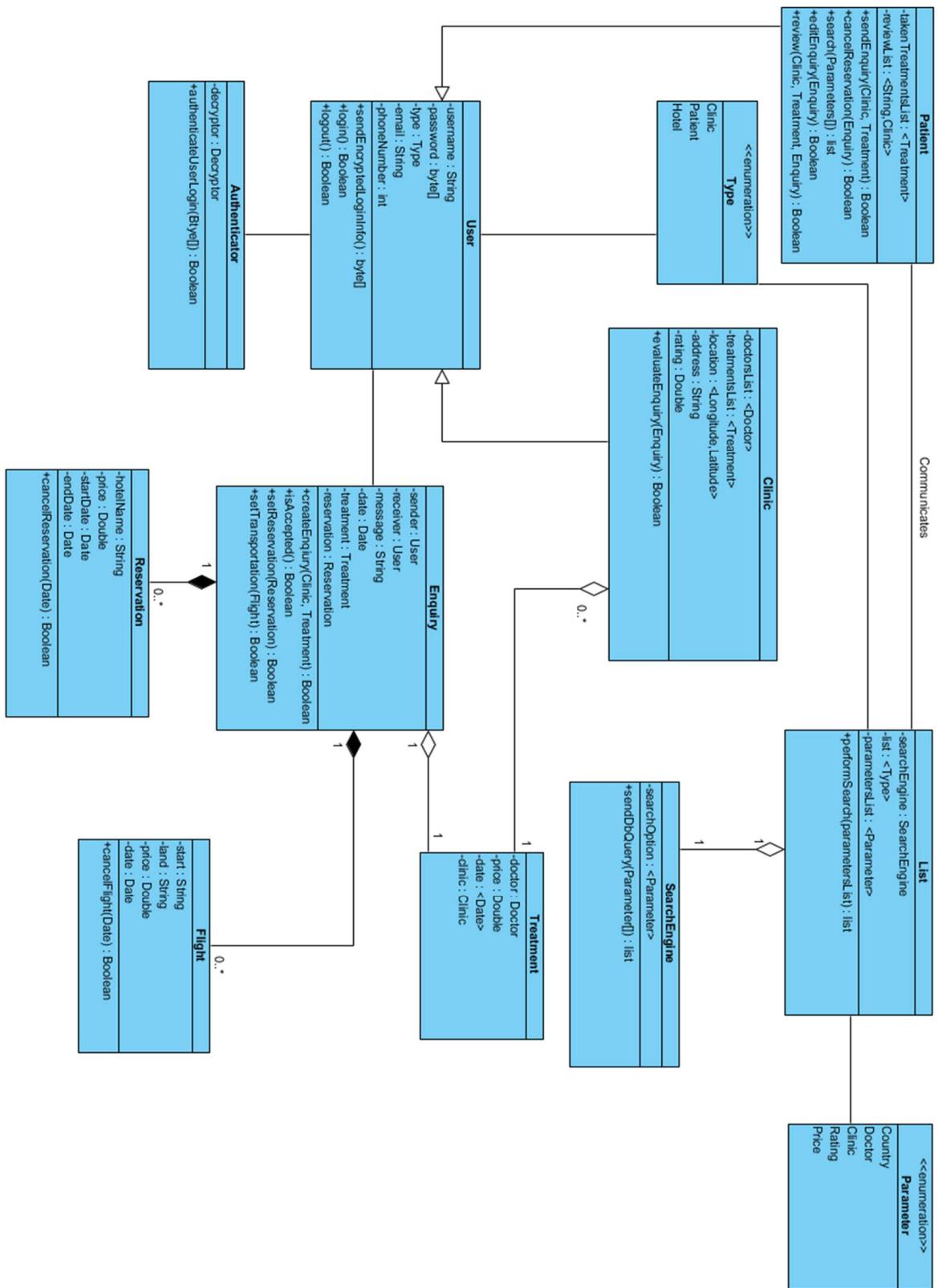
Main Flow of Events:

- Admin selects *change content* from the admin page.
- Admin selects the desired content to be changed.
- Admin make necessary changes to the content.
- Admin saves the changes.

3.5.2. Use Case Model



3.5.3 Object & Class model



3.5.3.1 User

This class represents the general user which can be classified as customer or clinic. Responsible for basic login-logout operations.

3.5.3.2 Patient

This class represents information of a single patient and allows a patient to create/edit enquiries. With help of this class a patient can also review a treatment, cancel reservation/flight plans.

3.5.3.3 Clinic

Represents a single clinic which can perform many treatments and can have multiple doctors. Clinic class is also responsible for approving a enquiry.

3.5.3.4 Authenticator

This class is only used during login to confirm a username/password combination from database.

3.5.3.5 SearchEngine

This class is responsible for database search with given parameters.

3.5.3.6 List

Represents a single list of clinics/doctors based on the patient's search parameters. (These parameters will be used to construct a "List" class object.)

3.5.3.7 Enquiry

This class holds the whole treatment/booking information. It is composed from one treatment, one or many flights & reservations. This class has the responsibility to integrate foreign flight / booking sites to the system via. redirects.

