Detailed Scope of Work for Rehabilitation and Physiotherapy Center Management System

This document outlines the comprehensive scope of work to be delivered by **Tatweer For Software Solutions** to **Piyavate Rehabilitation and Physiotherapy Center**. The system will consist of the following modules and features:

1. User Management Module

- Creation and management of user accounts with different roles and permissions.
- Role-based access control to ensure data security and restricted access to sensitive information.
- Collection of user details, including:
- - Username
- - Email
- - Phone number
- - Password
- - A text-area for additional details (optional)
- - A select box to choose between 'Admin' or 'User'.
- Permissions will be presented as check-boxes, allowing admins to assign specific permissions to users.
- Users can log in using either their email or username along with their password.
- A page to view and manage all users in a data-table, with options to delete or update user details.
- In user module this permission will be with some specific user so he can give discount (in omr not in percentage).

2. Settings Module

- Options for configuring company details, including logo, address, and contact information.
- A module for adding and managing clauses for agreements with patients.

3. Accounts and Expenses Module

- Management of financial accounts and categorization of expenses.
- Ability to add, update, and track expenses by category.
- Generation of detailed expense reports.
- Classify each expense under specific categories (e.g., Management, Employees, Therapists,

Workers) to simplify report generation.

4. Supplier Management Module

Database for suppliers providing materials and equipment to the clinic.

Tracking of supplier details, including contact information and a brief description for additional details.

A page to manage and add multiple purchases from different suppliers. Each purchase will include:

- Product name
- Quantity
- Price
- Supplier details.

This module will assist in managing all purchases for the clinic effectively.

This module will include with the payments to suppliers and payment record and the payment methods will be only (Visa, Bank)

Every critical module will be discussed and tested with the Client's team to ensure proper functionality and alignment with requirements.

5. Human Resource Management (HRM) Module

- Management of staff and employee records.
- Attendance record.
- Leave management system to track and approve leave requests.
- Sick leaves, annual leaves, emergency leaves.
- Attendance tracking and integration with face recognition systems (hardware costs to be borne by the client, integration services to be provided by the Provider).
- Salary Expense Area (In this module we will give all the options for each staff for their incentives and all the expense or incentive inputs we will take from the payroll documents which you have given to us (HRA, Transportation, food allowances, utilities, telephone, cost of living allowance etc)

  the Client and the staff will type the monthly record through this module and at the end of the month from report the manger can check the salary record)

6. Staff Module

Detailed profiles for all staff members, including qualifications, experience, and assigned roles.

Collection of staff information, including:

- Name
- Email
- Contact number
- Picture
- Department
- Role
- Tasks and additional details.

A data table to show all the details and to edit or delete records.

7. Patient Module

Comprehensive patient profiles containing medical history, contact details, documentation detail, and appointment records.

Collection of patient information, including:

a. First Name 2nd name surname,
b. gender
c. nationality
d. Date of Birth
e. Identity number or Passport number
f. Phone number
g. Address
h. Select box for service (ot pt ct)
i. select box for doctor

Categorization of patients as direct, under Offer, or referred insurance / government agreement. (we will add a module to add all the government entities)

Ability to assign each patient to a doctor for effective management.

Integration with the doctor module to track treatments and prescriptions.

Tracking the history of appointments and payments made by the patient.

At the reception we receive the amount (visa, or bank) and for bank payments the receptionist will be responsible to check whether they have received the payment in bank or not and also we will give one input to type the reference # of the payment so they can store its reference for future cross checking

Without payments for sessions or consultation the staff can't add the patient or send it to the respective doctor or therapist.

For patients under an offer, the full payment will be collected upfront, with a specific amount deducted after each session and displayed as the balance payment.

For patients under an agreement, payments will be shown as pending until settled, and an agreement paper will be generated upon registration. This paper will include specific clauses, especially timelines.

We need to create flexible schedules of the doctor to assign the appointment to someone else in the booked time.

Integration with WhatsApp API to send:

Direct messages for each session, payment details, and next session information (including doctor details).

Appointment reminders one day prior to the scheduled time.

After every session, a receipt with payment details will be sent to the patient via a link.

A scenario where a patient pays for one session at the full price and then decides to opt for a offer.

- Ability to assign each patient to a doctor for effective management.
- Integration with the doctor module to track treatments and prescriptions.
- Tracking the history of appointments and payments made by the patient.
- For patients under an offer, the full payment will be collected upfront, with a specific amount deducted after each session and displayed as the balance payment.
- For contractors (they mostly send patients in e.g, 2024 but they don't pay same year they pay next year or sometimes end of the year in the records patients has been treated and also how much for sessions it is recorded but the income they didn't receive so for that purpose until they receive income all the session under contractors we will mark as unpaid and once the payment for specific patient is clear we can change unpaid to paid and show in report as income but till that time it will be expense or will go in minus for them.
- For patients under an agreement, payments will be shown as pending until settled, and an agreement paper will be generated upon registration. This paper will include specific clauses, especially timelines.
- Option to refer patients to Thailand for specific treatments, available in the patient profile.

