Task 2: Patient Care & Communication System

Context

This system is designed from the perspective of a Clinic Operations Analyst working in a busy clinic. The aim is to reduce WhatsApp chaos, automate routine communication, and protect doctor time.

Objective

Ensure timely patient communication, automate routine messages, route only exceptions to the doctor, and limit doctor review time to short structured sessions.

Step 1 – Message Type Classification

Patient messages are classified into automated and doctor-required categories so that medical judgment is used only when necessary.

Step 2 – Care Control Sheet

A single Google Sheet tracks all patient communication, acting as the system's source of truth.

Step 3 – Doctor Review Window

Doctor reviews only messages requiring approval in short 10-minute windows. The doctor never types or opens WhatsApp.

Step 4 – Patient Question Handling

Patient questions are collected via Google Forms, batched, reviewed once with the doctor, and responded to systematically.

Step 5 – Message Dispatch Logic

Messages are sent only when text is filled and approval conditions are met, following a clear status flow.

Step 6 – Daily Closing Check

A final check ensures no critical communication is missed before the clinic closes.

Optional Automation

Apps Script logic can automate message sending and status updates using messaging APIs.

Final Outcome

The system protects doctor time, ensures reliable patient communication, and can be implemented immediately.