3.5.3.8 Reservation

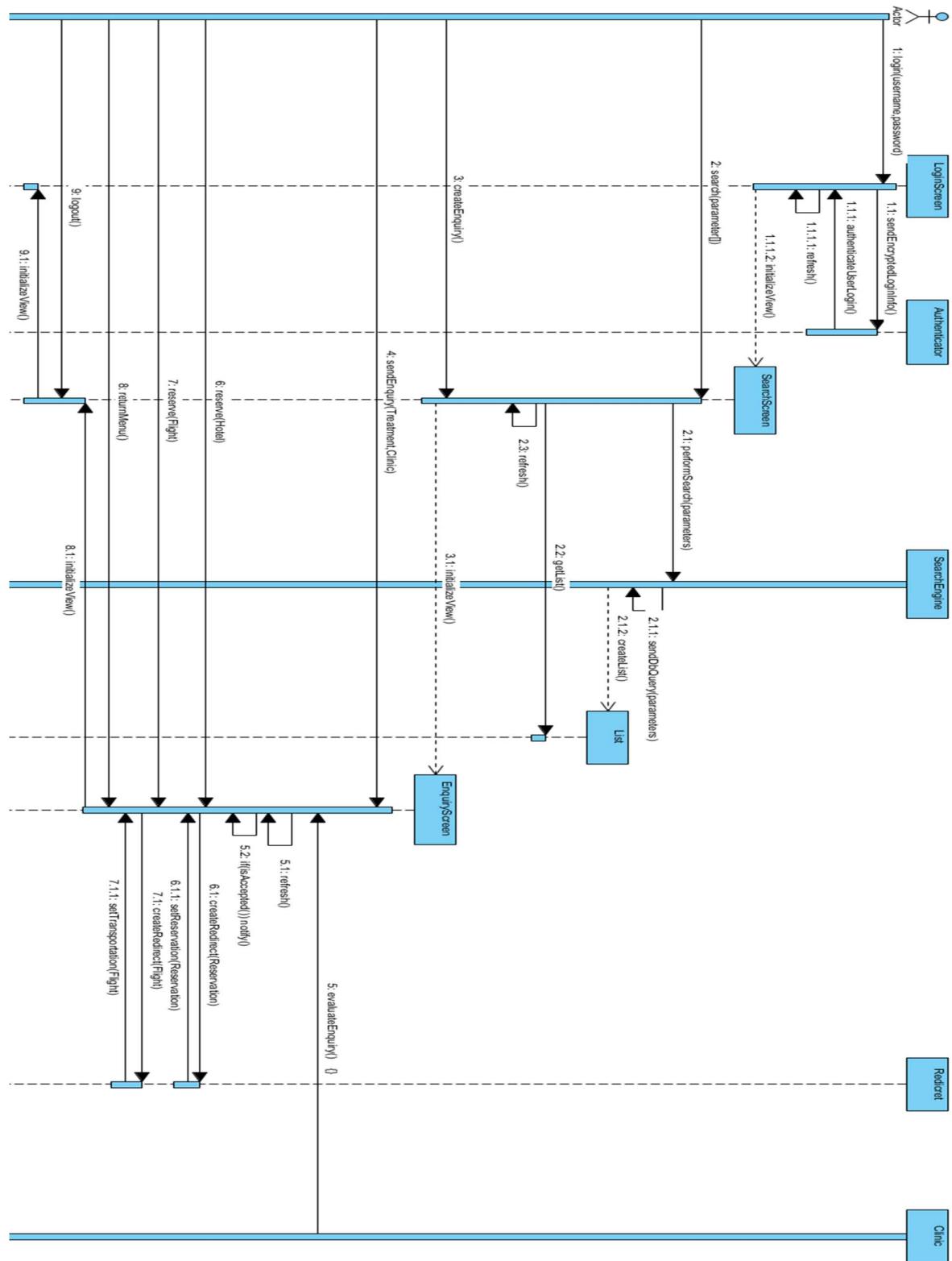
This class is a fictional representation of a single reservation for the system.

