**System Requirements**

**Initial Booking**

* 1. - On arrival at the hospital A&E the patient will be booked into a system by a Triage nurse.
  2. - The triage nurse will record the assessment of the patient’s condition. Emergency, Urgent, Semi – urgent, Non – urgent.
  3. - The Triage nurse will have access to a database which, will have patient records including NHS number, Title, First name, Last Name, Address, Contact, Telephone Number, known allergies and Blood group.

**Treatment**

* 1. - There will be 5 treatment rooms.
  2. - A doctor will be able to login to the system from each treatment room.
  3. - If a treatment room is available a patient will be placed in it immediately.
  4. - The treatment will be time boxed for 10 minutes initially, with potential for 5 minute extensions.
  5. - A record of when the patient leaves the treatment room will be recorded and the room will be made available after the time slot expires.

**Queue**

3.1 - If all treatment rooms are being used then the patient will be placed in a queue.

3.2 - The queue will be limited to 10 patients.

3.3 - Each patient will be prioritized in the queue, based on the triage category and the time he/she entered the system.

3.4 - It will be possible to change the triage category of the patient while they are in the queue.

3.5 - If a new emergency patient enters the system he/she will be immediately be admitted into a treatment room, with the last, non-emergency occupant to enter a treatment room dropping to the top of the list.

3.6 - If a patient has been waiting in the queue for more than 25 minutes then he/she will be placed at the top of the queue regardless of triage.

3.7 - If the queue is full any non-emergency patient arriving to the A&E will be re-directed to another hospital.

3.8 - The queue will be displayed as a list to any users of the system.

3.9 - Any user will be able to search for people in the queue, by triage category, name or NHS number.

3.10 – A status for the A&E will be displayed, based on the waiting times of patients in the queue.

**On Call Team**

4.1 - If all the treatment rooms are full of emergency patients and a new emergency patient arrives at the A&E then an SMS will be sent to the on call team.

4.2 - If the patients in the queue reach 10, then a SMS will be sent to the on call team.

4.3 - The on call team will be time boxed for 15 minutes after the SMS is sent and will treat a patient outside a treatment room.

**Hospital Manager**

5.1 - If all the treatment rooms and the on call team are engaged then an alert, email and SMS will be sent to the Hospital Manager.

5.2 - If two patients on the list have been waiting more than 30 minutes an alert SMS and email will be sent to the Hospital Manager.