Business Case

Health in Hands

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1. Business Case

1.1 Executive Summary

Health in Hands is a platform which would eradicate the problems of missing medical reports for the patients by providing them an online portal where they can manage their reports. It would also help them to schedule an appointment with the required doctor/diagnostic center as per their convenience.

1.1.1 Issue

India is a vast country with the second highest population in the world. The medical community of India faces a problem of the patient's reports. Most of the patients lose their medical records due to ignorance and many of the patients go to small medical facilities (small clinics in small towns and villages) where their records are not preserved. The main problem patients' face is that they do not have their medical records when they need them the most and the doctors have to diagnose patient from the beginning every time they come for treatment.

1.1.2 Anticipated Outcomes

Health in Hands is a project that aims to minimize this gap of missing patients' reports. The medical community of India IMA (Indian Medical Association) needs a product that would be easy to use and help patient's store their medical records so that they would have an easy access to them all the time so that the doctors could treat patients in a more efficient way and patient's would also save money in tests they don't need to go through with.

1.1.3 Recommendation

Health in Hands aims to provide a medium for the patients to store their medical reports after each treatment safely in their online account and it would allow the diagnostic center an easy access to upload new reports for the patients. It would also allow patients to book an appointment with doctors online to save their time in the waiting area and doctors an authority to manage their appointment calendar.

1.1.4 Justification

Many patients in India do not preserve their medical reports and other relevant documents. This creates a problem when they visit a doctor for any consultation as the doctor has to examine the patient for all possible disease with which the patient might suffer. Having their records with them will help the

doctors to eliminate a few diseases there by saving the patient's money and time by eliminating some unnecessary tests. The proposed solution would help the patient's to store their medical records in an online portal that would be available to them. As currently, the patient's keep a hard copy on their records which usually they lose.

Moreover, Health in Hands would also allow the doctors to manage their appointment calendar and patient's to book an appointment with doctors and diagnostic centers as per their convenience so that the patient would not have to sit in the waiting area for long time to get their turn. Presently, most of the patients go to see the doctor without booking an appointment and they have to sit in the waiting area and wait for hours for their turn and sometimes they arrive at the clinic and find out that the doctor is not present on that day.

By implementing the proposed solution, the patient's as well as the doctor's will both benefit as they would have less tests to go through with and when the patient comes for counseling with all the reports, doctors would be able to treat them better.

1.2 Business Case Analysis Team

The following individuals comprise the project team.

Role	Job Description	Name/Title
Executive Sponsor	Role includes providing executive support to the project.	Indian Medical Association
Software Product Development	Developing the back-end and for the project	Nayana and Reshma/ Software Developer
UX/UI Development	Developing the front-end of the application	Ramya/ UX Developer
Product Quality Analysis	Preform Quality Analysis before releasing the project	Mohit Ramani/ QA Analyst
Project Manager	Manage the business case to develop the complete project	Siddhant Singhal/ Project Manager

1.3 Problem Definition

1.3.1 Problem Statement

India is a vast country and with world's second largest population the medical community is finding it difficult to store the patient's information so that it would be easily accessible by the patient. Also, the patient lose their hard copy of medical document and when they go to a doctor for consulting they often don't have the relevant document that would help the doctor to filter out some of the cases.

In addition to that, every time a patient visits a doctor for any consultation they have to sit in the waiting area for a long time and wait for their turn and sometimes when they arrive at the clinic only to find out that the doctor is not available on that day.

1.3.2 Organizational Impact

The solution being derived will have a significant impact on the stakeholders as it aims to help the patients with record keeping. Below is the detailed analysis:

Tool: The patients could download the mobile application or access the web portal that would help them to store the medical records as well as help them to view the doctor's schedule to book an appointment on the go for any consultation. The doctors would have authority to manage their calendar.

Process: The application would ease the process for the doctor to examine a patient as the patient will have access to all their records. It would also ease the process of booking an appointment for the patient as per their convenience.

Hardware/Software: The doctors and patients would be able to download the software on their smart phones from the respective application store or they can access the web portal to perform any action.

Roles and Responsibilities: The application would be managed by a group of people to maintain and support the application while being in contact with the government and the IMA for any requirement updates.

1.3.3 Technology Migration

The application will provide a new mobile based platform. The following is the overview of this approach.

- *Phase I:* Hardware/Software will be purchased and the systems will be created in the mobile-based environment and tested by the IT development group.
- *Phase II:* This will be used as a backup system and to archive all data.

- Phase III: The web-based platform will be populated with all the patient's and their medical records, and doctor's info.
- *Phase IV:* The mobile-based platform will go live and all patients and doctors will receive access on the mobile-based platform.

1.4 Project Overview

Health in Hands will provide a platform for patients to store their medical information as well as reports from time to time and they will have access to it through the online web as well as the mobile application. Additionally, it will help them setup an appointment with the doctors as well as the diagnostic centers as per their availability and convenience.

1.4.1 Project Description

Health in Hands will provide a platform for the patients to store their lab reports as well as relevant documents like prescriptions, immunization forms, and scanned reports. It will allow them to access their documents whenever they need it with the help of a mobile-based application or through a web portal. It will also ease the process of booking an appointment with a doctor for consultation.

The diagnostic center would also have similar portal that would help them to upload the patient's medical reports to the patient's profile with the consent of the respective patient. Moreover, it will also provide a service to the doctors and the diagnostic centers to manage their appointment calendar so that the patient could book it as per their convenience. Patients receive appointment cancellation notification if the doctor cancels their appointment.