3.5.3.9 Flight

This class is a fictional representation of a single flight for the system

3.6 Dynamic Models

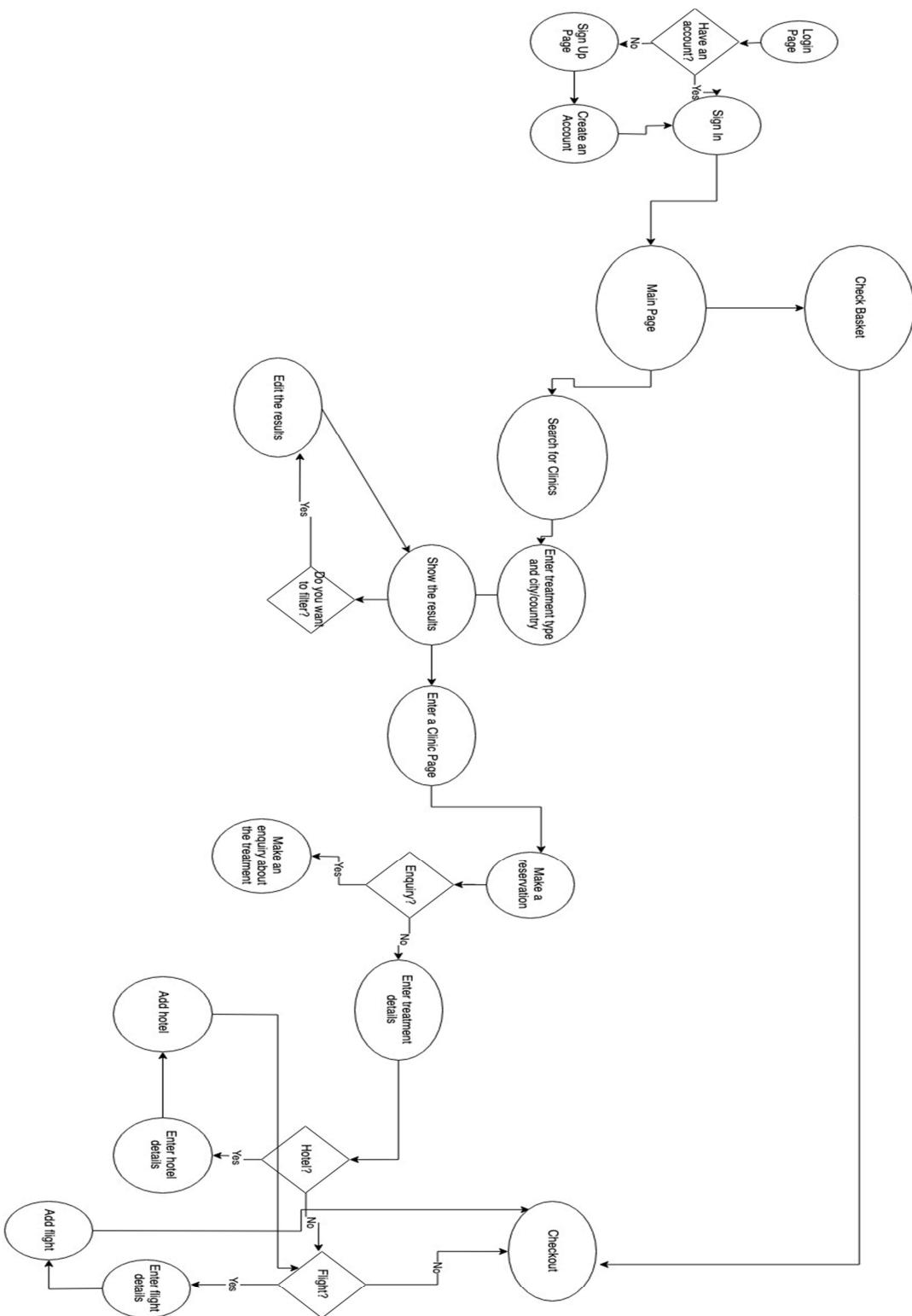
3.6.1 Sequence Diagrams



Scenario 1:

A patient wants to use the system to find a suitable clinic for a treatment. Patient logs to the system using the login screen. At this point user is viewing a main menu which consists of a, popular clinics, news and a search option which is the main focus of this page. User creates a search query with the desired parameters. After a short interval a list is created from the given query and represented at the center of the page. User keeps scrolling down until he/she finds a satisfying clinic. User clicks to "Create Enquiry" for a specific treatment&clinic combination to contact with the corresponding doctor. User sends the enquiry and waits. After a while clinic responds to the enquiry and accepts the user's request. User is notified immediately from email & MedTour app message system. User now wants to select a hotel to stay during treatment period. User clicks to "Reservations" and it redirects user to a booking site where user finishes the reservation. Finally user picks a flight schedule from another redirect from MedTour. When user is done, user closes the enquiry editing and returns to menu. From there user logs out from the system.(Note this scenario doesn't contain payment system.)

