

Health Clinic Appointment & Prescription System

Problem Statement:

In many healthcare clinics, patient management, appointment scheduling, and prescription tracking are often handled manually through registers, phone calls, or basic spreadsheets. This leads to challenges such as double bookings, missed follow-ups, lack of timely reminders, and inefficiency in managing patient history. Patients may miss consultations, doctors may be overbooked, and clinics struggle to maintain transparency and efficiency.

To address these challenges, a Salesforce-based Health Clinic Appointment & Prescription System is needed. The system should allow clinics to register patients, schedule appointments with doctors, and digitally store prescriptions. Validation rules and flows should prevent double bookings, and automated reminders via email or SMS should reduce missed consultations. Dashboards and reports will provide insights into daily/weekly appointments per doctor, patient visit trends, and prescription history. This will improve patient satisfaction, clinic efficiency, and healthcare service quality.

Phase 1: Problem Understanding & Industry Analysis

Requirement Gathering

Collect requirements from doctors, patients, and clinic staff regarding appointments, prescription tracking, and follow-up reminders.

Stakeholder Analysis

Key stakeholders: Patients (appointments & prescriptions), Doctors (consultations, prescription entry), Clinic Staff/Admin (scheduling, oversight, reporting).

Business Process Mapping

Workflow: Patient → Book appointment → Validation (no double booking) → Doctor consultation → Prescription issued → Automated follow-up reminders sent.

Industry-specific Use Case Analysis

Healthcare sector: Appointment & prescription systems improve patient experience, reduce no-shows, and ensure efficient use of doctors' time.

AppExchange Exploration

Explore existing Salesforce healthcare apps like Health Cloud or appointment booking solutions. Identify gaps such as lightweight, customizable prescription management workflows to design a tailored system.