The application will be developed by the company and they would be responsible for maintaining it. The government and the IMA would make amends to their requirements for the application if needed. This application would go through the complete SDLC & STLC cycles before it is released to the audience.

1.4.2 Goals and Objectives

Health in Hands project supports several functionalities to support the patient's as well as doctors functionalities to streamline the consultancy process.

Business Goal/Objective	Description
Patient's record management	The application would help the patient to keep a record of their medical reports online so that it
	would be available to them all the time.

Diagnostic Center to upload report	The diagnostic center would have the ability to upload patient's report to their profile with the patient's consent
Doctor's and Diagnostic center appointment calendar	Doctors and Diagnostic centers would have the ability to manage their appointment calendar
Advanced search for Doctors and Diagnostic Centers	Patients can look for doctors or diagnostic centers based on their name, location, and specialty as well as on maps.
Schedule appointment	Patients would be able to book an appointment with the doctor/ diagnostic center online as per their convenience

1.4.3 Project Performance

The following table lists the key resources, processes, or services and their anticipated business outcomes in measuring the performance of the project. These performance measures will be quantified and further defined in the detailed project plan.

Key Resource/Process/Service	Performance Measure
Record Management	The mobile as well as the web application being developed will have the ability to save the medical reports online.
Appointment Management	With the new feature of online appointment scheduling, the patient's would be able to save a lot of time.

1.4.4 Project Assumptions

The following assumptions apply to the NEU Grid Project. As project planning begins more assumptions might surface and they will be added accordingly.

 Funding to develop the application would be provided by the government organizations like IMA (Indian Medical Association)

- All the requirements for the project would be provided by the IMA and the government
- All the members of the project team (developers and testers) would be skilled in the required tools and technologies to create the application
- Doctor's information would be made available by the government to create their online accounts.
- Patient's information would be made available to create their online accounts.

1.4.5 Project Constraints

The following constraints apply on Health in Hands. As project planning begins and more constraints may be identified and added accordingly.

• The application may not provide integration with other mobile functionalities.

1.4.6 Major Project Milestones

The following are the major project milestones identified now. As the project planning moves forward and the schedule is developed, the milestones and their target completion dates will be modified, adjusted, and finalized as necessary to establish the baseline schedule.

Milestones/Deliverables	Target Date
Project Charter	05/09/2017
rioject charter	03/03/2017
Project Plan Review and Completion	05/22/2017
Project Kick-Off	05/30/2017
Phase 1 Completion	06/20/2017
Phase 2 Completion	07/10/2017
Phase 3 Completion	07/25/2017
Phase 4 Completion	08/05/2017
Project Release	08/08/2017

1.5 Strategic Alignment

Health in Hands is developed in support of the IMA's strategic plan. It is developed to eradicate the problems being faced by both the doctor and the patient due to missing medical reports.

Plan	Goals/Objectives	Relationship to Project
2017 Health in Hands Strategic Planning	Utilize the technology to provide faster and efficient healthcare services in India.	This project will provide a common platform for doctors, diagnostic centers and external users to collaborate with each other and provide enhanced facilities to electronically store reports and prescription of patients.
2018 Heath in Hands Strategic Planning	Expand this application to include pharmaceutical companies. Users would be able to order medicines online.	New functionalities would be added to include pharmaceutical companies and enable patients to check availability and order medicines online.
2019 Heath in Hands Strategic Planning	Direct interaction with doctors through video calls. This application can also be extended to multiple countries.	This project will also add the option to directly connect with doctors through video calls and interact with them.

1.6 Cost Benefit Analysis

Many consider this one of the most important parts of a business case as it is often the costs or savings a project yields which win final approval to go forward. It is important to quantify the financial benefits of the project as much as possible in the business case. This is usually done in the form of a cost benefit analysis. The purpose of this is to illustrate the costs of the project and compare them with the benefits and savings to determine if the project is worth pursuing.

1.7 Alternatives Analysis

The following alternative options have been considered to address the business problem.

No Project	Reasons for not Selecting Alternative
Keep the standard system	Keep the standard system in place
	Unnecessary expenditure of funds
	Missing patient reports
Develop in-house system	Reasons for not Selecting Alternative
Develop the system in house by hiring people and creating a software department	Extra expenditure on the infrastructure
	 Unnecessary waste of time in hiring people
	Lack of familiarity with the software industry

2. Requirement Document

<u>User- level requirements</u> are written from the user role's perspective. Users can be patient themselves or third-person on behalf of patient. Named information is shown quoted in these requirement statements. Information used in the user-level requirements is described in the "Common Information" section below.

A <u>functional requirement</u> describes what a software system should do. What must the system do to support the user roles? Information referenced in the functional requirements is described in the "common information" section below.

Column Header Key: BR= Business Rule Identifier, CI= Common Information Identifier, ST= Status.

Status Column Key: A= Accepted, C= Changed since last review, N (or Blank) = New since last review.