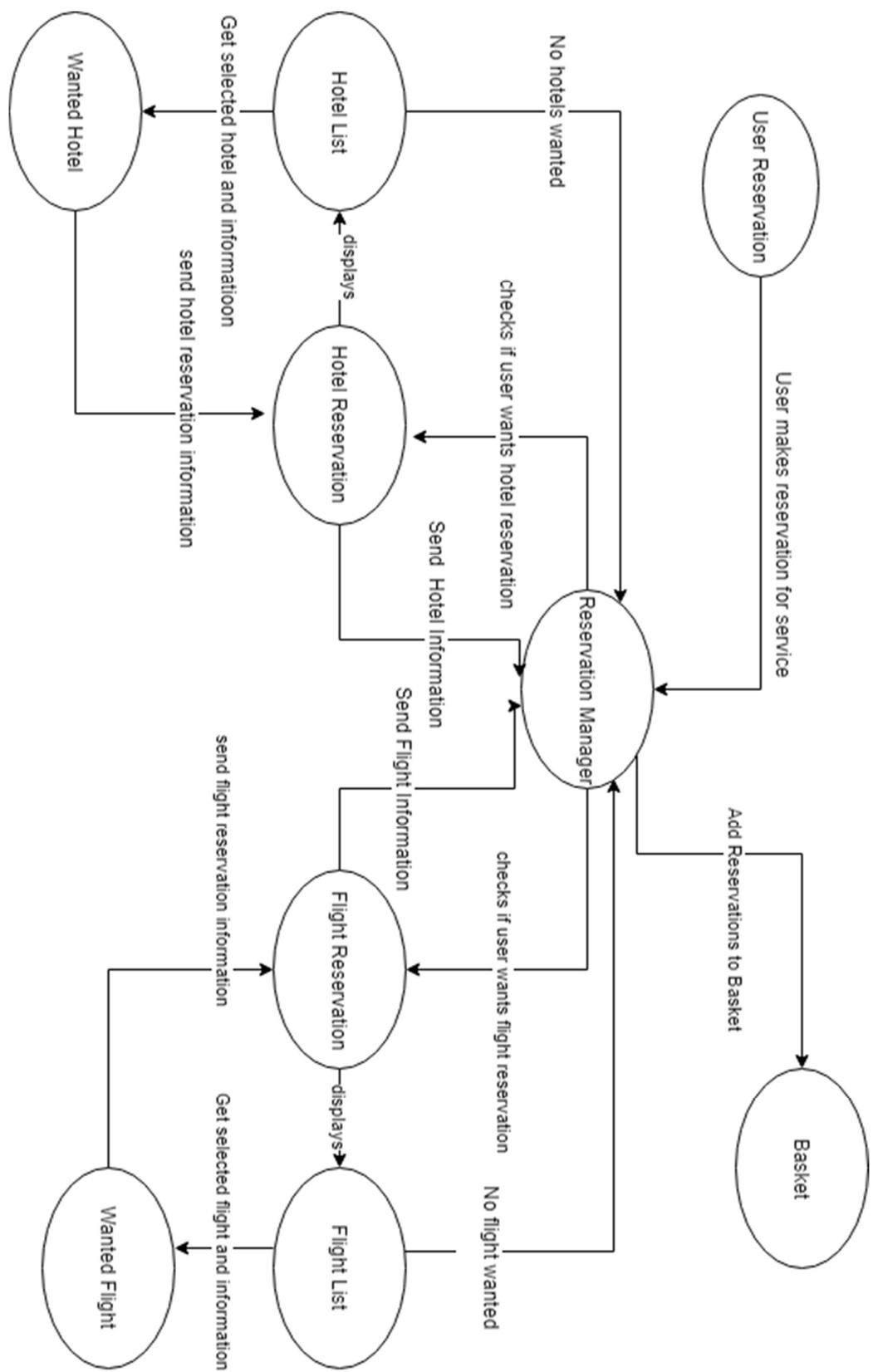
3.6.2 Activity Diagram: UI



The diagram above shows all the ways a user can interact with our system. From signing up in case the user doesn't have an account to making a full reservation and everything in between. The user can choose to search for services, to navigate through them and if the user finds what he/she was looking for a reservation for the service can be made. Then if selected hotel and flight reservations can be made too. After all the details and information have been entered the reservations are put in the user's basket where the user can complete the final transaction to make all reservations complete. This happens all in the user's point of view, where interfaces and UI change in order to accommodate all the actions above.

3.6.3 Activity Diagram: Reservation Manager

The diagram depicted below is used as a guideline for the system to work. As soon as the user has a potential service that he/she wants to make a reservation for, the Reservation Manager will start to work. The manager will then see if the user wants to make a hotel or a flight reservation. If so, the manager will deploy Hotel and Flight Reservation Systems that will display the hotels and flights available respectively. The user can then select and make reservations from where the Hotel and Flight Reservation system will collect such information and send to the big Reservation Manager to put everything in the current user's basket where payments can later be made.



