

Hospital CRM

1. Introduction

This Software Requirements Specification (SRS) document outlines the requirements for Hospital CRM, a software application designed to effectively manage customer relationships for small to medium-sized hospitals.

2. Purpose

The primary purpose of Hospital CRM is to streamline and optimize customer relationship management processes within hospitals, enabling them to:

- Enhance patient engagement
- Improve communication and coordination
- Optimize appointment scheduling
- Track patient history and medical records
- Personalize care and services
- Foster stronger patient-physician relationships
- Increase patient satisfaction and loyalty

3. Target Users

The target users for Hospital CRM are small to medium-sized hospital administrators, medical staff, and other relevant personnel who interact with patients.

4. Key Features

4.1 User Account Management and Authentication

- Secure user login and access control based on roles and permissions.
- User profiles with customizable permissions and settings.

- Multi-factor authentication for enhanced security.

5. Platforms

Hospital CRM will be available on the following platforms:

- **Cross-platform web application:** Accessible via web browsers on various devices (desktops, laptops, tablets).
- **Native mobile applications:** Dedicated apps for iOS and Android devices for on-the-go access.

6. Integrations

Hospital CRM will integrate with:

- **Custom API integrations with third-party vendors:** Allowing seamless data exchange with existing hospital systems and external services, such as medical billing systems, electronic health records (EHRs), and appointment scheduling platforms.

7. Performance Requirements

- **Scalable performance for growing user base:** The software should be able to handle increasing user activity and data volume without performance degradation.
- **Fast and responsive interface:** Ensure a smooth user experience with minimal loading times.
- **Real-time data updates:** Data should be updated in real-time to ensure that users have access to the latest information.

8. Security Requirements

- **No specific compliance standards:** The software will adhere to general best practices for data security, including:
 - Secure authentication and authorization mechanisms.

- Data encryption at rest and in transit.
- Regular security audits and vulnerability assessments.

9. Data Capacity

- **Minimal local storage:** The software will primarily rely on cloud services for data storage and management, minimizing the need for local storage on user devices.
- **Scalable cloud storage:** Ensure that the cloud storage capacity can accommodate increasing data volume as the user base grows.

10. Operating Environment

- **Lightweight environment:** The software should be optimized to run efficiently on a range of devices, including personal computers, laptops, and tablets.
- **Minimal system resources:** The software should have minimal impact on the performance of the user's device.

11. Language and Localization

- **English only:** The software will be available in English only, with no immediate plans for other languages.

12. Future Considerations

- **Integration with other hospital systems:** Explore integration with a broader range of hospital systems, including billing systems, EHRs, and laboratory information systems.
- **AI-powered features:** Investigate the potential for incorporating artificial intelligence features to enhance data analysis, patient segmentation, and personalized recommendations.

- **Multi-language support:** Consider adding support for additional languages to expand the reach of the software.