

TASK 2: PATIENT CARE & COMMUNICATION CONTROL SYSTEM

Role Context

I am acting as the Clinic Operations Analyst responsible for reducing the doctor's non-clinical workload while ensuring patients receive timely, consistent, and correct communication.

In the current setup:

- Doctors respond to patient queries on WhatsApp
- Follow-ups are remembered mentally
- Messages are sent ad-hoc
- Doctor time is lost in constant context switching

The goal of this system is to absorb communication chaos into a structured workflow, so that:

- Routine communication runs automatically
 - Only true exceptions reach the doctor
 - Doctor interaction time is limited to short, controlled review windows
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Objective of the System

- Reduce doctor involvement in routine messaging
- Ensure patients receive the right message at the right time
- Create a single control system visible to clinic staff
- Preserve care quality without increasing doctor cognitive load

Constraint:

No new software. Only HMS data, Google Sheets, Google Forms, and optional Apps Script logic.

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

All patient communication is first classified into predefined message types.

This ensures only messages requiring medical judgment reach the doctor.

Message Type List

Message Type	Example	Doctor Input Needed
Follow-up Reminder	"Please visit on Aug 5"	No
Post-Procedure Care	"Mild swelling is normal"	No
Side-Effect Advisory	"Nausea may occur"	No
Custom Instruction	"Avoid sun exposure for 7 days"	Yes

Message Type	Example	Doctor Input Needed
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Patient Question Response "Regarding itching..."	Yes
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 **Time Required:** ~20 minutes (one-time)

Purpose:

Separate routine communication from judgment-based communication.

STEP 2 — Care Control Sheet (Daily Working Sheet)

A single Google Sheet is created as the central control system for all patient communication.

Sheet Name: Care_Control

Patient Name	Phone	Visit Type	Message Type	Message Text	Doctor Approval	Status
Ramesh K	9XXXX OPD	Follow-up	Auto-filled	Not Required	Pending	
Sita P	9XXXX Procedure	Post-Procedure	Auto-filled	Not Required	Pending	
Arjun M	9XXXX OPD	Custom Instruction	Blank	Required		Waiting

Rules:

- Message Text is auto-filled for standard message types
 - Custom messages remain blank until doctor input
 - This sheet is the only place where communication is tracked
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STEP 3 — Doctor Review Window (Every 3–4 Hours)

Doctor involvement is strictly time-boxed.

What is Done

- Filter Care_Control where:
 - Doctor Approval = Required
 - Status = Waiting
- Sit with the doctor for 10 minutes
- Doctor dictates or approves message
- Analyst types the message once

Doctor Does NOT:

- Type messages
- Open WhatsApp

- Reply individually to patients

Purpose:

Protect doctor focus while retaining medical oversight where required.

STEP 4 — Patient Question Handling (Google Form Flow)

All patient questions are routed through a Google Form instead of WhatsApp.

Google Form Fields

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

Responses populate another sheet:

Sheet Name: Patient_Questions

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

Execution Flow

- Questions are batched every 3 hours
- Doctor answers them in one short session
- Answers are recorded and sent
- Status updated accordingly

STEP 5 — Message Dispatch Logic

Messages are sent only when all conditions are met.

Dispatch Conditions

- Message Text is filled
- Status = Pending
- Doctor Approval = Not Required OR Approved

Status Flow

Pending → Sent → Closed

This ensures:

- No half-written messages are sent

- No unapproved messages reach patients
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STEP 6 — Daily Closing Check (5 minutes/day)

Before clinic closing:

- Filter messages where Status = Pending
- Ensure no urgent or critical communication is missed
- Reschedule follow-ups if required

Purpose:

End the day clean, without carryover confusion.

OPTIONAL STEP 7 — Automation Logic (Differentiator)

Without writing code, the following logic can be applied:

- Google Apps Script reads rows where:
 - Status = Pending
 - Message Text is filled
- Sends messages via WhatsApp API
- Automatically updates Status to “Sent”

This automation reduces manual effort while keeping control logic intact.

DAILY CHECKLIST (Summary)

- Update Care_Control sheet from HMS data
- Review pending messages
- Conduct doctor review window (if required)
- Dispatch approved messages
- Perform end-of-day pending check

 Total Daily Time: ~20 minutes

SYSTEM PRINCIPLES FOLLOWED

- Doctor time is used only for judgment, not execution
 - Routine communication is automated or templated
 - Human judgment is applied only where medically required
 - System absorbs errors and exceptions, not the doctor
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Outcome of This System

- Significant reduction in WhatsApp chaos
- Predictable and controlled doctor involvement
- Improved consistency in patient communication
- A system clinic staff can realistically run every day