User and functional requirement statements

ID	User and Functional Requirements	BR	CI	ST
B1	The application should facilitate all the hospital functionalities.	А		
User Role	Patient			

U1.1	View Registration Page of patient	A
U1.1F1	The system should allow the user to find the sign up form.	А
U1.1F2	The system should allow user to fill and submit sign up form.	А
U1.2	Login to the app.	А
U1.2F1	The system should allow user to login with his username and password.	А
Goal U2	Reserve doctor appointment	А
U2.2	View doctor information	A
U2.1F1	The system should allow patient to search doctor's information.	А
U2.2	Book appointment online with Diagnostic center.	А
U2.2F1	The system should allow the patient to search and view appointment details such as specific time slot.	А
U2.2F2	The system should give confirmation for the appointment and calculate the waiting time on doctor's appointment.	А
Goal U3	Confirm Appointment online	А
U3.1	Search and View doctor's qualifications.	А
U3.1F1	The system should allow user to search qualifications by filters.	А
U3.1F2	The system should allow user to view different doctors online.	А
User	Doctor	

Role		
Goal U1	Registration	
U1.1	Registration of Doctor on the application.	А
U1.1F1	Register Online with the profile in sync with registration number from government.	A
U1.1F2	Login into the application if already signed up.	А
Goal U2	Signup on the application with credentials	
U2.1F1	Create profile	А
Goal U3	Manage appointments	
U3.1F1	View and manage appointments.	A
Goal U4	Check test reports of patients	
U4.1F1	Access test results of patient from Diagnostic center.	А
U4.1F2	Cancel/update appointments	А
U4.1F3	Log Out from the application	А
User Role	Diagnostic Center	А
Goal U1	View and search patients online	А
U1.1	Search the patients.	А
U1.1F1	Search the patients associated with a particular doctor.	А
U1.1F2	Register the diagnostic center in respect to reference number.	А
Goal U2	Application Login	
U2.1	Login /update the records of patient.	Α

U2.1.F1	Login into the application as Diagnostic center.		А
U2.1F2	Edit the patient's record in respect to test results.		Α
Goal U3	Diagnostic center functionality		
U3.1	Diagnostic center functionalities		Α
U3.1F1	Add contact details of Diagnostic center.		А
U3.1F2	Update contact details.		A
U3.1F3	View appointments.		Α
U3.1F4	Upload reports.		Α
U3.1F5	Log out from Diagnostic center page.		Α

Non-Functional Requirements

Non -functional requirements focus on the qualities that must be applied to design and implement the system. These specific standards and attributes in support of the other requirements.

				1	
ID	Non Functional Requirement Statements	BR	Cl	ST	
Access Security:	Access Security: How well in the system guarded against unauthorized access?				
The extent to whexternal sources	nich the system is safeguarded against delibe	erate and intrusiv	e faults f	from internal and	
N-ACS1	-Login/Access levels: Patient, Doctor and Diagnostic center access.			А	
	-Create, Read, Update, Delete levels (CRUD) Levels				
N-ACS2	Access permissions for the application data may be changed by the system's administrator.			A	
	Password requirements – length, special characters, expiry, recycling			А	

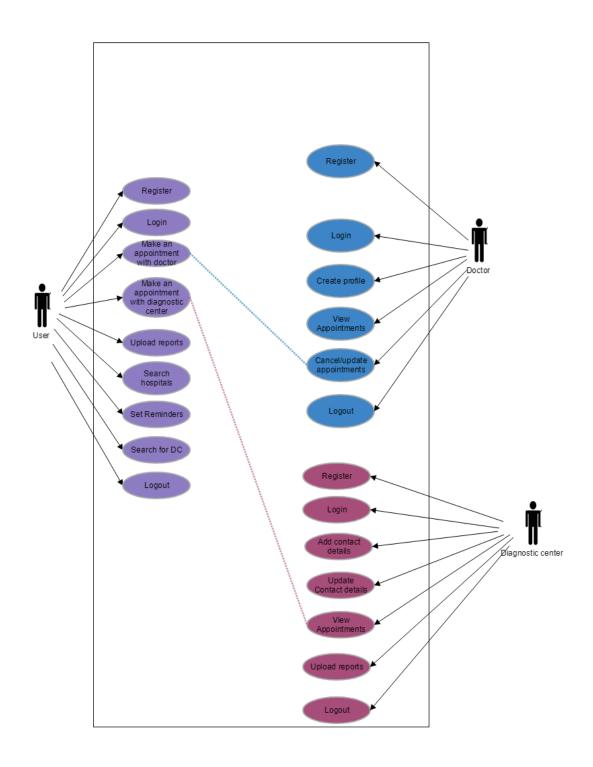
	policies			
	Inactivity timeouts — durations, actions, traceability			А
	Data Classification / System Accreditation: All Data must be protectively marked and stored / protected.			А
Availability : How	v dependable is the system during normal o	perating times?		
The degree to wo	hich users can depend on the system to be u	up (able to functi	on) durin	g "normal
N-AVL1	Patient should be able to access the reports from the application.			А
N-AVL2	Application should be functional 24 hours a day through-out the year.			А
•	rast it can be processed? How many can be paict it can be processed? How many can be paict it, throughpaict it, throughpaict it.			system respond?
N-EFC1	The response time of application.			A
N-EFC2	Any changes in the database should be visible to all the users.			А
Integrity				
	d authentic are the data? The degree to whate, authentic, and without companion.	ich the data mair	ntained b	y the software
N-INT1	The reports should be processed for the patient.			А
N-INT2	The incorrect reports might lead to false medication.			А
•	immune is the system to failure? The extent ecified functions without failure.	to which the sof	tware sys	stem consistently
N-REL1	The acceptance rate of system failure should be low.			А