3.7 System MockUp Models

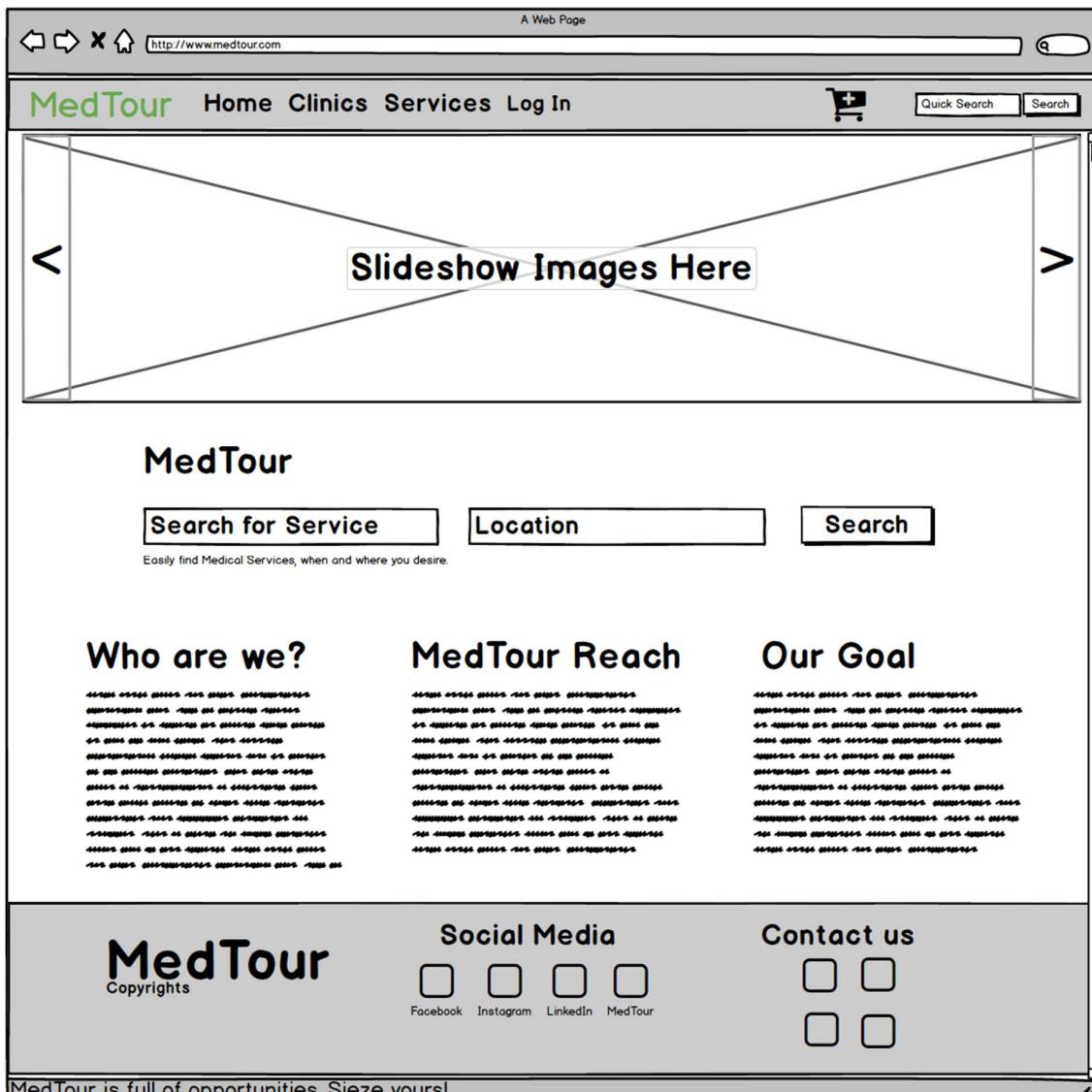


Figure 1

Figure 1: This is how the MedTour website would look like.

