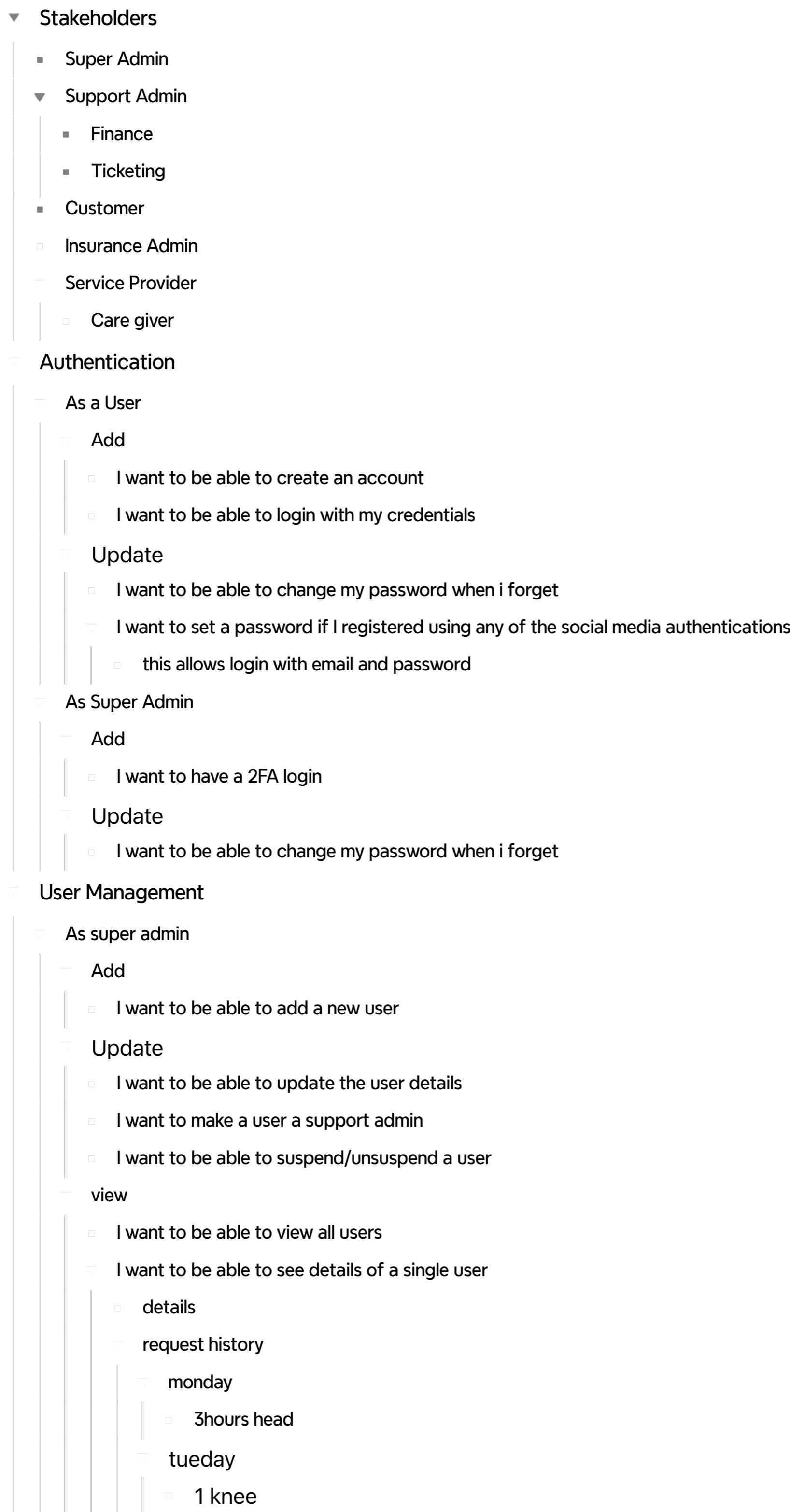
