Business Requirement Document (BRD)

Project: Hospital Appointment Registration System

1. Document Control

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2. Introduction

Project Objective: Develop an online hospital appointment registration system to reduce patient waiting times and improve service quality.

Scope: The system will allow patients to book appointments online, store insurance information, and manage doctors' schedules. Out of scope: full electronic health records and financial systems.

3. Business Objectives

- Reduce waiting times for patients
- Improve patient satisfaction
- Optimize hospital staff workload
- Centralize patient and appointment data

4. Current Challenges / Business Needs

- Patients currently queue in person, causing long wait times
- Manual data entry increases errors
- Lack of centralized system to manage appointments

5. Stakeholders

Stakeholder	Role
Patient	Book, cancel, and view appointments
Receptionist	Manage patient information and confirm appointments
Doctor	View schedule of appointments
Hospital Management	Generate reports and statistics

6. Business Requirements

- BR1: Patients can register for appointments online
- BR2: The system stores patient insurance details
- BR3: Receptionists can manage appointment lists

- BR4: Doctors can view their schedules

7. Functional Requirements

- FR1: Patient account registration and login
- FR2: Appointment booking by doctor and specialty
- FR3: Appointment confirmation via email
- FR4: Receptionist edit/cancel appointments

8. Non-Functional Requirements

- NFR1: System available 24/7
- NFR2: Response time < 3 seconds
- NFR3: Data security and privacy compliance
- NFR4: User-friendly interface

9. Business Process & Use Cases

Example Use Case: Online Appointment Booking

Actor: Patient
Description: Patient selects doctor and time, provides insurance information, system confirms and stores appointment.

10. Assumptions & Constraints

- Assumptions: Patients have internet access and valid contact information
- Constraints: Budget and timeline limitations

11. Risks

- Risk: Patients may not be familiar with online booking
- Mitigation: Provide user-friendly design and step-by-step guidance

12. Approval

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