Personalization

General

1. All site is in Spanish.
2. We want the site to allow the doctor to put prices of the first consultation, that this is optional for the doctor.

**Reply: We will extend this feature in doctor edit profile and display in doctor view profile, search doctor listing page.**

1. We want doctors to have multiple workplaces, where each workplace can allow patients to make appointments, and this will have different prices and working hours

**Reply: We will extend an interface in doctor dashboard page where doctor can add multiple locations for the appointments in which he can add different working hours and prices.**

1. We want that in addition to the appointments, doctors have the option of creating a waiting list on the same day, to explain it better see it as a queue of a bank but virtual where I as a patient put myself on the list for the morning of the Monday of the doctor and since there are already 2 people in the list I would be the third in the list, This waiting list can be enabled by the doctor when he wants before the consultation, and can automatically be an example about 3 hours before starting to see the consultations (customizable by the doctor) or manually when he wants

**Reply: As of now the time-slot can be booked by one patient and after that the time-slot is blocked. We can customize the platform to allow multiple booking happened for single time-slot. The person to books at first can eligible for consultation and all others under the state of waiting list. In case the first user who booked the appointment may cancel means the second user becomes available for consultation.**

**Reply: Sorry, You did not understand what I meant at this point, usually in Venezuela, a doctor has a list on a first come, first served basis where people arrive in the office from the previous day, we want to save the patient from discomfort and that the order of arrival is digital with a Waiting list, where in the working hours of the day of the example doctor of 8 to 1, the patients who arrive are annotated but online, saving time, money and problems to both the doctor and patients, The only thing we want to customize is that the time the patient can register is personalized, for example if the doctor starts seeing patients at 8, that people can be listed on the list from 5 am or 6 pm the day before. (This field will be fixed for every day only have to select it once and will be the same for every day that the doctor passes consultation)**

**Reply: yes we got it what you have explained above. We can track the patient who do the registration and make the booking of appointments. You says that patient can visit your office before the day or two appointment begins to the book the doctor. How do we track these patients?**

**Do you want to have office staff to update the patient details and their reservation in this platform?**

1. We would like the sending of sms to be personalized for the doctor that he can select when he sends a reminder to the patient if it is 24 hours before or when there is half an hour to go.

**Reply: OK. Kindly provide us documentation of the SMS gateway which works in your country.**

1. Doctors can choose how many patients they see for insurance in a work shift (either by appointment or by waiting list).

**Reply: Do you mean, to limit the patients booking the appointment using insurance?**

**Reply: Doctors can indicate if I see example 10 patients a day (based on appointments or lists) of those 10 patients only 2 can see by insurance the others will be private**

**Reply: OK. We will extend interface in doctor profile page where he can update the number of insurance the patient can book for the day.**

1. Patients can register direct relatives (mom, dad, son, uncle, grandmother).

**Reply: We will extend an interface in Patient Dashboard to add users and user will get immediate email for the registration the patient does.(the email which consists login and password)**

**Reply: But with the same user and password the user can register, and create appointments for the whole family?**

**Reply: OK**

1. We want a more social page so we can allow a registered patient to ask open questions to any doctor within doctor’s profile or in an open section called ask the doctor (in Spanish Preguntale al Doctor), where a patient will ask a question to any doctor in the community, and any doctor can answer the question.

1. Those open questions of the previous point, can be answered by several doctors and the patient who asked the question will be able to select the best answer which will give points to the doctor that will help him improve his ranking in the directory of the web.
2. We would like the questions to be open, but at any time the administrator may censor the question or the answer.

Reply

**Reply: OK**

**Reply: It’s difficult, Do you have any doubts at this point?**

**Reply: We are quite clear about this point.**

1. Will also be allowed to send a direct message (via patient-doctor, doctor-patient),

**Reply: OK. Do you want only the internal messaging system works after the booking or they can communicate before the booking?**

**Reply: After booking, If they want to talk to the doctor before the reservation will be from the doctor's profile with the previous point**

**Reply: OK**

1. We want the patient to have an open profile where he can upload a photo, put his city, hobbies and that doctors can also make votes for the patient (if he arrives on time, good patient, among others).

**Reply: OK.**

**Reply: Perfect**

1. We want the doctor to register openly but will have a logo that indicates Doctor without Verification, and that the administrator can after we perform a previous review put a doctor as verified.

