**DE214 Business Problem – Remote Palliative Care**

Problem Statement

A client in the area of palliative care in the rural sector is concerned about the multiple potential contact points for patients and their carers. Examples of these carers could be. family, neighbours or friends. There is a desire for a system to ensure a single point of contact for the patients/carers. This point of contact would act as a triage point, and provide advice, refer the patient to a higher level of advice, or advise the patient to seek external treatment. This system would need to store information about the contact, including who called, who answered the contact, and the advice given or actions taken.

Definitions

**Contact**: The event when a patient or a carer contacts the system seeking advice.

**Patient**: A person in the palliative care system.

**Carer**: A person who may look after, be concerned about, or make calls on behalf of, a patient. Examples may be but are not limited to family, friends, neighbours, religious advisors.

**Contactor**: The person who makes the contact. This could be the patient or a carer. The client is wondering if in the future this could be a device.

**Worker**: Who or what the contactor contacts. At this point in time the client is presuming that this would be a real person, but (for example), leaving a message on an answerphone would still be counted as a contact.

Desired Outcomes

A system that can be used to:

* Log contacts, including patient information, person who made contact information, worker information and actions taken. Note that actions taken may generate another contact.
* Store patient information, including who may have made contact on their behalf.
* Store worker information. This should also include when the worker was available for contact, as part of the reporting outcome may be requests for information as to why certain workers may not have had contacts directed to them.
* Export information to other systems in the health care sector, especially the palliative care sector. It is not known at this stage what format this data needs to be in.

Constraints

Constraints to the potential system include, but are not limited to the following:

* The patients are often rural and/or elderly. Digital literacy may not be high.
* Internet and cell phone coverage for the patients can not be guaranteed.
* Workers may require extensive training with any IT systems.
* Due to privacy concerns, real data cannot be provided. This is a new system.