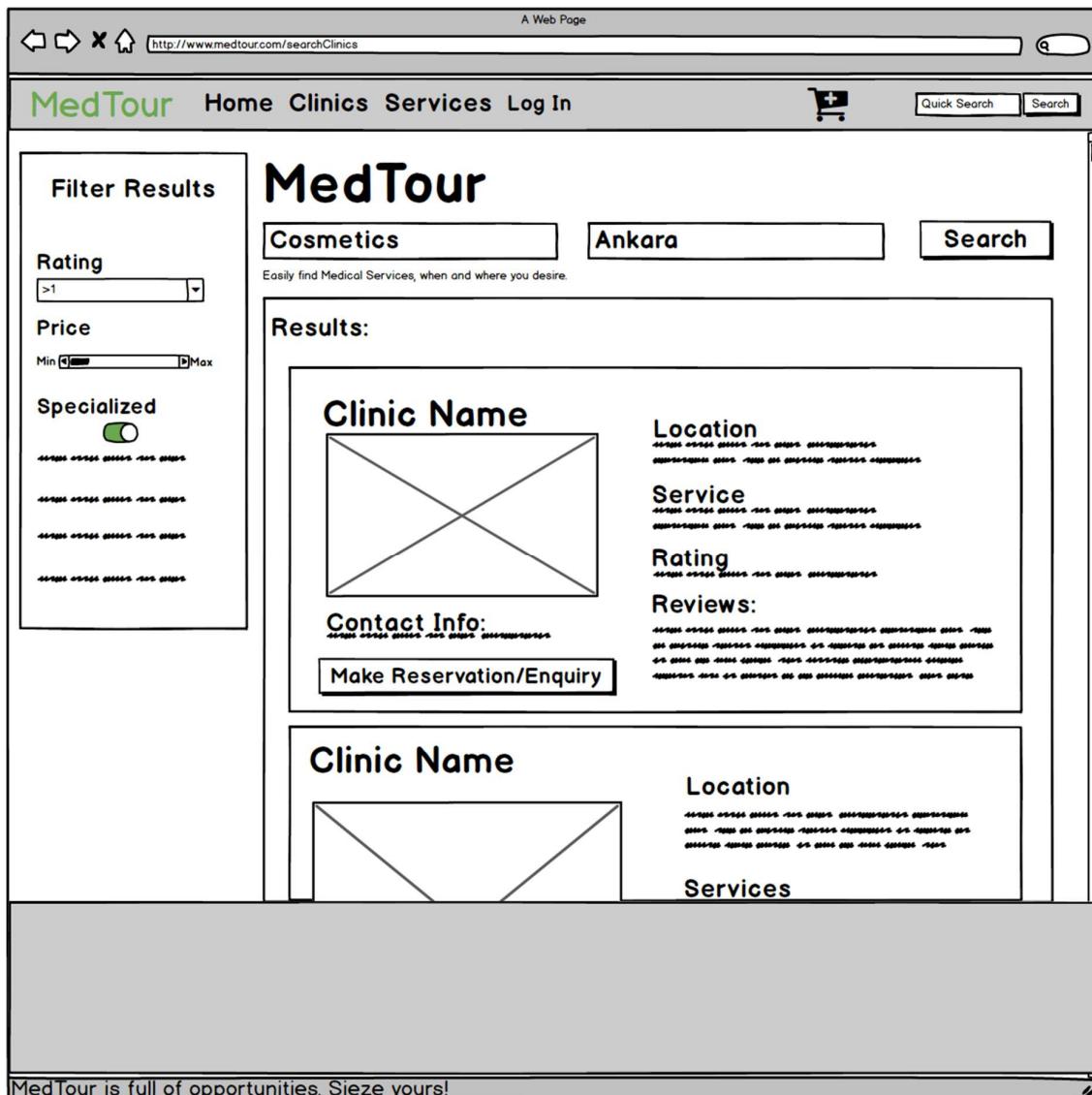


Figure 2

Figure 2: This is the MedTour search engine where all types of users can search for clinics and doctors.

Sign Up

Gender

Male Female Other

Accept Agreement*

Sign Up

Sign Up using:

Facebook Google

MedTour

Figure 3

Clinic Sign Up

Add Doctors

Accept Agreement*

Sign Up

MedTour Clinics

*Agreement:

.....
.....
.....

Figure 4

Figure 3: User can sign up to create an account by providing the indicated information.

Figure 4: Clinics can create their own account in order to have their business in MedTour. In here they can add various information as well as well-known doctors working for them.

The image shows two identical sign-up forms for MedTour, one for FaceBook and one for Google. Both forms are contained within a large rectangular frame with an 'X' icon in the top right corner.

Sign up to Medtour using:

FaceBook

Username
Password

Accept Agreement*

Sign Up

***Agreement:**
[A long line of small, illegible text representing a legal agreement or privacy policy.]

MedTour

Google

Username
Password

Accept Agreement*

Sign Up

***Agreement:**
[A long line of small, illegible text representing a legal agreement or privacy policy.]

MedTour

Figure 5

Figure 5: This can be used by users to sign up using FaceBook or Google.

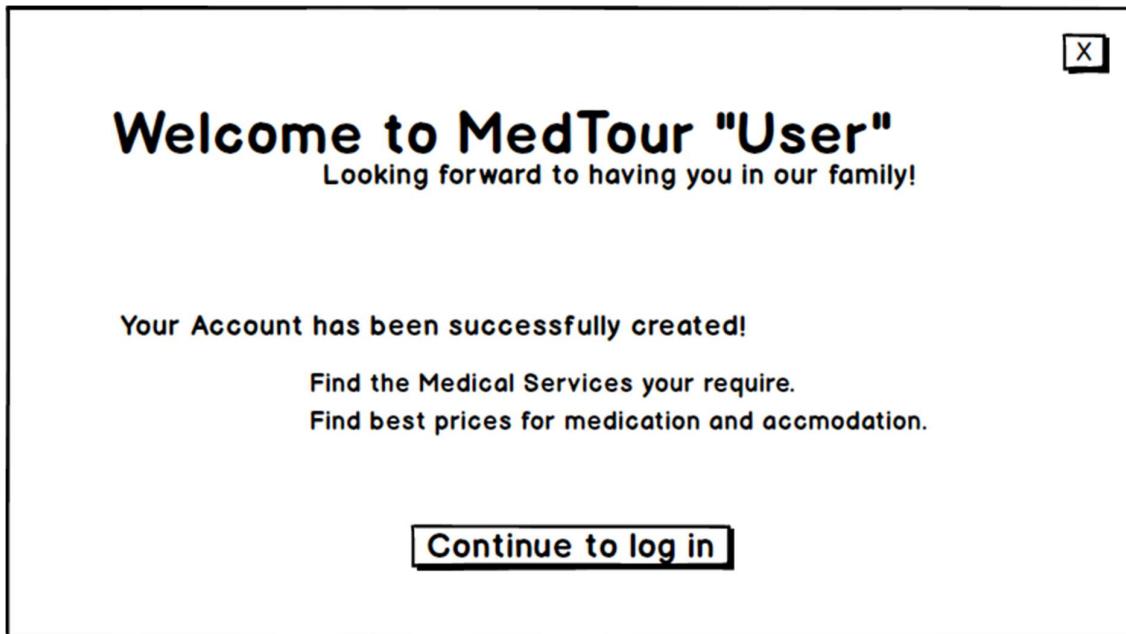


Figure 6

Figure 6: This is the congratulations message when one sucessfully manages to create an account.