**Reply: OK**

**Reply: Perfect**

1. Improve Find Doctors by, creating a list of cities, diseases, symptoms and that the links go to a page as a search engine that outputs the requested information.

**Reply: OK. Already we have the feature.**

**Reply: Yes we know, it’s only change the design.**

1. We would like the doctor to put the address where he sees the consultation or directly the clinic or hospital where he works, and then in an improved version of the website (which we will do later) we will make a profile of the clinic, so that a clinic user Can create personalized information (photos, phones, prices).

**Reply: We will do later**

**Reply: Perfect**

Home Page

1. Customize more the search engine we want the patient can search by symptom, treatment doctor's name, in a search engine not in a drop-down list.

**Reply: OK.**

**Reply: Perfect**

1. In addition, we want that in the same finder of optional search form the user can look for booking.com style, of an appointment with a cardiologist for the Wednesday in a specific city.

**Reply: OK.**

**Reply: Perfect**

1. Modifications of design that will be indicated when the designer provides us the mockup

**Reply: OK**

**Reply: Perfect**

Search Page

1. We want it to look more like zocdoc: Bigger picture and next, Name + Specialty + Star + Price first medical consultation (this is new) + Preferred Location (this is another point we want the doctor can have more than one job location).
2. I can go to the doctor by touching the photo.
3. Share in social networks.
4. Modify in filters, change language for prices.

**Reply: OK**

**Reply: Perfect**

1. Finder type booking where doctors come near you, that you can order by the closest to you or by those available closer to the present day.

**Reply: OK**

**Reply: Perfect**

1. Modifications of design that will be indicated when the designer provides us the mockup

**Reply: OK**

**Reply: Perfect**

Doctor's Profile

1. Share in social networks.
2. That the person from the map can reach the office from anywhere (using a textbox) (Calculate route) like (<https://www.jameda.de/berlin/mvz-medizinische-versorgungszentren/gynaekologikum-berlin/uebersicht/71223417000_2/>)

**Reply: OK**

**Reply: Because this part is so difficult and excuse my ignorance?**

**Reply: Yes it’s bit difficult yet we can achieve.**

1. A page made to print, where the locations, addresses, specialties you see, among others.
2. That the photo of the doctor with his name and specialty always comes out at the top. (Such as <https://www.jameda.de/berlin/mvz-medizinische-versorgungszentren/gynaekologikum-berlin/uebersicht/71223417000_2/>)
3. Display the information of the questions asked by the patients. And their answers.

**Reply: OK**

**Reply: Perfect**

1. Modifications of design that will be indicated when the designer provides us the mockup

**Reply: OK**

**Reply: Perfect**

Doctor’s User

1. Put that you can or do not have appointments, in case you do not have it, it will only be for you to advertise your information
2. That the doctor can besides upload the photos, put information in html to create a miniweb. (Premium version)

**Reply:Kindly give more details for above 2 points.**

**Reply: We want that only in the premium version allows the appointments and that the user can create his profile with photos and html that the same puts, that can personalize his profile alibaba style** **https://olook.en.alibaba.com/, of course we want Something simple where the doctor can upload photos and put html elements with a wysiwyg editor**

**Reply: OK We only allow the premium doctors to create the appointment with the platform. We may use wysiwyg editor to personalize the profile for premium doctors.**

1. For appointments you will need to have the Premium version.
2. The best positions in the directory or search engine will be for the Premium version.
3. Add doctor information fields: identification number, type (if you are a doctor, dentist, among others), locations (several), prices (these prices can be by type of query) and schedules of those locations, Contact information to perform verification.
4. A list of your appointments, daily or weekly in simple format to export, (Excel, pdf, screen)
5. The doctor may write a patient when he should return for another medical appointment and give him a reminder via sms the time before he considers necessary example 1 week before.
6. Send a direct message to your patients
7. Answer questions.
8. Modifications of design that will be indicated when the designer provides us the mockup

**Reply: OK**

**Reply: Perfect**

User / Patient’ User

1. Add fields with patient information (identification number, social networks, cell phone)
2. Direct messages with your doctors
3. Ask questions.
4. Create patient profile, photo, hobbies, among others.
5. Modifications of design that will be indicated when the designer provides us the mockup.

**Reply: OK. The timeframe has been given already above.**

**Reply: Perfect**