

# Project Status and Launch Plan

## Team 2



Aayushi



Product  
Owner

Ankit



Product  
Manager

Lukas



Project  
Manager

Punya



Designer

Vinay

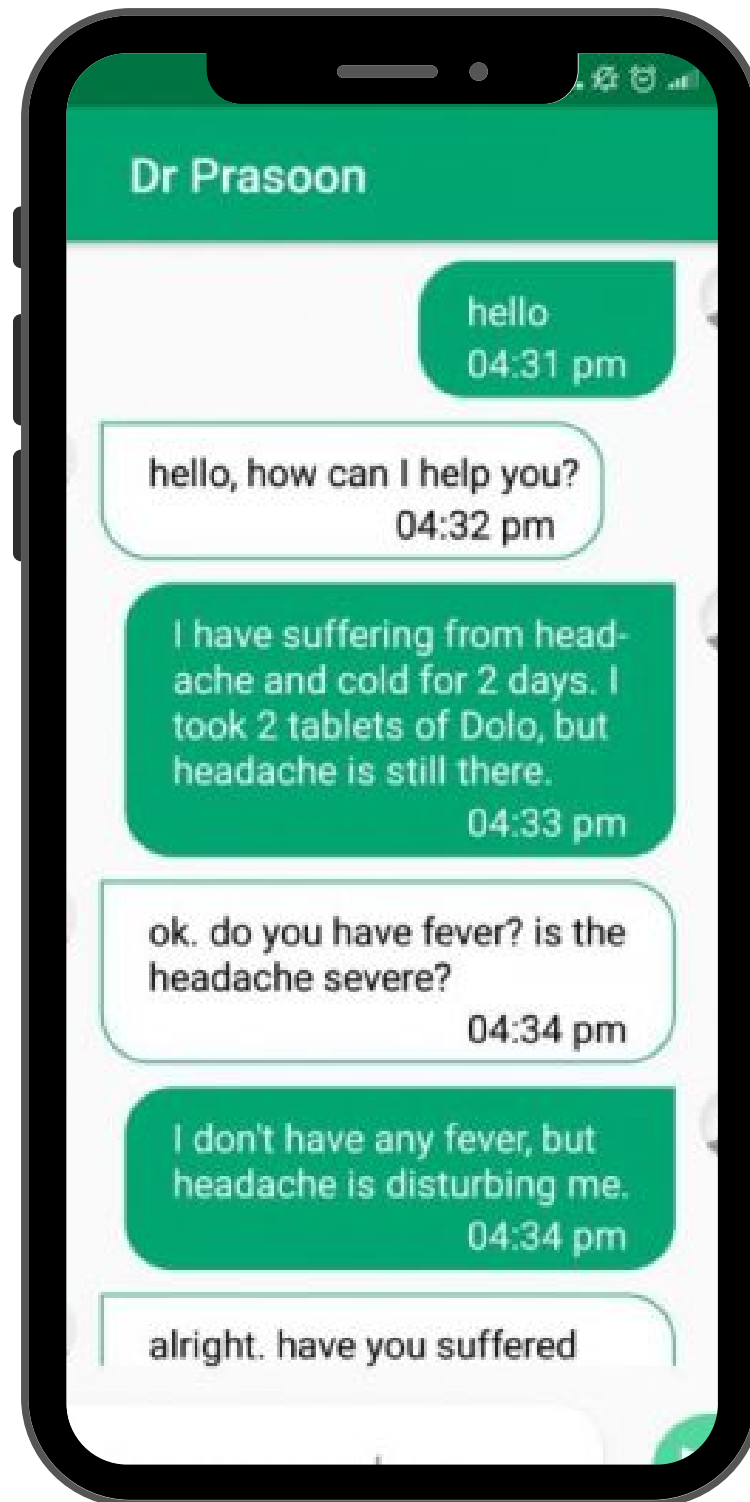


Scrum  
Master

IMT 587  
Principles of Product  
& Project Management

# The What?(Scope)

## Chat Box for Scheduling Appointments MVP



**Adds a Human Touch to MyChart  
Appointment Scheduling**



# "Why" is it important?

## Customer



- Reduces appointment scheduling time
- Increases customer satisfaction

## Business



- Decrease FTE Required to Schedule Appointment.
  - Medical Scheduling Software
- Market Size :**
- In 2022, \$389.21 M
  - By 2027, \$738.6 M (CAGR 13.67% )

## Technology

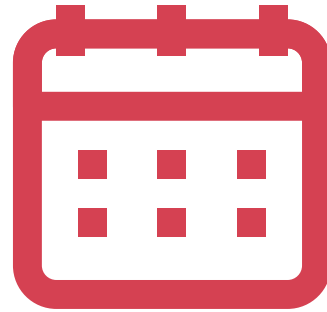


- Chatbox will decrease call volume
- Leader in the medical scheduling software market.



