TARGET USERS

▸ medical/clinical staff (psychiatrists, psychologists, medical doctors, nurses, health visitors)

▸ receptionists for appointments

▸ medical record staff for the medical history

▸ health service managers for reporting

▸ administrators

KEY FEATURES (FROM USERS' PERSPECTIVE)

▸ add, search and edit patients

▸ add new consultation notes

▸ medical history (of mental illness)

▸ assign appointments

▸ mark vulnerable and dangerous patients

▸ create a medical file (for transfers)

KEY FEATURES (FROM USERS' PERSPECTIVE)

▸ generate individual reports for the management

▸ authorization and authentication

▸ role concept (see attachment) with role based views

▸ admin backend (user management)

CRITICAL SUCCESS FACTORS

▸ clear requirements and specifications

▸ realistic schedule

▸ user involvement

▸ effective communication and feedback

▸ professional project management

▸ early detection of risks