		1	
N-REL2	Acceptance threshold for down-time should be low.		А
N-REL3	Mean time to recovery should be less- if system gets broken, how much time is required to get it running again.		A
Survivability: Ho	w resilient is the system from failure?		
The extent to wh	nich the software system consistently perfor	ms the specified	functions without failure.
N-SRV1	If any data is missing, the record should get flagged.		А
N-SRV2	The Application's database should be unscathed in case of any downtime/failure.		A
Usability : How e	asy is to learn and operate the system?		
The ease to which	th the patient/ user should be able to learn a	and operate with	the application.
N-USE1	The patient/user should be able to perform the necessary functions using the application.		А
N-USE2	The application should generate the report in as pdf and word document.		A
Maintainability:	How easy is to upkeep and repair the system	m?	
The ease with w	hich faults in application/ system can be fou	nd and detected	?
N-MNT1	The maintenance of the system should be performed at regular intervals.		А
N-MNT2	The customers should not be affected by the maintenance activities.		А
Scalability: How easy is it to expand the capabilities?			
_	hich the system is able to expand its process	sing capabilities u	pward and outward to
support business	s growth.		
N-SCL1	The system should be made in such a way that it can be scaled to a bigger view.		

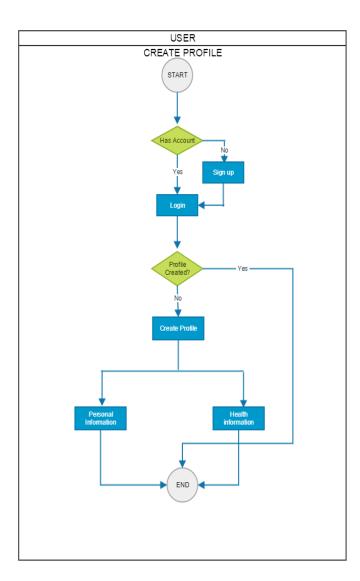
Verifiability: Hov	v easy is it to show the system performing it	s functions?		
The extent to whas intended	ich tests, analysis, and demonstration are n	eeded to prove t	hat the sy	ystem will function
N-VER1	The system functionality should be tested with test cases including all the possibilities for failure.			А
N-VER2	Unit test cases should ensure 100% branch coverage.			А
that shared data.	describes the extent to which systems and For two systems to be interoperable, they esent that data such that it can be understoo	must be able to e	_	•
N-IOP1	The application should be available on android and IOS.			А
N-IOP2	The data security should be maintained: Patients data should be hidden under his account and shouldn't be available			Α
Portability: How	easy is it to transport?			
The ease with wh	nich a software system can be transferred fr another.	om its current ha	irdware o	or software
N-POR1	The system should be able to run on tablets and smartphones.			Α
N-POR2	The system implementation should not be specific to any operating system.			A
Reusability: How	easy is it to convert for use in another systems	em?		
The extent to wh	ich a portion of the software system can be	converted for us	e in anot	her.
N-REU1	Codes and backend should have functions which can be reused.			А
N-REU2	Some test cases should be in a format which can be used in future application.			Α