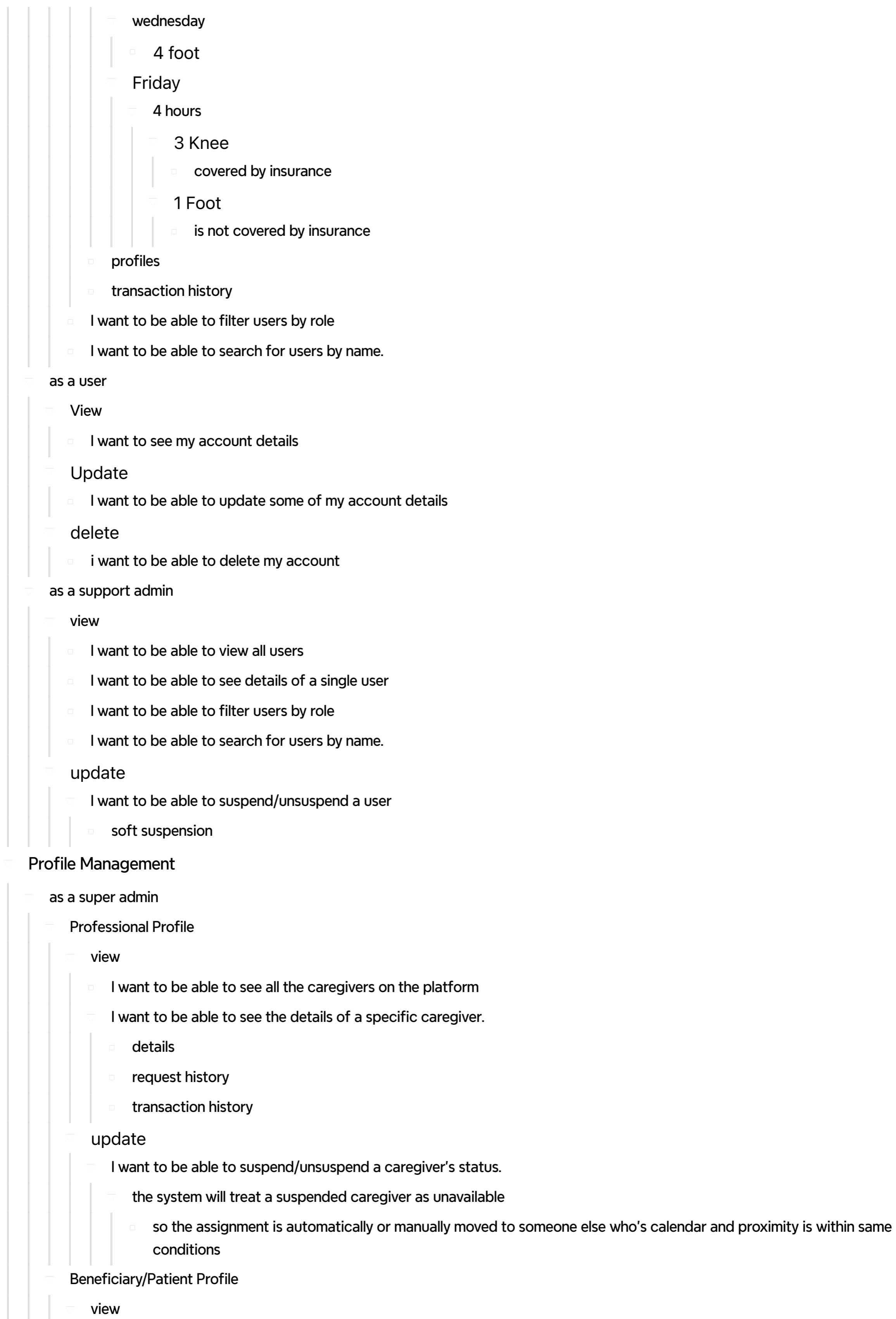