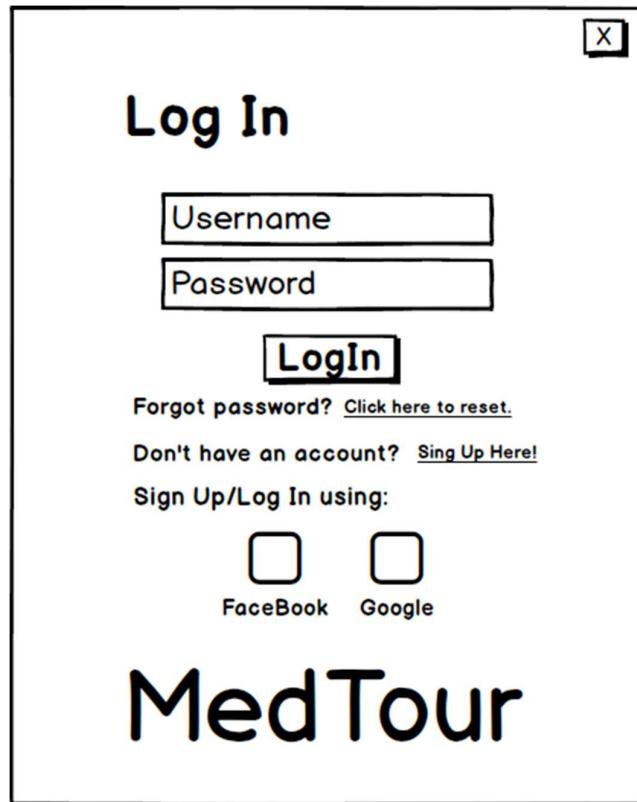


Figure 7

Figure 7: In here users, being regular users or admin, and clinics can log into their respective accounts.

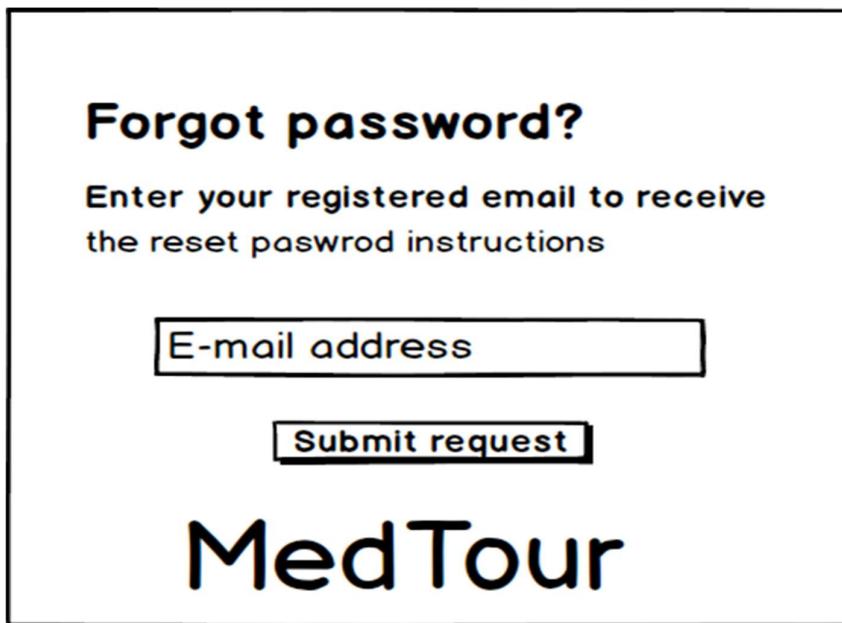


Figure 8

Figure 8: This is used by all types of users to reset their forgotten password using their registered and verified email.

User Profile

Reservations:			
Reservation (job title)	Date	Info	Actions
Ataturk Hospital	15-06-2019	Leg Operation and eye surgery	Cancel/Change
Ataturk Hospital	13-06-2019	Leg visit	Cancel/Change
Akara Flight	15-06-2019	Flight to Ankara EsenBoga Airport	Cancel/Cahnge
Ataturk Hospital	11-02-2015	Eye Visit	Completed

User Info:

Name
Surname

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Edit Info

MedTour

Figure 9

Clinic Profile

Reservations:			
Reservation (job title)	Date	Info	Actions
Ataturk Hospital	15-06-2019	Leg Operation and eye surgery	Cancel/Change
Ataturk Hospital	13-06-2019	Leg visit	Cancel/Change
Ataturk Hospital	11-02-2015	Eye Visit	Completed

Clinic Info:

Name
Address

.....
.....
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.....

Edit Info

MedTour Clinics

Figure 10

Figure 9/10: Users and Clinics Respectively can access their accounts in order to change their information as desired.

Add Doctor Form:
Name
Surname
E-mail address
Date of birth
Nationality
Phone-Number
Occupation Information:
Specialization
Education
Experience and Years of Work
Current Position
Add Doctor
MedTour Doctors

Figure 11

Figure 11: Clinics can add doctors to their employment list, in order for the doctors to be visible in MedTour.

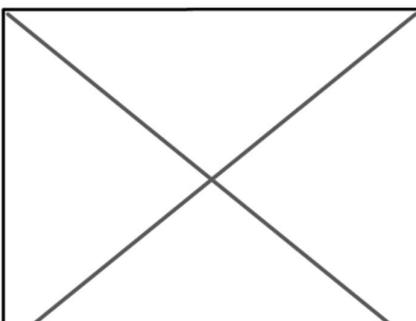
<h1>Clinic Name</h1> 	<h2>Location</h2> <p>Address: 123 Clinic Lane, Cityville, Countryland 12345</p>
<h2>Services</h2> <p>Medical Services: Primary Care, Specialized Diagnostics, Therapeutic Procedures, Preventive Health Checks.</p>	<h2>Rating</h2> <p>Overall Rating: ★★★★☆ (4.5/5) Based on 100 reviews</p>
<h2>Reviews:</h2> <p>Review 1: "Excellent service! Highly recommend. Staff were friendly and knowledgeable." - Dr. John Doe Review 2: "Great experience. Clean facility and efficient service. Thank you!" - Mrs. Smith</p>	<h2>Contact Info:</h2> <p>Phone: (555) 123-4567 Email: info@clinicname.com Website: www.clinicname.com</p>
Make Reservation/Enquiry	

Figure 12

Figure 12: This is a sample of a result from searching for a clinic.

