ONLINE APPOINTMENT FOR HEALTHCARE CLINIC
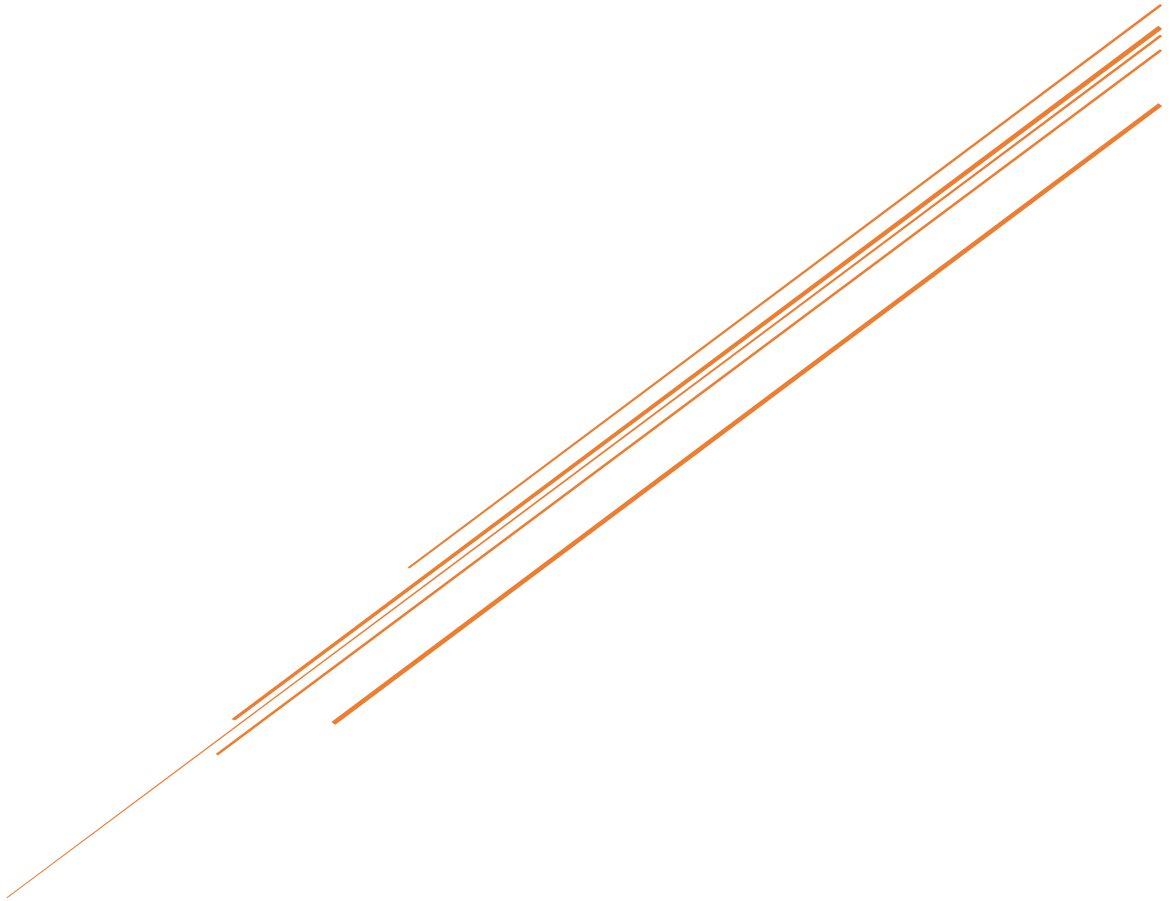
Requirements Prioritization – MoSCoW

1.   MUST HAVE (CRITICAL TO SYSTEM SUCCESS)

Requirement	Source	Justification
Automated appointment booking	Stakeholder interviews	Core functionality which addresses the biggest pain points.
Avoid double bookings	All stakeholders	Major issue across doctors/admin. system must prevent this.
Appointment rescheduling and cancellation	Stakeholders	High frequency task. currently error-prone.
Real-time doctor availability view	Admin, Doctors	Necessary for scheduling and avoiding conflicts.
Automated appointment reminders (SMS/email)	Admin, Patients	High impact on reducing no-shows and admin load.
Manual override for doctors	Doctors, Manager (IT)	Needed flexibility for real-world situations.
Appointment audit logs	Manager (IT)	For accountability and compliance.
Role-based access (admin, doctor, patient)	Implied	Basic system integrity and security.
System-generated reports (appointments, no-shows)	Doctors, Finance	Needed for operational insights.

2. SHOULD HAVE (IMPORTANT BUT NOT VITAL ON DAY 1)

Requirement	Source	Justification
Waitlist Management	Admin staff	Helpful for handling overflow; not immediately critical.
Urgent appointment tagging & prioritization	Admin, Manager	Not all clinics need this fully automated right away.
Doctor efficiency/performance reporting	Doctors, Manager	Useful for planning and reviews, but not urgent.
Analytics dashboard (e.g., time slot usage, patient trends)	Document analysis	Useful but can be part of phase 2.

3. COULD HAVE (NICE TO HAVE IF TIME/RESOURCES PERMIT)

Requirement	Source	Justification
Patient rating/feedback post-visit	Not directly mentioned	Adds value but non-critical.
Chatbot for peak hour call handling	Document analysis	Addresses traffic but may require more tech support.
Patient self-registration and profile management	Implied	Enhances UX, can be added after core system is stable.
Multi-language support	Not mentioned	Depends on demographics, so optional.

4.   WON'T HAVE (OUT OF SCOPE FOR NOW)

Requirement	Source	Justification
Integrated payment gateway	Finance, Manager	Manager explicitly stated manual payments will continue.
Patient diagnosis tracking	Doctors (optional)	Treads into EMR territory, not in initial scope.

5.   CONCLUSION

The comprehensive analysis of stakeholder inputs and operational data has revealed critical functional and behavioral requirements for the online appointment system. Prioritizing these needs using the MoSCoW method ensures that the solution addresses the most impactful issues first, streamlining scheduling, reducing manual workload, and improving patient experience. This data-driven and user-focused approach lays a strong foundation for designing a reliable, efficient, and scalable healthcare appointment system.