Aides on The Go





- I want to see all patients' profiles created by different account holders.
- ▽ I want to see the details of a single beneficiary account
 - insurance details
 - this include insurance payment status
 - as well as insurance expiry date
 - from here i should be able to click on the insurance name and see all transactions/treatments on that insurance company.
 - profile details
 - treatment history and schedule details

As a user

Beneficiary/Patient Profile

add

- ▽ I want to be able to create a profile detail
 - if the insurance uses API, then it will automatically verify the details I entered as valid.
 - If it is not using API then the insurance admin needs to manually confirm the client records on their side before that profile is active again
 - provides information on the total number of hours that client has.
 - The addition of insurance is optional. If it doesn't exist, it means that the user pays for all services to that profile directly.

view

- I want to be able to see all the profiles I created
- ▽ I want to be able to see an individual profile
 - details
 - request history
 - transaction history
 - if there is a pending insurance payment for a treatment by insurance, user should have the option to directly offset that payment
- ▽ I want to be informed when an insurance company is no longer in use or when a scheduled caregiver has been suspended.
 - I will be required to change the caregiver I am using
 - I will be required to update the insurance used for that profile

Update

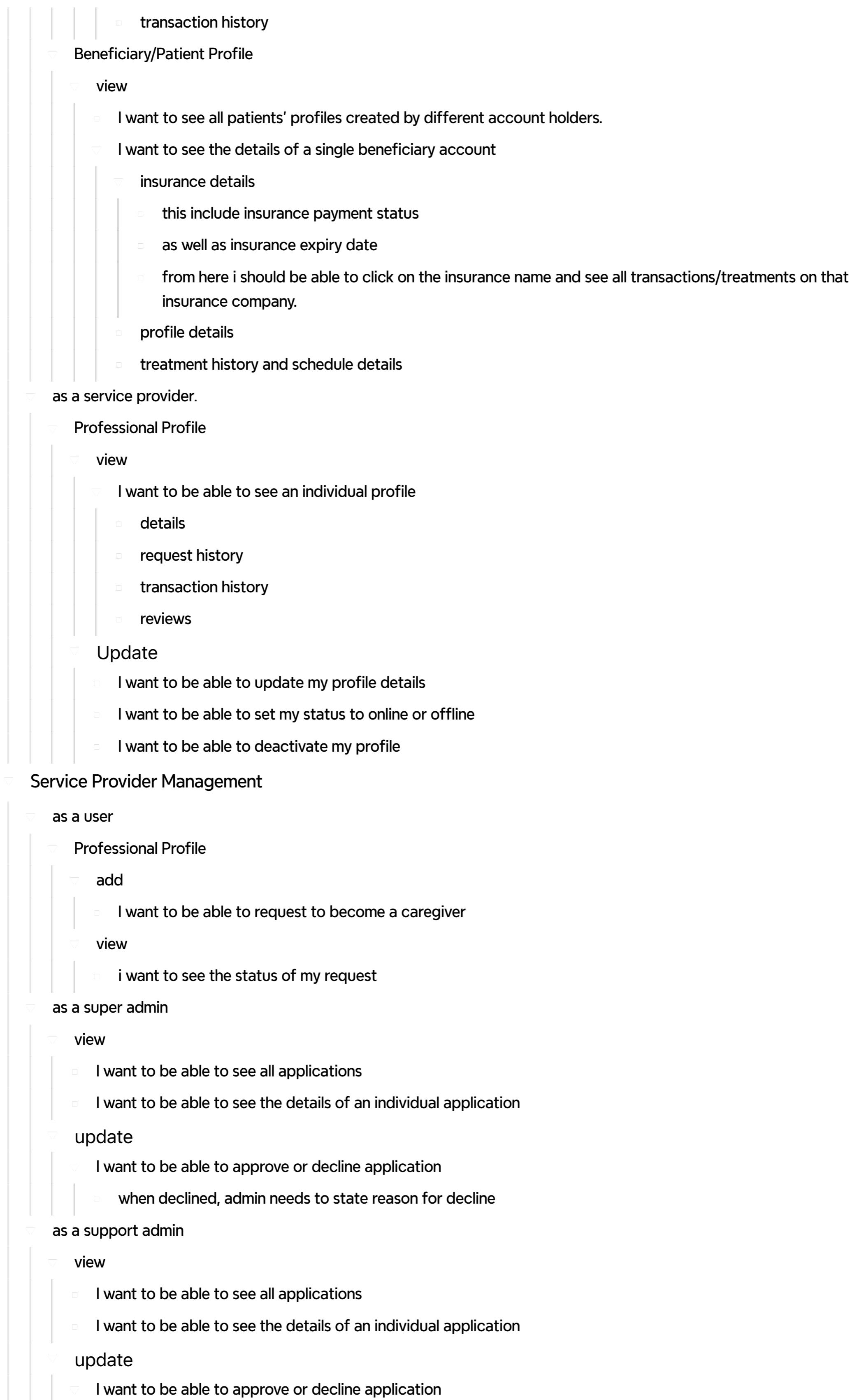
- ▽ I want to be able to update my profile details
 - if the insurance uses API, then it will automatically verify the details I entered as valid.
 - If it is not using API then the insurance admin needs to manually confirm the client records on their side before that profile is active again
- ▽ I want to be able to deactivate a profile
 - This means I can no longer use it until I reactivate it.

