ONLINE APPOINTMENT FOR HEALTHCARE CLINIC

Requirements Elicitation - Questionaries

1. INTRODUCTION

This document outlines the initial elicitation and clarification session with **Manager (IT Operations)** at Health First Clinic regarding their request for an online appointment booking system. The goal of this session was to understand the client's business needs, identify key stakeholders, and define the preliminary scope of the project.

2. INITIAL QUESTIONS AND ANSWERS

This section outlines the key questions discussed with the client regarding their current processes and expectations for the new appointment booking system. It provides insights into their needs, challenges, and desired improvements.

2.1. Do you currently have a booking process in place?

Answer: Yes, we have a booking process in place, which is handled through phone calls and in-person bookings.

2.2. What are the challenges in the current process?

Answer: The challenges include patients having to wait for long periods, and the need for trained staff to manage the bookings efficiently.

2.3. Are you facing any issues in current process?

Answer: We're overwhelmed with phone calls and manual scheduling. It's time-consuming, and we often miss appointments or double-book. We also have a lot of no-shows.

2.4. What is the pain points you are trying to solve?

Answer: We want to reduce the administrative burden, improve efficiency, and make it easier for our customers to book appointments. We also want to reduce no-shows.

2.5. What are your business goals for implementing an online appointment booking system?

Answer: We want to increase our booking capacity, streamline our operations, and provide a better customer experience. We also want to gather data on our booking patterns.

2.6. *What are the expected benefits you hope to achieve?*

Answer: Reduced phone calls, fewer no-shows, happier customers, and more organized scheduling. We also expect to save time and money.

2.7. ***How does this system align with your overall business strategy?***

Answer: We're moving towards a more digital and customer-centric approach. We want to be more accessible and convenient for our customers.

2.8. ***Who will be using this system?***

Answer: Our customers will use it to book appointments, and our staff will use it to manage their schedules. Our admin team will use it to pull reports and manage system settings.

2.9. ***What are the different roles and responsibilities of these users?***

Answer: Customers: book, reschedule, and cancel. Staff: view schedules, confirm appointments, block time. Admin: manage users, generate reports, configure the system.

2.10. ***Are there any specific user groups with unique requirements?***

Answer: We have some elderly clients who might need a simpler interface.

3. CLIENT INTERVIEW INSIGHTS AND KEY QUESTIONS

Based on the client's answers, the following clarifying questions arise

3.1. Process Efficiency

3.1.1. ***Can you quantify the time spent on manual scheduling and phone calls?***

Answer: It is difficult to precisely quantify the time spent on manual scheduling and phone calls, as it varies depending on the situation. However, the staff needs to attend each call, which can sometimes involve distortions or miscommunication. Additionally, they need to manually check the calendar for availability, and once a slot is confirmed, they must manually record the appointment along with patient details such as name, CNIC, etc. In some cases, a single call may take longer than expected, which causes delays for other patients who may need to wait for an appointment. The same delays are experienced for in-person bookings, where the staff must follow a similar process to manually schedule appointments

3.1.2. ***What is the average number of no-shows per week/month?***

Answer: It is difficult to provide an exact number of no-shows per week or month. However, according to the staff, there are a significant number of no-shows. Additionally, feedback from patients often includes complaints about this issue.

3.2. Customer Experience

3.2.1. ***What are the key aspects of a 'better customer experience' for your clients?***

Answer: A simple, quick, and convenient process for scheduling appointments, whether online or through other channels. Ensuring clear, consistent communication with patients regarding appointment availability, changes, or cancellations.

3.3. Business Goals

3.3.1. ***What metrics will you use to measure the success of the new system?***

Answer: Success of the new system will be measured by:

a) Reduction in no-shows

b) Patient satisfaction

c) System uptime and reliability

d) Staff productivity and reduced workload

e) increased number of appointments and payments

3.3.2. ***What kind of data on booking patterns are you looking to gather?***

Answer: Tracking peak ***booking times*** to understand the days and hours with the highest demand. Additionally, we aim to monitor no-show rates, specifically focusing on time slots and patient categories that experience higher no-show frequencies. Cancellation patterns are also important, as understanding when and how often cancellations occur will help improve scheduling efficiency. We also want to gather data about services or doctors are most in demand.

3.4. System Usage

3.4.1. ***What are the specific needs of the elderly clients regarding the user interface?***

a) Intuitive, and easy to navigate

b) Include larger text and buttons for better readability

c) High-contrast color schemes to improve visibility

d) Straightforward navigation with minimal steps to complete tasks

3.4.2. ***What kind of report does the admin team need?***

a) Detailing the number of appointments booked, cancelled, and no-shows over a specified period.

b) Highlighting trends in no-shows and cancellations to identify patterns and areas for improvement.

c) Identifying the most in-demand doctors or services, enabling better resource allocation and identifying opportunities for increasing profitability by focusing on high-demand areas.

3.5. Integration

3.5.1. ***Do you use any other software that this booking system needs to integrate with?***

Answer: Yes, we currently maintain Excel sheets for all doctors' services and office hours. The new booking system needs to integrate with these sheets to incorporate accurate scheduling information.

3.5.2. ***Do you already utilize an online calendar?***

Answer: No, we do not currently use an online calendar. Instead, we rely on the system calendar and make manual entries in Excel for appointment scheduling.

3.6. No-Shows

3.6.1. ***What are your current methods for reminding clients of upcoming appointments?***

Answer: Currently, we have staff members for every department who manually goes through all the appointments of respective department (Doctor / Service) for the next day after office hours and sends reminders to the clients via phone messages. We aim to eliminate this manual process to save costs and improve efficiency, ultimately leading to better budget management and increased profitability by automating appointment reminders through the new system.

4. PRELIMINARY SCOPE DEFINITION

Based on initial requirement analysis following scope can be defined

4.1. Online appointment booking for customers: Enables patients to easily book, schedule, or cancel appointments through an online platform.

4.2. Staff schedule management: Allows doctors and staff to manage and update their available hours in real-time.

4.3. Administrator access for system configuration and reporting: Provides administrators with the ability to configure the system and generate essential reports for system performance and financial tracking.

4.4. Appointment reminders and notifications: Automated notifications and reminders to reduce no-shows and keep patients informed.

4.5. User account management: Enables patients to create, update, and manage their accounts for personalized experiences.

4.6. Ability to serve users with different levels of technical proficiency: Ensures the system is easy to use for both tech-savvy and non-tech-savvy users, including elderly patients.

5. NEXT STEPS

The next steps will involve:

5.1. Conducting detailed requirements gathering sessions with key stakeholders.

5.2. Documenting functional and non-functional requirements.

5.3. Creating use cases and user stories.
5.4. Creating process flow diagrams.

6. CONCLUSION

This initial elicitation session has provided a valuable understanding of the client's needs and goals. We will use this information to develop a comprehensive requirements document that will guide the development of the online appointment booking system. The proposed online appointment booking system aims to streamline the scheduling process, improve efficiency, and enhance the overall patient experience. By automating key functions such as reminders, schedule management, and reporting, the system will reduce manual workload and minimize errors. Ultimately, this solution will save time, reduce costs, and provide a more user-friendly platform for both patients and staff.