- Integration with WhatsApp API to send:
- Direct messages for each session, payment details, and next session information (including doctor details).
- Appointment reminders one day prior to the scheduled time.
- Appointment for future people can booking sending the details by whatsapp and staff will book the appointment keeping in mind the schedule.
- patient can complete two sessions on the same day, but if the doctor is different, there must be two separate invoices. with same doctor the invoice will be same if different the separate invoice.
- clinic attendance letter can be provided to the patient for submission to their employer or any other entity.
- The ability to directly print a medical condition report from the system.
- Sometimes, a session may be free, but it requires approval from the manager or a designated individual. (The receptionist sends a request to the manager, who can access a specific page through their account to view and approve pending requests.
- Price for sessions in all types of treatment will be same (e.g, treatment 1 =27 , treatment 2 =27) and same for the offers.
- Refunds can be processed with manager approval, including the remaining balance from a offer but a request will go to manager with three options (full refund, charge session without offer discount price, charge session with offer discount price). Additionally, unused sessions in a offer can be transferred to another patient with manager approval.
- Create Session Groups (e.g Silver , Gold, Diamond etc) where each group will be for specific contractor (ROP ,MOD etc) and with specific price but we will not link these sessions group with any contractor the client will by itself give the session to respective contractors and then give quantity how many session they want and at the end it will give final cost.
- Create Session & Offer for Normal Patients (for normal patients the session price will be different than contractors and also there will separate module to create offer and those offers will also be only for the normal patients.

8. Doctor Module

- Detailed profiles for all doctors, including specialization and schedule.
- When a doctor is assigned to a patient, it will directly notify the doctor via their dashboard notifications.
- After the consultation a written plan simple text will go back to staff and staff will assign further inquiries to the patient according to it.
- The dashboard will include all patient details and schedules relevant to the doctor.

- Voucher system.
- Doctors can access patient profiles to view and update information as needed.
- Capability for doctors to add detailed notes, observations, and treatment plans to patient profiles.
- Doctors can generate prescriptions directly from the system for their patients.
- Doctors will add the category of service provided, such as consultation, occupational therapy, or physiotherapy.
- Integration of patient management features to ensure streamlined communication and access to relevant patient data.
- Patient profile page will be different for doctor and admin.
- Payment-related information can only be seen by the admin.
- From the desk we will assign the doctor. (2nd doctor) on changing the session from one doctor to other.
- A consultation feature with applicable costs.
- A doctor will have the consultation so his incentive will not add into his account but yes when he will have a pt session then the incentive will get add into his account.
- For each session the doctors will notify and they have to accept the request for session until they accept the request it will not include in their incentive.
- Sometimes the patient asks for direct sessions without consultation because may be he has already consult with other doctor but he wants the sessions form here so the hospital will charge him for session prices
- For consultation and session there two are different things and will have seperat bills and even the payment will be separate for these two

Clinical notes they will write in a standard format given by the client to us.

Uploading the documents reports.

We have to mention that which machine we used for the patient.

Therapists receive a 1 OMR commission if their revenue exceeds 100 OMR.

9. Offers Module

A module to add, update, and delete offers for specific treatments and therapies.

Detailed tracking and management of offers to ensure alignment with the clinic's promotional strategies.

The offer module will be as follows,

1- number of sessions

2- Offer name

4 – Cost of the offer

1. Supplier Management

- Add, update, and delete supplier information.
- Maintain a supplier database with the following fields:
    - Supplier Name
    - Contact Details
    - Address
    - Email
    - Any additional notes.
- Search and filter suppliers by name or other attributes.

2. Purchase Management

- Record purchase entries including:
    - Supplier Name (linked to the supplier database).
    - Product Name.
    - Purchase Date.
    - Quantity Purchased.
    - Unit Price and Total Cost.
- Attach supporting documents (e.g., invoices).
- Allow editing or deletion of purchase records (with audit trail).
- Search and filter purchase records by supplier, product, or date range.

3. Inventory Tracking

- Automatic updating of inventory levels upon purchase.
- Deduction of inventory upon consumption.
- Display current stock levels for each product.
- Set alerts for low stock thresholds.

4. Consumption Management

- Record consumption entries including:

  - Product Name.
  - Date of Consumption.
  - Quantity Consumed.
  - Notes or reasons for consumption.
- Reduce inventory quantities based on consumption.

