**Hospital CRM**

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**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.