**Users and user categories:**

1. **Patients**: focus on rural or underserved communities where access to traditional healthcare facilities is limited.
2. **Healthcare Providers:**

* Licensed medical professionals who offer their services through the TeleMediCare platform
* These may include general practitioners, specialists, nurses, psychologists, and other healthcare professionals.
* They conduct virtual consultations with patients, diagnose medical conditions, prescribe medications, and provide medical advice.

1. **Payers:**

* Payers include insurance companies, government agencies, or any other organizations responsible for reimbursing or covering the cost of telemedicine services provided through TeleMediCare.
* Payers play a vital role in enabling patients to access healthcare services and ensuring healthcare providers receive compensation for their services.

1. **TeleMediCare Employees and Administrators**:

* Responsible for managing and operating the TeleMediCare platform.
* They oversee the platform's day-to-day operations, handle technical support, manage user accounts, ensure compliance with regulations, and handle administrative tasks.

1. **Regulatory Bodies:**

* Regulatory bodies are government agencies responsible for overseeing and regulating telemedicine services in the region where TeleMediCare operates.
* They set guidelines, standards, and policies for telemedicine operations, ensuring patient safety, data privacy, and adherence to healthcare regulations.

1. Patient logs/ history

**Functional Requirements:**

1. **Patients**:
2. **User Registration:** Patients should be able to create accounts on the platform, providing necessary personal information and medical history.
3. **Appointment Scheduling:** Patients should have the ability to schedule virtual appointments with healthcare providers based on their availability and specialty. Patients should be able to upload their medical records.
4. **Virtual Consultations:** Patients should be able to initiate and participate in secure video consultations with healthcare providers through the platform.
5. **Medical Records Access:** Patients should have access to their electronic health records, including past consultations, prescriptions, and medical test results.
6. **Prescription and Referral Management:** Patients should be able to receive electronic prescriptions and referrals through the platform for medications or further medical care.
7. **Secure Communication(Messaging):** Patients should have a secure messaging system to communicate with healthcare providers for follow-up questions or non-urgent inquiries.
8. **Healthcare Providers**:
9. **Profile Creation**: Healthcare providers should be able to create professional profiles on the platform, specifying their specialties and credentials.
10. **Appointment Management**: Healthcare providers should be able to view and manage their appointment schedules and reschedule or cancel appointments when needed.
11. **Virtual Consultations**: Healthcare providers should have access to a reliable and secure video conferencing system for conducting virtual consultations with patients.
12. **Medical Record Access**: Healthcare providers should be able to access patients' electronic health records to review medical history and make informed decisions during consultations.
13. **Prescription and Referral Issuing**: Healthcare providers should be able to issue electronic prescriptions and referrals to patients as required.
14. **Telemedicine Support**: Healthcare providers should have access to technical support for any telemedicine-related issues they may encounter during consultations.
15. **Payers**:
    1. **Payment Processing**: Payers should be able to process payments for telemedicine services provided by healthcare providers and reimburse them accordingly.
    2. **Claims Management**: Payers should have a system to handle and process reimbursement claims submitted by healthcare providers for telemedicine services rendered to patients.
16. **TeleMediCare Employees and Administrators:**
17. **User Account Management:** Employees and administrators should have the ability to manage user accounts, including patient and healthcare provider profiles.
18. **Technical Support:** Employees and administrators should provide technical support to users, assisting with any platform-related issues.
19. **Compliance Monitoring:** Employees and administrators should monitor and ensure adherence to regulatory guidelines and privacy policies to protect patient data and maintain compliance.
20. **Regulatory Bodies:**
21. **Data Compliance and Privacy:** The platform should comply with all data protection and privacy regulations set by regulatory bodies to ensure patient information is secure.
22. **Audit Trail**: The platform should maintain an audit trail of user activities and transactions to comply with regulatory requirements and facilitate any audits if necessary.