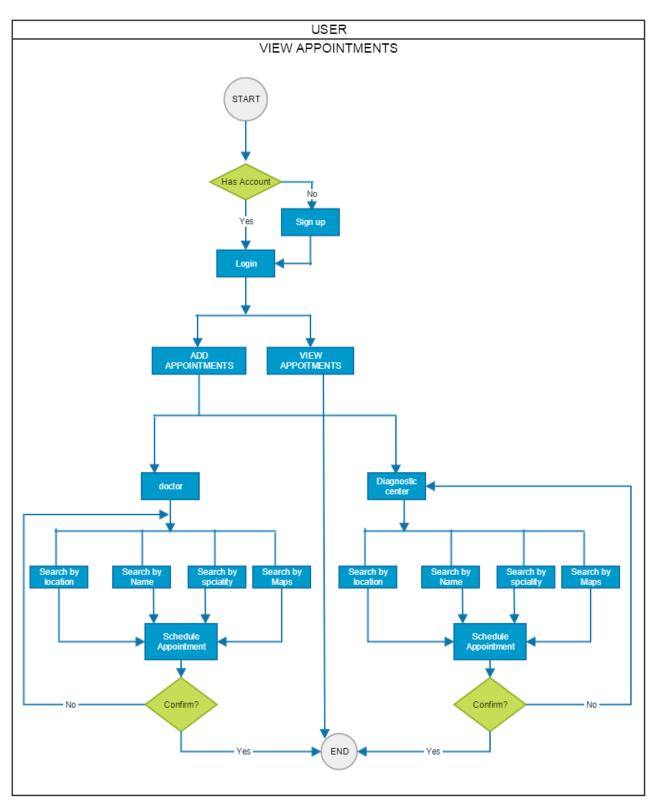
3. Diagrams and Process Flows

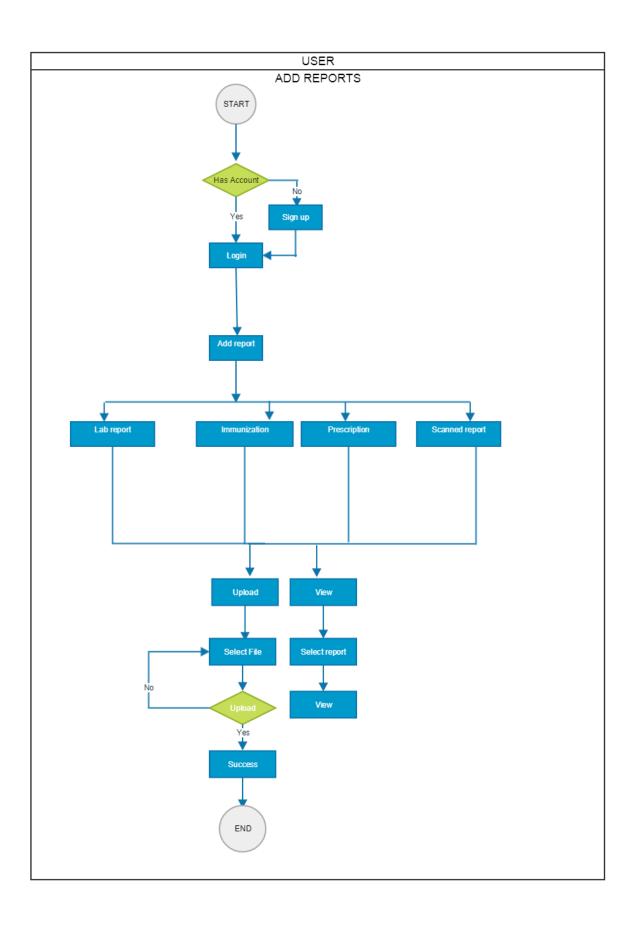
3.1 Use Case Diagram

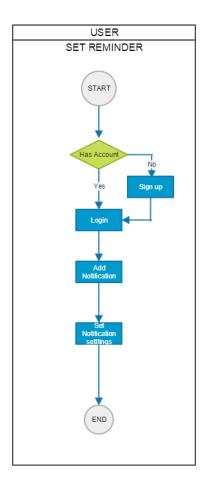


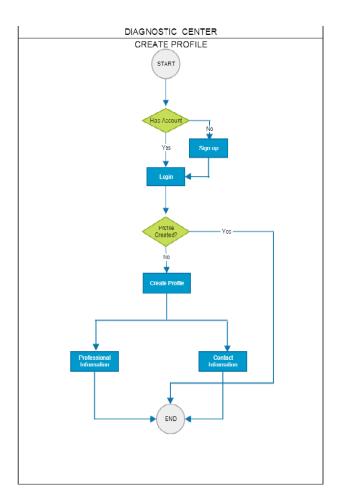
3.2 Activity Diagram

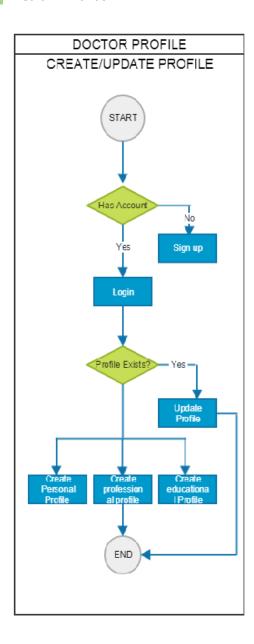


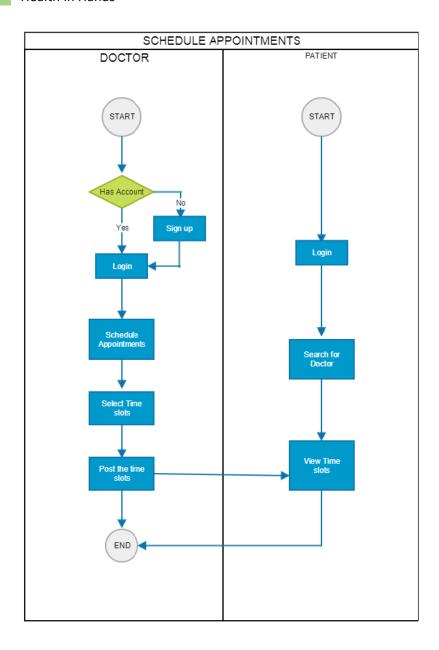


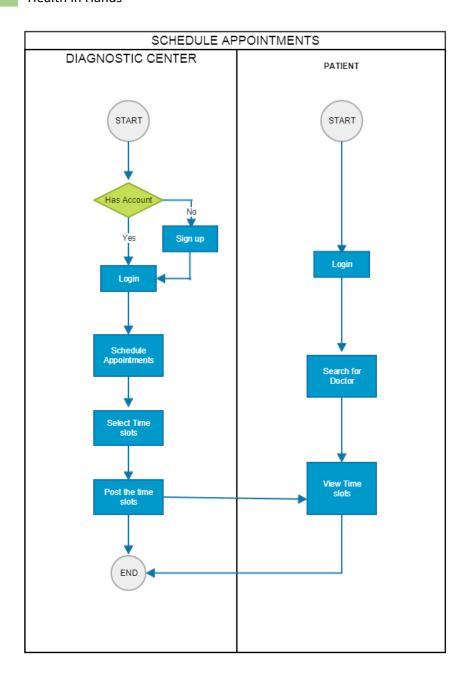




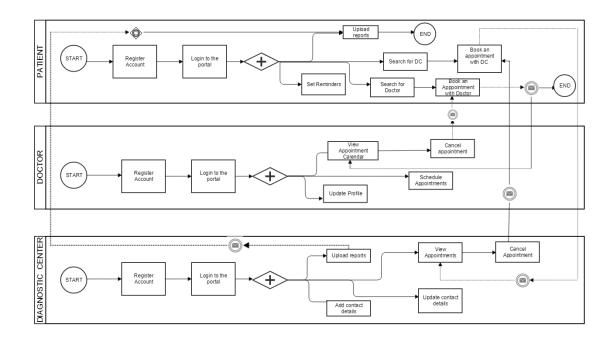