as a support admin

Professional Profile

view

- I want to be able to see all the caregivers on the platform
- ▽ I want to be able to see the details of a specific caregiver.
 - details
 - request history



- when declined, admin needs to state reason for decline

Appointment Management

as a caregiver

view

- I want to see all my appointments
- I want to be notified of my appointment 30mins to time
- I want to be able to see a single appointment

as a customer

view

- I want to see all the appointment for all my service orders
- I want to be able to see a single appointment

Insurance Partner Management

Manual

as super admin

add

- I want to be able to add an insurance company
 - details
 - admin details
 - which will automatically create the user
 - service that that insurance covers
 - head
 - knee
 - shoulder
 - foot
 - direct payment

update

- I want to be able to deactivate/activate them

view

- i want to be able to view all list of insurance companies
- i want to be able to view the details on a single insurance company
 - detail
 - transactions

as an insurance admin

view

- I want to see the details of our company
- I want to see all our transactions
- I. want to be notified when there are pending payments.
- I want be notified when a new order has been made using my insurance.

API based

as super admin

view

- I want to see all integrated insurance companies
- i want to see details of a single insurance company

- detail
 - transactions
- update
- I want to activate/deactivate them

Support and Ticketing

as a User

- View
- I want to see my ticket history
 - I want to a single ticket thread with attachments (if available)
 - filter by date
 - search by user's name

Update

- I want to send new tickets with attachments if I want
- I want to be able to send replies with attachment to existing tickets that are still open

as a Super Admin

- View
- I want to see my ticket history
 - I want to a single ticket thread with attachments (if available)
- Add
- I want to be able to send replies with attachment to existing tickets that are still open

Update

- I want to be able to change the status of a ticket to either in-review or to closed

