

POINT OF CONTACT IS JUSTIN STEWART - PRODUCT OWNER

Justin's Availability:

Availability for a call is as follows:

- Tuesday: 12:00 pm – 2:30 pm ET
- Wednesday/Thursday: 12:00 pm – 3:30 pm ET
- Friday: 12:00 pm – 5:00 pm ET

PLEASE LET THE SLACK OR GROUPCHAT KNOW WHAT TIME AND DAY WORKS BEST FOR YALL SO WE CAN LET HIM KNOW

Roles

Simon Armstrong - Scrum Leader and Primary Point of Contact with Cigna

Cameron Carter - Technical Lead

Basanta Baral - Backend Development

Sollomon Crowder - Frontend Engineer

Destin Gilbert - Frontend Engineer

Project Overview (Non-Technical Explanation)

We're building a **mobile system** that helps clinics manage two main things:

1. Specialty Access Hub

- **What it does:** Moves patients from expensive hospital treatments to more affordable places like clinics or at home.
- **Key features:** Helps patients schedule appointments, get reminders, and share medical info with doctors.

2. Biosimilar Switch Kit

- **What it does:** Helps patients switch from expensive brand-name drugs to cheaper, equally effective alternatives.

- **Key features:** Guides patients through the switch process, checks in on them after switching, and makes sure they stay on track.
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How It Works (Simplified)

- **Mobile App:** The system works mainly through a mobile app that can also function offline (no internet required).
 - **Offline Capability:** Even if there's no internet, the app can still collect and store information, and then sync it later when there's a connection.
 - **Reminders and Alerts:** Patients get reminders and updates through text messages, phone calls, or even QR codes.
 - **Simple Interface:** The app uses icons and voice prompts to make it easy for everyone, even if they're not tech-savvy.
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Key Points to Emphasize

- **Affordable Care:** The main goal is to make expensive treatments more affordable by shifting them to less costly settings.
- **User-Friendly:** The system is designed for people with varying levels of tech comfort.
- **Reliable:** Works even without a constant internet connection.

Upcoming Action Steps

Weeks 1–2: Foundations

- **Country Pack v1**
 - Create language packs (strings + audio).

- Load formulary list of allowed drugs/biosimilars.
 - Draft consent text in all required languages.
 - **Offline Data Model**
 - Set up SQLite schema with audit log, outbox, and attachments.
 - Build sync engine basics: queue → retry → merge.
 - **Security Basics**
 - On-device encryption.
 - Data minimization (only essential fields).
 - Test power-loss safety (WAL mode).
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Weeks 3–6: Core Build

- **Shared Spine**
 - Scheduling system: kiosk mode, CHW tablets, caregiver phone flows.
 - Reminder channels: SMS, IVR, WhatsApp, USSD.
 - Adherence nudges: pictograms + voice tips.
 - CHW routing logic (cluster by village).
- **Specialty Access Hub (Minimal)**
 - Support 2 infusion drugs with site-of-care rules.
 - Appointment QR cards (print + scan).
 - Intake capture (labs/photos, store-and-forward).
- **Biosimilar Switch Kit (Minimal)**

- Eligibility engine for 1 biologic class.
 - Printable switch protocol with QR.
 - Offline consent + pharmacist review flow.
 - Day-3/day-14 follow-up reminders.
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Weeks 7–9: Field Polish

1. Field Polish (Weeks 7–9)

- **Low Literacy UI:**
 - Implement icon-based navigation and audio prompts for better usability.
 - Ensure multi-language support is tested and functional.
- **Paper Fallback:**
 - Create and test printable forms with QR codes for offline use.
 - Ensure these can be scanned and ingested back into the system seamlessly.
- **WhatsApp Deep Links & Kiosk Mode:**
 - Integrate WhatsApp for sending appointment reminders and information.
 - Develop a simple kiosk mode for users without personal devices.

2. Pilot Deployment (Weeks 10–12)

- **Deploy in 1 Hospital + 2 Clinics:**
 - Set up the system in selected pilot sites.
 - Train staff and community health workers on using the app.

- **Monitor & Measure:**

- Track key performance indicators like infusion shifts, biosimilar switches, patient adherence, and offline resilience.
- Gather feedback from users and make necessary adjustments.

Meeting Agenda- Proposed by Justin

Purpose: Intro call between The Cigna Group and the Howard University student team for the Senior Design project.

1. Welcome & Introductions

- Brief intros
- Overview of roles and points of contact

2. Project Overview

- Present and discuss the proposed project idea - Pitch Deck Presentation
- Clarify goals, scope, and expected outcomes - Simon
- Identify any constraints or requirements

3. Team Support & Resources

- Discuss what kind of assistance the team may need (technical guidance, mentorship, etc.) - Refer to the section below
- Identify potential company resources or contacts - Refer to the section below

4. Communication Plan

- Determine cadence for weekly updates or check-ins - Refer to the section below
- Preferred communication channels (email, Slack, etc.) - Refer to the section below

5. Next Steps

- Action items for both sides
- Timeline for project kickoff and deliverables

Potential Company Resources or Contacts:

(feel free to add to this and prepare to share with Justin during the meeting)

- Technical guidance - a fellow engineer who can give insight into the necessary steps to execute our idea. Cameron

Communication Plan (Will be finalized once everyone gives the best time and day)