ONLINE APPOINTMENT FOR HEALTHCARE CLINIC

Business Requirements Document (BRD)

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| Author | Version | Date | Description |
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1. **Executive Summary**

This project aims to automate the appointment booking system of a healthcare clinic to overcome the inefficiencies of the existing manual process. Issues like double bookings, poor reporting, and scheduling conflicts will be addressed. Automation will streamline operations, enhance user experience, and support better decision-making via reporting and data analytics.

1. **Glossary**

|  |  |
| --- | --- |
| **Term** | **Definition** |
| MoSCoW | Must, Should, Could, Won’t – prioritization framework |
| No-show | A patient who misses an appointment without prior cancellation |
| Rescheduling | Process of changing the date/time of a booked appointment |
| Role-Based Access | Access control based on user role (e.g., Doctor, Admin, Patient) |
| Audit Log | A system-generated record of changes or access for compliance purposes |

1. **Business Goals**
   1. Eliminate manual appointment scheduling inefficiencies
   2. Improve patient access and reduce booking-related frustration
   3. Enable data-driven decision-making with automated reporting
   4. Reduce operational overhead for administrative and medical staff
2. **Project overview and Objectives**
   1. **Overview**

The project involves implementing a digital platform for scheduling and managing appointments.

* 1. **Objectives**
     1. Automate booking, rescheduling, and cancellations
     2. Display real-time doctor availability
     3. Enable SMS/email reminders
     4. Ensure secure, role-based system access
     5. Track appointment data and generate reports

1. **Project Scope**
   1. **In Scope:**
      1. Appointment scheduling and reminders
      2. Manual override by doctors
      3. Appointment audit trail
      4. Role-based access
      5. Reports (appointments, cancellations, no-shows)
   2. **Out of Scope:**
      1. Integrated payment gateway
      2. EMR or patient diagnosis tracking
      3. Patient billing automation
2. **Success Criteria**
   1. 90%+ reduction in double bookings within 2 months
   2. 70%+ reduction in missed appointments (no-shows) due to reminders
   3. User satisfaction score of 8+/10 in post-deployment survey
   4. System uptime of 99% in the first 6 months
3. **Current State**
   1. Manual scheduling via phone and appointment book
   2. Frequent double bookings and scheduling errors
   3. No consistent reporting mechanism
   4. Financial tracking is handwritten and error-prone
   5. Waitlist and urgent request handling is ad-hoc
4. **Target State**
5. **RAID**
6. **Major Requirements**
7. **Business Rules**
8. **Reference Documents**
9. **Project Schedule**