

Admin

- What are the most frequent administrative tasks you perform in the system?
Answer: I manage user accounts, assign roles, and review access permissions regularly.
- How do you currently manage user accounts and roles?
Answer: Currently, I have to manually edit user details — an easier interface with bulk actions would save time.
- What challenges do you face with reports or analytics?
Answer: Generating department-wise reports takes too long; I'd like customizable dashboards.
- Are there any modules or functions you'd like to restrict for certain roles?
Answer: Doctors shouldn't be able to delete patient records; only admins should have that control.
- How do you track system performance or errors?
Answer: We depend on user complaints — automatic system health alerts would help.
- What improvements would make system administration more efficient?
Answer: Simplify navigation, and add an audit log to track changes made by each user.

Doctor

- How do you currently access and update patient records?

Answer: We view patient data through the EMR, but it's slow to load at times.

- What difficulties do you face when entering diagnoses or prescriptions?

Answer: Typing long prescriptions manually is tiring — templates or voice notes would help.

- How would you like lab test results to be displayed or notified?

Answer: A notification or color-coded result summary would be great.

- Do you collaborate digitally with nurses or pharmacists? How could that be improved?

Answer: We usually rely on verbal updates from nurses — digital task tracking could reduce errors.

- What features would make it easier to track patient progress and history?

Answer: It would help if I could filter patients by diagnosis or admission date.

- Would you benefit from voice input, templates, or reminders?

Answer: Yes, especially for repeat visits — it would save time and reduce errors.

Nurse

- How do you record patient vitals and notes in the current system?

Answer: We use paper forms first, then update the system later — mobile entry would save time.

- Are there challenges when updating or retrieving patient data?

Answer: Sometimes the patient list isn't updated after transfers.

- How do you coordinate with doctors and other nurses using the system?

Answer: Doctors update treatment plans but we don't get automatic alerts.

- Would you like alerts for medication schedules or patient changes?

Answer: Medication reminders would help ensure correct timing.

- What information do you most need quick access to during a shift?

Answer: Vitals, current medications, and allergies should be on the first screen.

Pharmacist

- How do you receive and process prescriptions from doctors?

Answer: We receive them electronically, but occasionally the doctor's ID isn't linked to the patient.

- What issues do you face with medicine stock and expiry management?

Answer: We only know about shortages when a prescription fails — low stock alerts would help.

- How should the system handle substitutions for unavailable drugs?

Answer: There should be a system-approved list of equivalent medicines.

- Would you like automatic alerts for low inventory levels?

Answer: Yes, automatic expiry and reorder notifications are essential.

- What reporting or tracking features would improve your workflow?

Answer: I'd like monthly reports on most dispensed medicines and expired stock.

Lab Technician

- How are lab test requests currently assigned and tracked?

Answer: Requests come from doctors, but status updates are manual.

- Do you face any delays or communication gaps with doctors or nurses?

Answer: Results are sometimes delayed because doctors aren't notified instantly.

- How would you like to enter or upload results (manual entry, file upload, device integration)?

Answer: We'd like to upload results directly from lab machines to reduce errors.

- Should results be shared automatically or after verification?

Answer: Results should go through a verification step before being visible to doctors.

- What common errors or inefficiencies occur in your workflow?

Answer: Duplicate requests happen — a check for existing test orders would help.

Receptionist

- How do you register new patients and manage appointments?

Answer: We register patients and book appointments manually; automated ID generation would help.

- What's the most time-consuming part of your daily tasks?

Answer: Data entry and searching for available slots.

- How do you handle patient admissions and discharges?

Answer: Updating bed availability in real time would prevent double-booking.

- Would appointment reminders (SMS/email) help reduce no-shows?

Answer: Yes, SMS/email reminders would reduce missed appointments.

- How can the interface be improved to speed up your work?

Answer: A color-coded schedule for appointments and admissions would make things faster.

Patient

- How do you currently access your medical information?
Answer: I use the patient portal, but sometimes results are uploaded late.
- What would make it easier for you to view prescriptions and test results?
Answer: I'd like results in simple language with graphs or summaries.
- Would you prefer receiving appointment reminders or result notifications?
Answer: Yes, appointment reminders by SMS are very helpful.
- How easy is it to understand your bills and payments?
Answer: Bills should show itemized costs and insurance coverage clearly.
- What features would make you trust and use the system more frequently?
Answer: If the system ensures privacy and gives real-time updates, I'd use it more.

Accountant

- How do you manage billing and payment records?

Answer: I handle all billing manually — automated invoice generation would be better.

- What challenges occur in handling insurance claims?

Answer: Sometimes forms are incomplete; integration with insurance APIs would help.

- Do you generate regular financial reports — if so, how often?

Answer: We generate monthly and annual reports, but formatting takes time.

- What kind of reports or dashboards would be most helpful?

Answer: A quick summary of revenue by department would be ideal.

- How could automation (e.g., auto-calculating totals, alerts for unpaid bills) improve your work?

Answer: Automatic late payment alerts and reconciliation tools would reduce manual work.