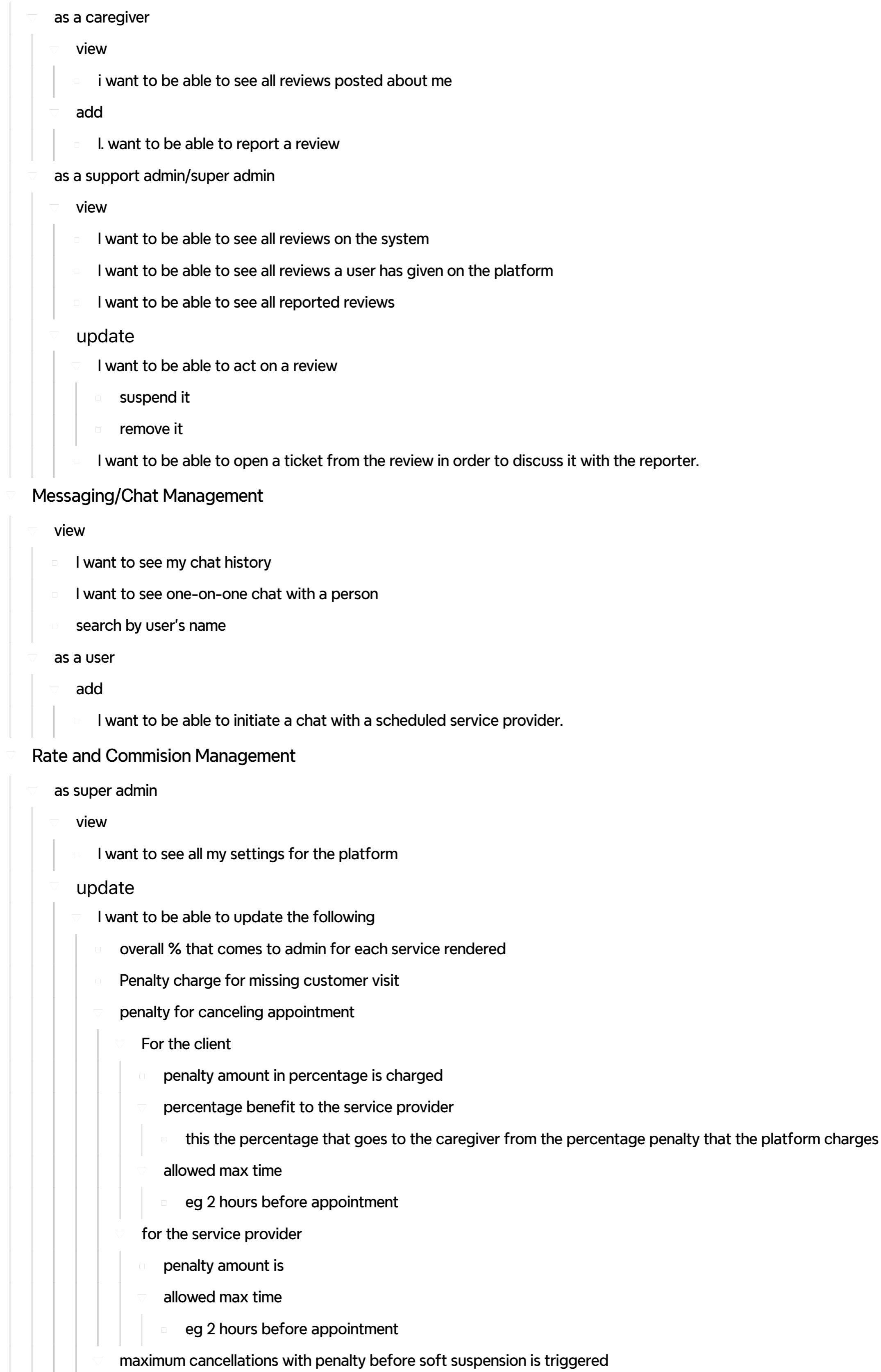
as a Support Admin

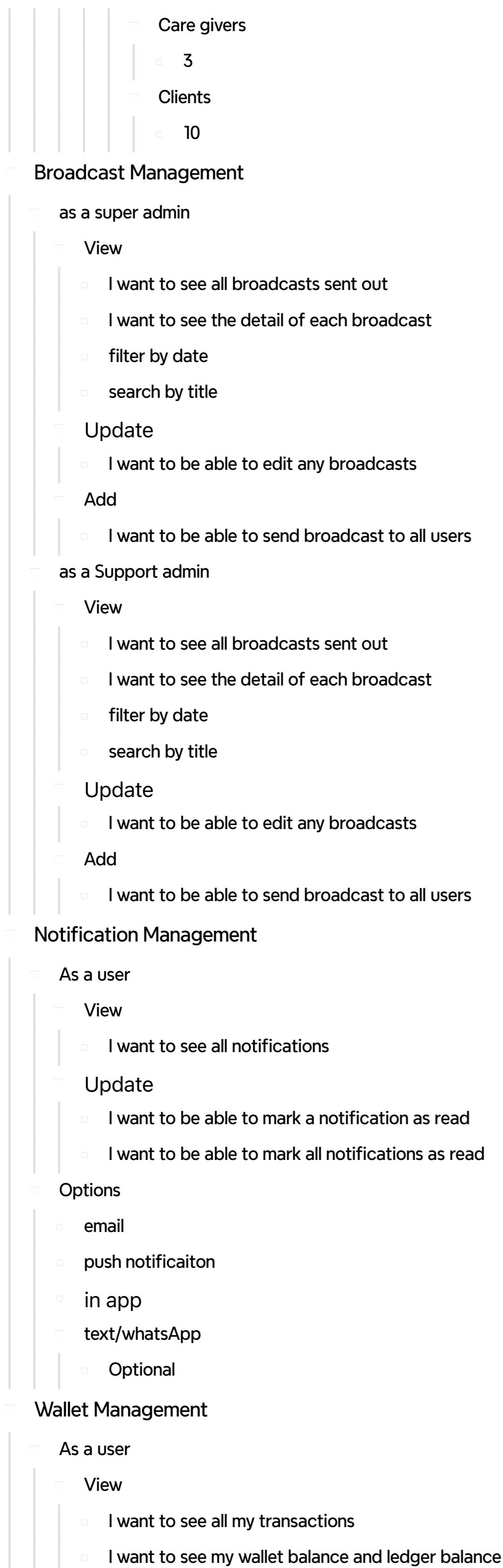
- View
- I want to see my ticket history
 - I want to a single ticket thread with attachments (if available)
- Add
- I want to be able to send replies with attachment to existing tickets that are still open
- Update
- I want to be able to change the status of a ticket to either in-review or to closed

Review and Rating Management

as a user

- View
- I want to see a caregiver's reviews from other customers
- i want to be notified when
- a care giver reports my review
- add
- I want to be able to give a rating/review to a caregiver after a service has been provided
 - this is a requirement for the next service
- update
- I want to be able to update my review/rating of a caregiver.
 - update can only happen after another service has been provided by the same care giver
 - and in the case of a dispute resolution





- I want to be able to fund my wallet
- I want to be able to withdraw money from my wallet
 - available to event vendors
 - Available to Charity Admin
- filter by date

As super admin

View

- I want to see the wallet detail of all users
- I want to see all the transaction of all users
- filter by date

post

- i want to be able to settle a transaction or initiate a refund in case of a transaction dispute

Booking/Request Management

as a user

add

I want to be able to request for a new service

if the chosen profile's insurance only provides partial payment, then at the point of request, the user is given the option to pay all, or pay the remaining percentage the insurance does not cover.

- select service

mark if you want recurrent

yes

pick days

- with time

- pick start date

- end date

no

- select schedule

- mark of you want to apply insurance

- things to note section

requested care giver (option)

- This does not guarantee that the caregiver is available.

during the request I want to specify

- if it is a one off service request or a retainer

if retainer

- i want to select the days in a week I need those services as well as corresponding time.

please note: service provider is not obligated to come for emergency. If at the time of requesting an emergency, the service provider is available, and decides to accept, then they are paid separately. they are only obligated to the time slots they are paid for within the retainer. anything else outside that, is based on their availability

if one off

- I need to specify the dates and the time slot I need the service

- I want to be able to submit a dispute ticket

update

I want to be able to cancel a request

- There should be penalty for this if they cancel
 - there has to be a max time
 - provide reasons for cancellation
 - ▽ I want to be able to edit a request
 - this implies I will pay any difference in charges, except if the insurance company covers that

View

- I want to see all my requests
- I want to see an individual request
- ▽ I want to be notified when
 - the insurance company confirms/declines coverage of my service request
 - when the care giver accepts
 - when the caregiver cancel
 - a specific service appointment is assigned to another person
 - when there is a pending/overdue payment on a specific treatment completed
 - admin needs to add this settings....to determine how long the pending payment is allowed for before it begins to affect the user.
 - we need to confirm when the platform normally settles account with insurances.

