

Scope of Work (SOW)

Doctor–Patient Video Subscription Platform

1. Project Overview

The Doctor–Patient Video Subscription Platform is a web-based system designed to allow doctors/administrators to onboard patients, assign condition-specific educational or treatment videos, and manage access through a subscription-based payment model. Patients can access assigned videos only after successful onboarding and subscription payment.

The platform will support **WhatsApp-based onboarding, OTP authentication, video content management, and subscription-controlled video access.**

2. User Roles & Access Levels

2.1 User Roles

Role	Description
Admin	Manages patients, video content, assignments, and notifications
Patient	Views assigned videos after onboarding and subscription

3. Admin Module – Functional Scope

3.1 Patient Management

Admin Capabilities:

- Create patient profiles using:
- Mobile number (mandatory, unique)
- Basic personal details (Name, Age, Gender – configurable)
- System-generated **unique onboarding link** for each patient
- Automatic **WhatsApp delivery** of onboarding link to patient

Patient Status Tracking:

- Onboarding status:
 - Not Onboarded
 - Onboarded
 - Subscription status:
 - Not Subscribed
 - Subscribed / Active / Expired
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3.2 Video Management Module

Admin Capabilities:

- Upload video content
 - Add video metadata:
 - Title
 - Description
 - Category (e.g., Back Pain, Joint Pain, Other Conditions)
 - Enable / Disable videos
 - Manage video categories (CRUD operations)
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3.3 Video Assignment Management

Admin Capabilities:

- Assign one or multiple videos to:
- Individual patients
- Remove assigned videos from patients
- Control patient-specific video visibility

Notifications on Assignment:

- WhatsApp notification to patient
 - In-app or system notification (if applicable)
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3.4 Admin Dashboard

- Patient list with filters:
 - Onboarding status
 - Subscription status
 - Video assignment overview
 - Subscription activity overview
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4. Patient Module – Functional Scope

4.1 Patient Onboarding Flow

Onboarding via Admin-created Link:

1. Patient receives WhatsApp message with onboarding link
 2. Click link → redirected to Patient Panel
 3. Login using **OTP-based authentication**
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4.2 First-Time Login (Mandatory Profile Completion)

Patient must complete the following fields before proceeding:

- Height
- Weight
- Disease / Medical Condition
- Other basic health information (configurable)

Patient cannot proceed without completing mandatory profile details.

4.3 Subscription & Access Control

- After onboarding:
 - Patient is shown available subscription plans
 - Payment is mandatory to unlock video access
 - Until payment is completed:
 - All videos remain **locked**
 - After successful subscription:
 - Patient can access **only videos assigned by Admin**
 - No access to unassigned or global video content
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4.4 Direct Patient Signup (Without Admin Onboarding)

- Patient can:
 - Register directly using mobile number
 - Login via OTP
 - Complete mandatory profile
 - Subscribe to a plan
 - Video access remains restricted until:
 - Admin assigns videos
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5. Subscription & Payment Module

5.1 Payment Features

- Integration with a payment gateway
- Subscription-based payment model
- Support for:
- Subscription activation
- Subscription expiry

- Payment success/failure handling

5.2 Access Control Logic

- Video visibility strictly tied to:
 - Active subscription status
 - Admin video assignment
 - Expired or inactive subscriptions:
 - Automatically lock video access
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6. Notification System

6.1 WhatsApp Integration

- WhatsApp notifications for:
- Onboarding link delivery
- Video assignment updates
- Subscription-related alerts (optional)

6.2 System Notifications (Optional)

- In-app notifications for logged-in patients
 - Admin-triggered notifications
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7. Technology Stack

Layer	Technology
Frontend	React.js
Backend	Node.js or PHP
Database	MySQL
Authentication	OTP-based mobile authentication
Notifications	WhatsApp API integration

Layer	Technology
Payments	Third-party payment gateway

8. Inclusions & Exclusions

8.1 Inclusions

- Role-based access control (Admin / Patient)
- Patient onboarding via WhatsApp
- OTP authentication
- Video upload and categorization
- Video assignment logic
- Subscription and payment flow
- Notification integration

8.2 Exclusions

- Domain purchase
 - Hosting and server infrastructure
 - SMS gateway costs
 - WhatsApp API approval fees
 - Video production or editing
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9. Deliverables

1. Functional Scope of Work document
 2. Feature-wise module breakdown
 3. User flow diagrams (Admin & Patient)
 4. Subscription and access control logic
 5. API-level functional requirements (if required)
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10. Assumptions & Constraints

Assumptions

- WhatsApp Business API access will be provided by the client
- Payment gateway credentials will be provided by the client
- Video content will be provided in supported formats
- OTP service provider will be finalized before development

Constraints

- Internet connectivity required for video streaming
- Subscription logic applies uniformly to all patients
- Video access is restricted to assigned content only
- Scalability limited to selected hosting environment (outside scope)