

# **System Request**

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## **Project Sponsor:**

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## **Business Need:**

This system will provide patients the opportunity to order medical tests like COVID-19, Dengue etc. from the comfort of their home. In our society, there are a large number of old people for whom mobility is a big struggle. It is also a mutual problem for the physically challenged/paralysed. So, for any medical tests or doctor consultation, physically going to the hospital is very problematic and stressful, and at times not possible. People facing symptoms of COVID-19 or other viral diseases prefer to stay isolated before testing in order to reduce the possibility of spreading it to others, this home testing service is highly beneficial from both a patient and a doctor's perspective. This problem is solved by making a system that will send trained employees to collect samples from the testing which will be taken to the lab and the result would be posted online.

## **Business requirements:**

Here, users can order a specific medical test from home through our website using a computer, phone or any sort of smart device. A medical team with the appropriate test kits and gear will reach the patient's home, take the required tests and then provide results for the test digitally through our website. The detailed functionalities are given below:

- Users must register and have a verified account in order to make an appointment for a test.
- Users can make appointments for medical consultations as well.
- Users can apply for a membership which will let the customer avail our medical services at a discounted price. Membership will require a monthly/yearly fee.
- Special offers are available for family memberships
- Users can make payments using various payment methods such as PayPal, Bkash, Nagad, credit card.
- Users can purchase various medical supplications like medicines, band aids, masks, PPEs etc. which will be delivered at their doorstep.
- With every medical consultation we will provide a free mental health consultation for covid positive patients staying in isolation
- Users can take a quiz to figure out any underlying health conditions and take tests accordingly
- After testing and acquiring consultation, website will provide alerts and helpful related articles related to the patient's condition for speedy recovery

- For every 10 tests, we will provide free testing for the underprivileged. This will help to promote our website and also be a good social cause.
- Family care plan: When every family member of a certain family tests positive and is isolated together, 40 percent discount is provided to all medical services i.e. medicines, medical supplies, medical consultation (including a free mental health consultation for each family)- provided for each membership.
- Medical care plan: Delivering medicine and other medical supplies at the patient's doorstep based on their medical prescription on a monthly basis.
- Users will have a section for any kind of inquiry, complaint or feedback.
- We will provide gender specific licensed individuals as members of the medical team as per the patient's request. (Female patients can request for female medical professionals for testing or consultation)

## **Business value:**

### Tangible benefit:

- Test orders will increase by about 35%
- Monthly or yearly revenue will be generated from membership fees as more people will want to opt for membership as membership will provide discounted prices on our services.
- People will more likely subscribe to the family care plan after seeing discounted prices in this plan, which will increase our average revenue per person as family members will also avail the service with individual payments as well.
- Seeing our medical care plan, people are more likely to opt for this plan as they would prefer to have their medical supplies delivered at their doorstep instead of going out to get them, especially if they have to be isolated for testing positive for COVID-19 or other illnesses. Thus, this will result in large additional revenue from our system.
- 27% increase in sales.
- 6.5% increase in market share.
- 5% reduction in operating cost due to reduced manpower and also the fact that no fixed setup is needed.

### Intangible benefit:

- Improved customer service.
- Better user interface which encourages users to use our website.
- More simpler and improved payment procedures

- Flexible timing to order test improved customer satisfaction
- Ensures safer testing environments for people.
- Our mental health support paves the path for us in becoming promoters of mental health awareness.
- Better from a competitive perspective.
- Increased brand value.

**Special issues or constraints:**

- System needs to be working within 7 months.
- Medical professionals and the accounting department of the healthcare center needs to be trained on how to operate the system i.e uploading test results, overseeing transactions etc. before the system is deployed.
- Our system needs to be licensed by the Ministry of Health and will have to comply with the mandated regulations implemented by the Government.