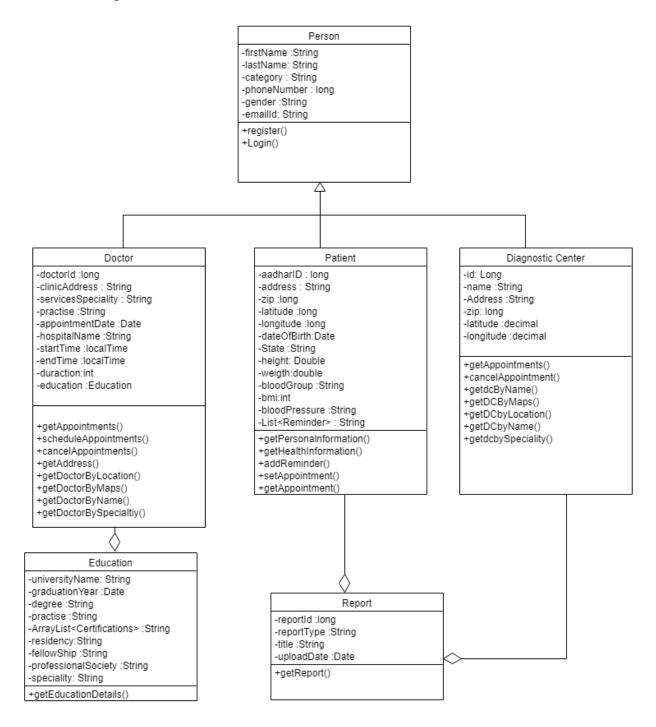




3.3 Process Flow Diagram

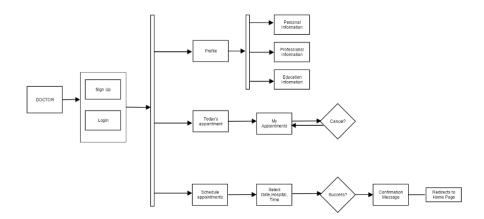


3.4 Class Diagram

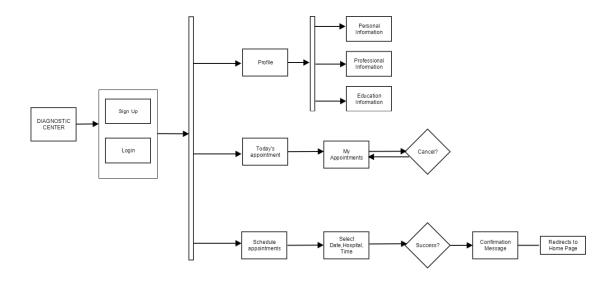


3.5 WND Diagrams

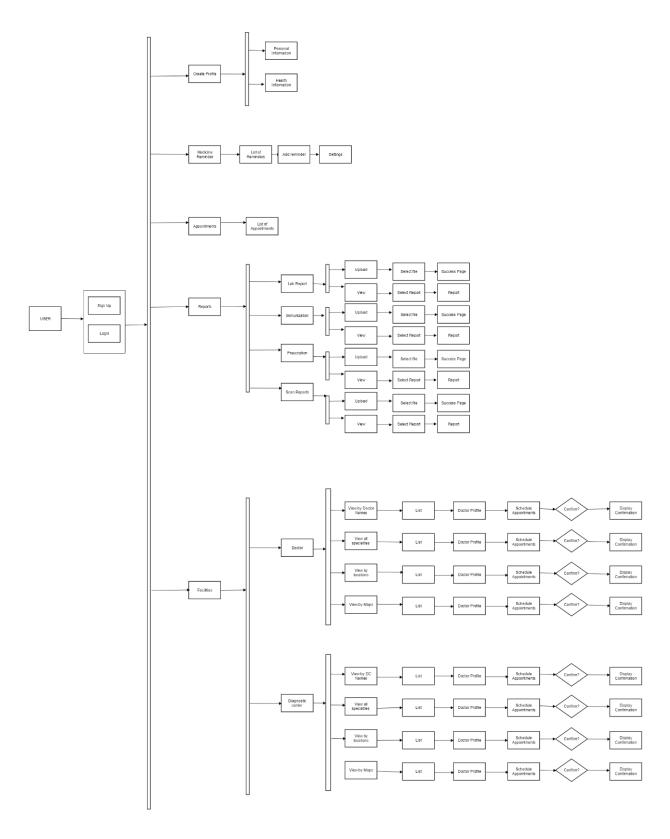
3.5.1 Doctor



Diagnostic center



3.5.2 Patient



4. Use Cases

The different kinds of users are identified as the primary actors of Health in Hands.

