

## **Minutes of Meeting (MoM) Project:**

VitiGo Patient Management System

### **Attendees:**

- Dr. Anantha Prasad Holla (Chairman and Managing Director of Dr. Holla's Vitiligo Centre).
- Priyanshu Sharma (Development Team)
- Sagar Maiti (Development Team)
- Sourav Pandey (VP - LearnKnow Digital)

**Date:** March 22nd, 2024

**Time:** 10:40 AM - 12:45 PM

**Location:** Room no. 105 LearnKnow Digital, Webel IT Park PH-II, Newtown, Kolkata, West Bengal 700135

### **Key Takeaways**

- **App & Software Focus:** The primary focus is on the development of the desktop-friendly doctor/staff/admin software alongside the accompanying patient Android app (iOS app development will come later).
- **Omni-Channel Accessibility:** The goal is a seamless user experience across websites, software, and the app.
- **Lead Management:** A robust system to capture queries (website, social media, chatbot, etc.), track leads, and manage conversions to consultations.
- **Clinic Workflow Optimization:** Software modules dedicated to appointment management, consultation, pharmacy (integration with existing system), phototherapy, HR, accounts, etc.
- **Image Management:** Priority on image compression/encryption solutions for efficient storage/retrieval of large, high-quality patient photos.
- **Hierarchical Access Levels:** Role-based permissions for super admin, admin, doctor, staff, and patient, with special attention to patient data privacy.
- **UHID System:** A Unique Health Identification system to track patients with safeguards and options for special privacy cases.
- **Data Analytics & Audit:** Tracking staff performance and patient activity for better decision-making and resource allocation.
- **Color-Coding System:** Prioritizing patient management based on behavioral assessments (Type A, B, C).

- **Offline Mode:** Explore offline editing capabilities in the software for efficiency when internet connectivity is unavailable.
- **Prescription Automation:** Integration with pharmacy and auto-generated patient instructions in their preferred language.
- **Communication Features:** Chat integration and video call facilitation between patients-staff, staff-staff, and doctor-staff.
- **Stock and Asset Management:** Tools for basic inventory and tracking clinic assets and their maintenance.
- **Promotion Management:** Tools for content creation and location-based social media targeting.
- **Secure Payment Gateway:** Integration with payment providers like RazorPay on both websites and app.

### **Modular Development Strategy**

- **Prioritization:** Focus on individual module development before interlinking them.
- **Integration:** Once core modules are functional, they will be progressively integrated based on dependencies.
- **Website Integration:** Provide access to developers for analyzing the existing site structure and content for seamless improvement.

### **Action Items**

- **Development Team:**
  - Analyze requirements document in detail.
  - Consult with Pharmacy and Accounts specialists.
  - Explore image management solutions.
  - Design the UHID system.
  - Develop data analytics and audit trail framework.
  - Begin building the Android app.
- **Dr. Holla:**
  - Provide access to existing pharmacy software.
  - Provide clear instructions about color-coding process.
  - Facilitate communication between the development team and domain experts like accountants.
  - Create a common group for website access.

### **Additional Notes**

- Emphasis on overall efficiency and the ability of the super admin to get a "bird's-eye view" of the entire clinic's operations.

- Careful consideration of patient privacy, especially regarding sensitive data like photographs.
- SEO optimization across all three websites for maximum visibility.

**Next Steps:**

- Schedule regular meetings to review progress and adjust the development roadmap as needed.

*Please confirm these minutes as accurate.*