as a care giver

update

- i want to be able to accept a request
- ▽ i want to be able to cancel an appointment
 - will this have any penalties?
 - what is the max time slot.
 - provider reason for cancellation
- I want to be able to cancel an accepted request
- ▽ I need to confirm I have started my services for that day
 - this has to be at the client's location
- ▽ I want to be able to input what I did for that client before submitting completed
 - Completed will only be accepted when it is in the client's location.

add

- I want to be able to submit a dispute ticket

view

- i. want to see all requests
- I want to see specific requests
- ▽ I want to be notified when
 - user cancels request

as super admin

view

- I want to see all requests
- i want to see an individual request

Service Management

Super Admin

Add

- ▽ I want to be able to add a service

- Decide how much the service - if it is a direct payment
 - eg 100
- the commission you are paying to caregivers
 - 70%
 - \$70

view

- see all the services
- see individual service

edit

- edit a service
- suspend a service
 - that this service does not appear in new requests
 - ongoing requests still has the service

Service Provider (caregivers)

- view
 - see all the services
 - see individual category

Legals Management

Super admin

Add

- I want to be able to add a new legal document
 - Roles
 - if you do no add a role then it affect everyone!
 - title
 - body
 - agreement type
 - signature
 - click to agree

Update

- I want to be able to update it when i want

View

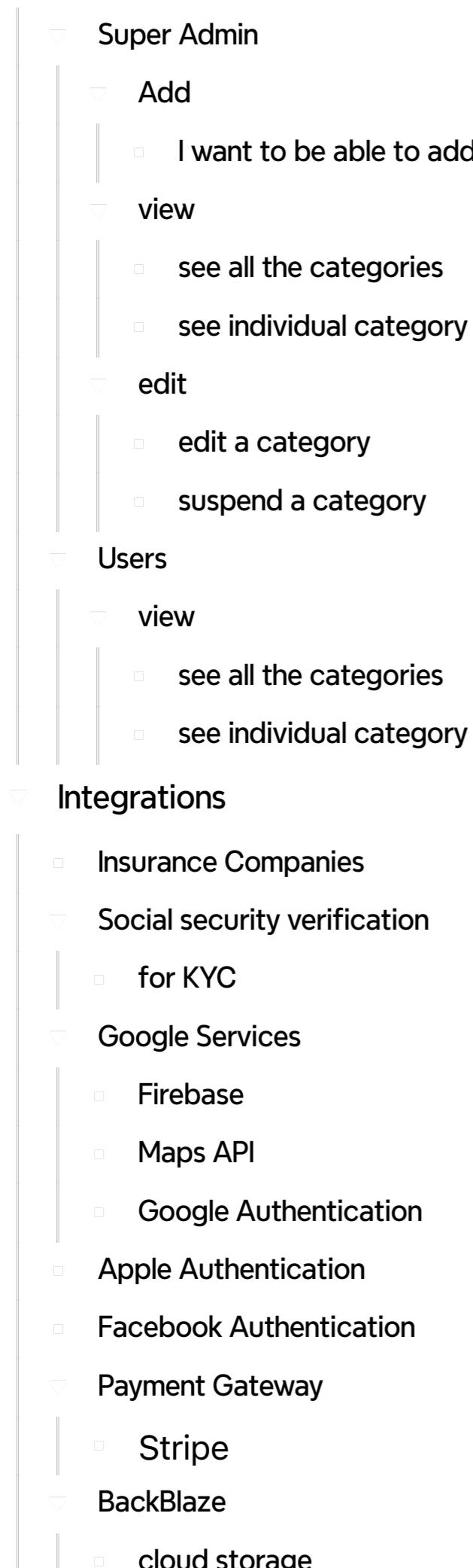
- I want to see all legal documents
- I want to be able to search by name
- I want to see update history
- I want to see everyone who has agreed to that document as well as which version they agreed to
- I want to see the percentage of people that has agreed to it already

Users

View

- I want to be able to see the legal documents
 - against anything i signed it for, I want to see the copy of the one I agreed to
 - this simply means that the latest becomes the current agreement.
 - I want to be notified whenever an agreement is updated so I can re-agree to it

Service Category Management



► Manual