5. History and Reporting

- Track the complete history of purchases and consumption:
  - Display purchase and consumption records for each product.
  - Show detailed supplier-wise purchase history.
- Generate reports including:
  - Inventory Movement Report (Purchases vs. Consumption).
  - Supplier Purchase Report.
  - Product-wise Purchase and Consumption History.
- Export reports in Excel/PDF formats.

6. User Roles and Permissions

- Define roles for users (e.g., admin, staff).
- Restrict access to specific functions based on user roles.

7. Dashboard and Analytics

- Overview of key metrics:
  - Total Purchases.
  - Current Stock Levels.
  - Products with low inventory.
- Graphical representation of purchase and consumption trends.

8. Notifications

- Notify users when stock levels fall below the minimum threshold.

9. Audit Trail

- Maintain a record of all additions, updates, and deletions in the system for accountability.

10. Reporting Module

- Generation of financial and operational reports, including:
- income report expense report
- Daily, weekly, monthly, quarterly, semi-annual, and annual reports.

- Expense reports, income reports, and payment reports.
- Doctor-specific income report.
- Voucher report
- report for Offers
- report for direct patients
- report under contract
- Payment reports categorized by payment type (e.g., direct, offer, insurance/government). Different colors will be used to distinguish categories.

Visual representation of data for better insights.

Overall patients report

11. Multilingual Support

Full system functionality in both Arabic and English.

Support for left-to-right (LTR) and right-to-left (RTL) layouts.

13. Doctor Timelines and Scheduling Module

A dedicated module to manage doctor timelines and schedules.

Calendar view to display available and engaged slots for appointments.

Doctors can mark their availability and block specific times for personal or administrative tasks.

Integration with patient appointments for seamless scheduling.

Notifications for changes or updates to schedules.

14. Attendance Module

Module to track staff attendance effectively.

Staff working hours, including check-in and check-out times, will be recorded.

Admin can view detailed attendance reports for all staff members.

Customization and Flexibility

Additional features or modules outside the defined scope can be added upon request, subject to additional cost and time as agreed by both parties.

a Deliverables

b Fully functional management system.

c Training and documentation for system users.

d Ongoing technical support for an agreed warranty period.

This scope of work will serve as a guiding document for the development and implementation of the management system. Changes or additions to the scope will require mutual agreement and may involve additional costs and time adjustments.

15. Additional Features

- Notifications and alerts for critical system events.
- Secure login with optional multi-factor authentication.
- Data backup
- The system will be mobile responsive.

Thailand Referred Patients:

Dedicated page for registering patient data for those referred to the main hospital in Thailand (data entry only).
It will include permission from users module.

Points Under Discussion :(not decided yet requires further discussion(Tentative))

Equipment Assets System:

1. The staff will add each and every equipment they have in their hospital with its serial numbers just for record

2. Report for it.

Product Stock Management:

1.The clinic has a small stock of products for sale

Voucher System:

3. voucher will be there for the patient from the doctor, (at the end it will be free voucher). (this will link with the permissions from the users table. And it will be an extra module.

This module will be managed by the staff and will be approved by the doctor and this will give the full detail of the patient. This will a requested generated by the staff will go to the doctor and with a visit id and the cost of session will go after approval it will become zero or whatever the doctor chooses to give. 4
Voucher will apply only for sessions not on offers.

16. Branch Module

The system will consist of branches but for now there will be one branch given to the client but in future if he wants to increase his work and make further branches then he will contact us and we will create another branch for him with cost.

Implementation and Delivery Timeline

Below is the proposed timeline for each module:

the project will be delivered in 3-4 months tentatively.

Module	Timeline (Weeks days)
User Management Module	1 week
Settings Module	1 week
Accounts and Expenses Module	1 week
Supplier Management Module	2 week
HRM Module	1 week
Staff Module	1 week
Patient Module	1 week
Doctor Module	1 week
Offers Module	1 week
Reporting Module	2 week
Multilingual Support	1 week
UI Modes	1 Week
Doctor Timelines and Scheduling Module	1 Week
Attendance Module	1 Weeks
Supplier and purchase module	1 week

** Further Modules will be added after the discussion, and time will be added accordingly as per the requirements.

Team Composition:

1. **Project Manager:** Oversees the project's progress and ensures timely delivery.
2. **Frontend Developer:** Designs and develops the user interface of the website.
3. **Backend Developer:** Handles data integration, dynamic content updates, and backend systems.
4. **UI/UX Designer:** Focuses on creating a visually appealing and user-friendly design.
5. **Quality Assurance Specialist:** Ensures the system is error-free, responsive, and secure.