Migrant Health CRM - Phase 1

# Phase 1: Problem Understanding & Industry Analysis

👉 Goal: Understand what we’re building and why.

## Requirement Gathering

Talk to stakeholders (Government health officers, migrant workers’ representatives, NGOs, and healthcare providers).

Example requirements:

* • Maintain comprehensive digital health records of migrant workers.
* • Allow healthcare providers to update vaccination and treatment history.
* • Prevent duplicate health records.
* • Generate disease surveillance and public health reports.
* • Ensure secure access with data privacy compliance (HIPAA/GDPR).

## Stakeholder Analysis

* • Admin (system setup and configuration).
* • Healthcare Providers (doctors/nurses updating patient records).
* • Government/Health Officials (monitoring public health trends).
* • NGOs/Support Agents (assisting migrant workers).
* • Migrant Workers (beneficiaries with limited access to view/update their records).

## Business Process Mapping

Flow: Migrant worker visits healthcare provider → Provider searches/creates record → Updates health data (vaccination, diagnosis, treatment) → Alerts triggered if disease detected → Reports generated for health officials.

## Industry-specific Use Case Analysis

In the healthcare industry, accurate and accessible patient records are critical. Migrant populations often lack consistent record-keeping due to mobility, language barriers, and lack of digital infrastructure. Our CRM must:

* • Track health history across locations.
* • Provide multilingual support.
* • Integrate with government health systems for reporting.
* • Enable predictive analysis to prevent outbreaks.

## AppExchange Exploration

While healthcare apps exist on Salesforce AppExchange, most focus on hospitals or clinics. Migrant-specific solutions are rare. We will build a unique custom solution tailored to migrant worker needs, focusing on mobility, multi-language, and integration with public health data.