	, , , , , , , , , , , , , , , , , , , ,
Primary Actors	Use Cases
Doctor	Manage Appointment Calendar
	2. View present day's appointments
	3. View and Update profile
Diagnostic Center	Manage Appointment Calendar
	2. View present day's appointments
	3. Upload reports to patient's profile
Patient	Schedule appointment
	2. Set Reminder
	3. Approve report requests
	4. Upload medical documents

ID and Name	UC-1 Create and Manage Appointment Calendar		
Created By:	Team Health in Hands		
Primary Actor:	Doctor/Diagnostic Center		
Description:	Doctors/Diagnostic Centers could create and manage their appointment		
	calendar.		
Trigger:	TRI-1. Doctor/Diagnostic Center creates appointment calendar		
	TRI-2. Doctor/Diagnostic Center can view present day's appointments		
Preconditions:	PRE-1. Doctor/Diagnostic Center has an account in the system		
	PRE-2. Doctor/Diagnostic Center has logged in to the system		
Post Conditions:	POST-1. Doctor/Diagnostic Center is able to create appointment calendar		
	POST-2. Doctor/Diagnostic Center is able to update the appointment		
	calendar		
	POST-3. Doctor/Diagnostic Center is able to cancel any appointment		
	POST-4. Doctor/Diagnostic Center is able to view all the present day's		
	appointment		
Normal Flow:	Create Appointment Calendar		
	Doctor/Diagnostic center can create appointment slots for a specific		
	duration.		
	2. View Today's appointments		
	Doctor/Diagnostic center can view today's appointments by clicking		
	the "Today's Appointment" button.		

	 Update Appointment Calendar Doctor/Diagnostic center view's today's appointment. Doctor/Diagnostic center can cancel any appointment if it is not feasible.
Exceptions:	 Internet connection failure while setting up appointment calendar.
Priority:	P1- Critical
Other Information:	NA

ID and Name	UC-2 Update Profile (Doctor)
Created By:	Team Health in Hands
Primary Actor:	Doctor
Description:	Doctors should be able to update their own profile
Trigger:	TRI-1. Doctor wants to add/remove information from their profile
Preconditions:	PRE-1. Doctor has an account in the system
	PRE-2. Doctor has logged in to the system
Post Conditions:	POST-1. Doctor is able to update their own profile
Normal Flow:	1. Update Profile
	Doctor clicks on their own profile
	Doctor edits the information
	Doctor saves the information
Exceptions:	Internet connection failure while saving profile data.
Priority:	P3- Low
Other Information:	NA

ID and Name	UC-3 Update Profile (Diagnostic Center)
Created By:	Team Health in Hands
Primary Actor:	Diagnostic Center
Description:	Diagnostic Center should be able to update their own profile
Trigger:	TRI-1. Diagnostic Center wants to add/remove information from their profile
Preconditions:	PRE-1. Diagnostic Center has an account in the system
	PRE-2. Diagnostic Center has logged in to the system
Post Conditions:	POST-1. Diagnostic Center is able to update their own profile
Normal Flow:	1. Update Profile
	Diagnostic Center clicks on their own profile
	Diagnostic Center edits the information
	Diagnostic Center saves the information

Exceptions:	Internet connection failure while saving profile data.
Priority:	P3- Low
Other Information:	NA

ID and Name	UC-4 Upload Reports
Created By:	Team Health in Hands
Primary Actor:	Diagnostic Center
Description:	Diagnostic Center should be able to upload reports to the patient's profile
Trigger:	TRI-1. Diagnostic Center wants to upload reports to patient's profile
Preconditions:	PRE-1. Diagnostic Center has an account in the system
	PRE-2. Diagnostic Center has logged in to the system
	PRE-3. Patient has gone through at least one test
Post Conditions:	POST-1. Diagnostic Center is able to upload reports to the patient's profile
Normal Flow:	1. Upload Reports
	Diagnostic Center selects the patient
	Diagnostic Center selects the report to upload
	Diagnostic Center saves the report to patient's profile
Exceptions:	 Internet connection failure while saving profile data.
Priority:	P3- Critical
Other Information:	NA

ID and Name	UC-5 Accept/Decline Reports
Created By:	Team Health in Hands
Primary Actor:	Patient
Description:	Patient should be able to accept/deny the report uploaded to their profile
Trigger:	TRI-1. Patient wants to accept/deny reports posted to their profile
Preconditions:	PRE-1. Patient has an account in the system
	PRE-2. Patient has logged in to the system
	PRE-3. Patient has gone through at least one test
Post Conditions:	POST-1. Patient is able to accept/deny reports posted to their profile
Normal Flow:	 Accept Report Patient opens the pending reports in their profile Patient clicks on accept button to save the report to their profile Deny Reports Patient opens the pending reports in their profile Patient clicks on deny button to remove the report from their profile

Exceptions:	Internet connection failure while saving profile data.
Priority:	P3- Critical
Other Information:	NA

ID and Name	UC-6 Search for Doctor and Schedule appointment
Created By:	Team Health in Hands
Primary Actor:	Patient
Description:	Patient should be able to Search for Doctor and schedule appointment with
	them
Trigger:	TRI-1. Patient wants to search for a specific doctor and schedule an
	appointment with them
Preconditions:	PRE-1. Patient has an account in the system
	PRE-2. Patient has logged in to the system
	PRE-3. Doctor is available to see the patient
Post Conditions:	POST-1. Patient is able to search for the specific doctor
	POST-2. Patient is able to schedule an appointment
Normal Flow:	Search nearby Doctor
	Patient clicks on find nearest doctor button
	Patient views the list/map of nearest doctors
	Patient selects the specific doctor
	Patient views the available appointments with the doctor
	Patient books the appointment
	2. Search Doctor with specific
	Patient clicks on search doctor
	Patient selects a criteria to filter the list of doctors
	Patient views the list doctors
	Patient selects the specific doctor
	Patient views the available appointments with the doctor
	Patient books the appointment
Exceptions:	Internet connection failure while searching for the doctor
Priority:	P3- Critical
Other Information:	NA