# The How?

## Size



### Timeline

**6 months**

**4 sprints**

## Budget



**\$195K**

**Team**

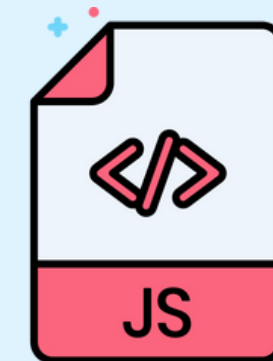
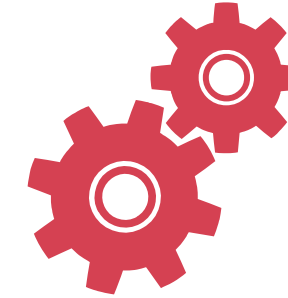
**1 QA**

**1 PM**

**4 SDE**

**1 Project Mgr**

## Technology



# Accomplishments

## Done

- Backend Design & Development

## Current

- Scheduler and User UI In End-User Testing

## Next

- Extensive Integrated Testing
- Deployment



# Scope & Schedule



## Discussed & Denied Scope Increase

Request to Increase Scope to Add low level AI to MVP

Reason for Denial:

- Prevent budget and schedule increases
  - Would need to pull ML engineer from another team
- Limit risk in case core assumptions are not confirmed

## Schedule Status: Within On-Track Estimates

	User Stories	Sprints	Avg. Stories / Sprint Comp.	Avg. Stories / Sprint Rem.	Est. Comp. Date
Current	15/61	1/4	15	15.3	6/10/23
Goal	16/61	1/4	16	15	6/06/23



# Budget Status

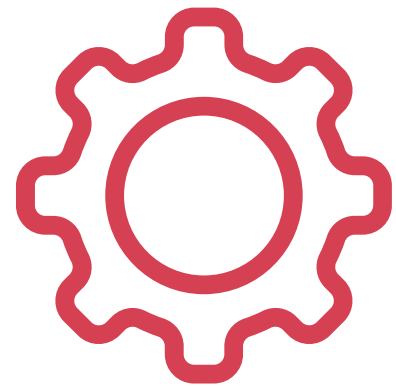


## Phases

## Timeline

## Resources

## Cost

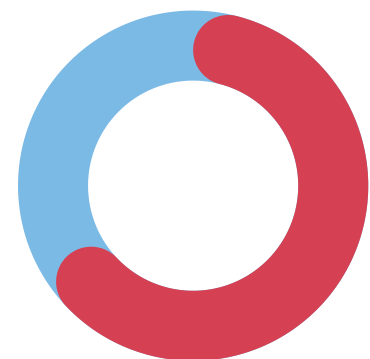


Total Budget

6 months

4 SDE  
1 Project Mgr  
1 QA, 1 PM

195K



Utilized-  
Development

1 month

4 SDE  
1 Project Mgr

40K

**Remaining**

**155K**

**ON  
TRACK**

# Red Flag: User Testing

Far Below Expected User Feedback on Frontend Scheduler Facing Design



Users tested are unhappy about constant typing and repetitive tasks



Time To Schedule Appt. 50% higher than expected

## Mitigation Plan



Basic AI and Chat Bot Uprioritized for First Post-Release Sprint

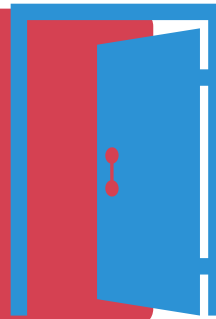


Customizable One Click Response Buttons Added To Design



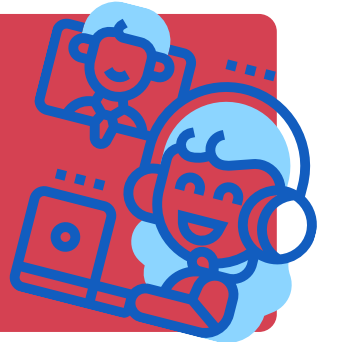
# Risks

**RISK: Abandoned chats left by patients**



**MITIGATION: When chat response gets stagnant, add option to connect to personnel or redirect to portal to restart chat**

**RISK: Delayed Scheduler Responses**



**MITIGATION: Up skill medical staff for faster scheduling and allow health systems to create their own preset responses**

**RISK: Users find it harder to schedule appointments via chat and prefer calling instead**



**MITIGATION: Doctors have pre recorded videos which will help patients understand their symptoms better**



# Project Launch Plan



**Short-term goal:** 15% increase in appointments scheduled on MyChart  
30% of users in phase 1 have tried the feature at least once in 1 month

 Launch Day

**THANK YOU**