Figure 13

Figure 14

Figure 13/14: In here a user can create enquiries with a clinic. The action can be done even if the user is logged in or not logged in

Reservation in ClinicName:

Service/Comments:

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Time and Date for Reservation:

Hour: Min:

MARCH 2019						
S	M	T	W	T	F	S
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Accept Agreement*

Hotel Reservation?

Flight Reservation?

Make Reservation

Figure 15

Figure 15: User can make a reservation for a specific service in a clinic by adding the necessary information and by selecting date and time. The user can also select the options of making flight and hotel reservations.

Hotel Reservation:																							
Check-in:	21/04/2019																						
Check-out:	28/04/2019																						
<table border="1"> <thead> <tr> <th>Name (job title)</th> <th>Location</th> <th>Address</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Giacomo Gulizzoni Founder & CEO</td> <td>Ankara</td> <td>Tunnus</td> <td>5</td> </tr> <tr> <td>Marco Botton Tuttofare</td> <td>Ankara</td> <td>Kizilay</td> <td>3</td> </tr> <tr> <td>Mariash MacLachlan Better Half</td> <td>Ankara</td> <td>Bahceli</td> <td>4</td> </tr> <tr> <td>Valerie Liberty Head Chef</td> <td>Ankara</td> <td>Tunnus</td> <td>4</td> </tr> </tbody> </table>				Name (job title)	Location	Address	Rating	Giacomo Gulizzoni Founder & CEO	Ankara	Tunnus	5	Marco Botton Tuttofare	Ankara	Kizilay	3	Mariash MacLachlan Better Half	Ankara	Bahceli	4	Valerie Liberty Head Chef	Ankara	Tunnus	4
Name (job title)	Location	Address	Rating																				
Giacomo Gulizzoni Founder & CEO	Ankara	Tunnus	5																				
Marco Botton Tuttofare	Ankara	Kizilay	3																				
Mariash MacLachlan Better Half	Ankara	Bahceli	4																				
Valerie Liberty Head Chef	Ankara	Tunnus	4																				
Open Hotels Site Here:																							
Complete Reservation																							
Flight Reservation:																							
From:	Kayseri	Go:	21/04/2019																				
To:	Ankara	Return:	28/04/2019																				
<table border="1"> <thead> <tr> <th>Company</th> <th>Airport</th> <th>Open Site</th> </tr> </thead> <tbody> <tr> <td>Turkish Airlines</td> <td>esenBoga</td> <td>www.turkishairline</td> </tr> <tr> <td>Turkish Airlines</td> <td>esenBoga</td> <td>www.turkishairline</td> </tr> <tr> <td>Pegasus</td> <td>esenBoga</td> <td>www.flypgs.com</td> </tr> <tr> <td>Pegasus</td> <td>esenBoga</td> <td>www.flypgs.com</td> </tr> <tr> <td>Turkish Airlines</td> <td>esenBoga</td> <td>www.turkishairline</td> </tr> </tbody> </table>				Company	Airport	Open Site	Turkish Airlines	esenBoga	www.turkishairline	Turkish Airlines	esenBoga	www.turkishairline	Pegasus	esenBoga	www.flypgs.com	Pegasus	esenBoga	www.flypgs.com	Turkish Airlines	esenBoga	www.turkishairline		
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Open Flights Site Here:																							
Complete Reservation																							

Figure 16

Figure 17

Figure 16/17: This is a simple interface (will be upgraded soon) for the user to select and make reservations for hotels and flights.

User Basket					
Basket Contains:					
Reservation (job title)	Date	Info	Price \$	Actions	
Ataturk Hospital	15-06-2019	Leg Operation and eye surgery	123\$	Cancel/Change	
Swiss Hotel	13-06-2019 - 17-06-2019	Hotel Accommodation	200\$	Cancel/Change	
Akara Flight	15-06-2019	Flight to Ankara EsenBoga Airport	114\$	Cancel/Change	
.....	
.....	
.....	
Your Bill:					
Service A: 123\$					
Hotel A: 200\$					
Flight A: 114\$					
.....					
.....					
.....					
Total: X\$					
Complete Transaction					
MedTour					

Figure 18

Figure 18: This is the basket with all the reservation the user has selected. In this basket the user has the option to continue with the payment and make the reservations definitive.

4. References

- [1] “700,000 medical tourists visited Turkey in 2017 - Latest News,” *Hürriyet Daily News*. [Online]. Available: <http://www.hurriyedailynews.com/700-000-medical-tourists-visited-turkey-in-2017-134942>.
- [2] “About Us - Company,” *WhatClinic*. [Online]. Available: <https://www.whatclinic.com/about/>