5. Mobile Screens

5.1Login Screens





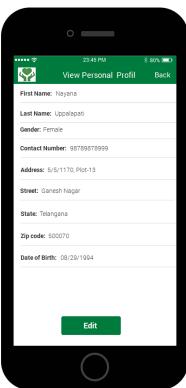


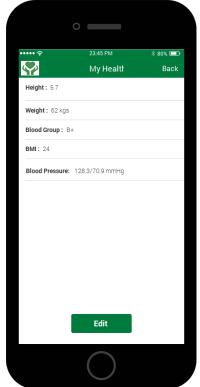


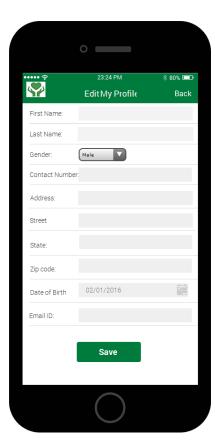
5.2Patient Screens



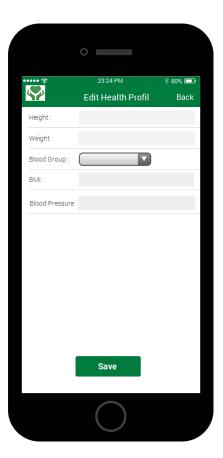


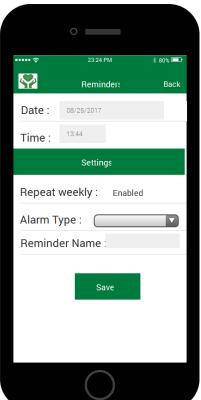


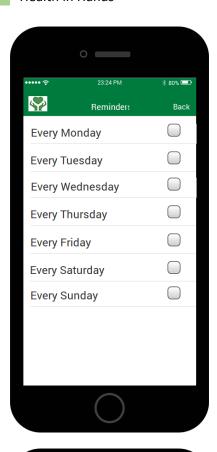








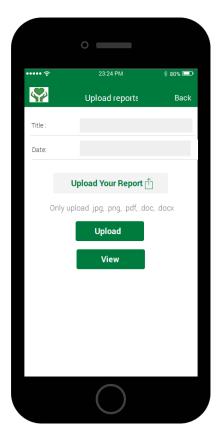




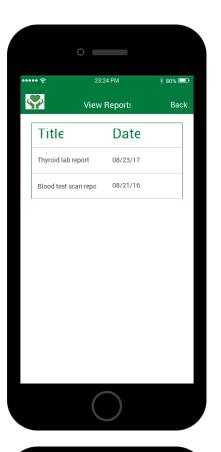


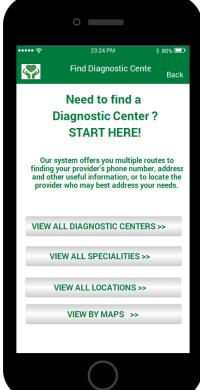


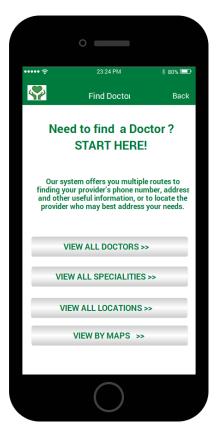
















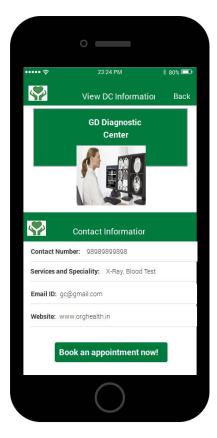








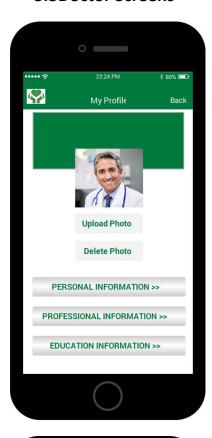


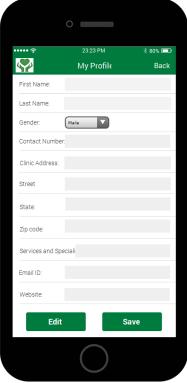


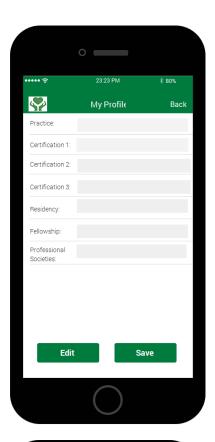


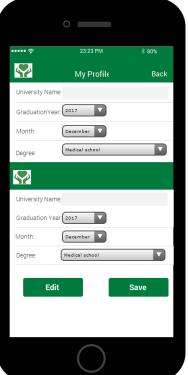


5.3Doctor Screens

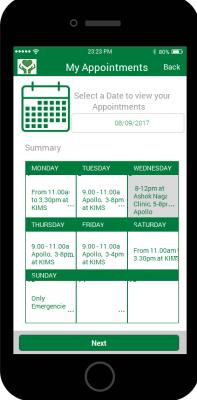


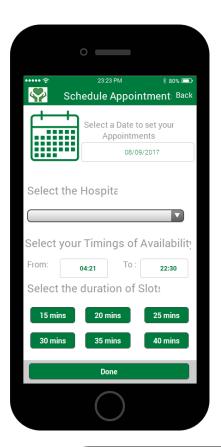














5.4 Diagnostic Center Screens

