Interfaith Dental: Potential Patient Application

Version 1.0 | May 2, 2020

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# Potential Patient Application

## Accessing the Application

**User Story 1:**

As a potential patient

I want to be able to find the application from the Interfaith Dental website

So that I don’t have to go to multiple places to apply

Given that a potential patient has gone to interfaithdental.com

When the site loads

Then they should see a link to the potential patient application

**User Story 2:**

As Interfaith Dental’s COO

I want to revamp the Patients page (updated verbiage, move Helpful Resources to bottom)

So that the page reflects the new process

## Application

**User Story 3:**

As Interfaith Dental’s COO

I want to the potential patient application to live on a separate domain

So that it won’t be impacted by any potential updates to the website

NOTE: The domain name will be [interfaithpatient.com]

**User Story 4:**

As Interfaith Dental’s COO

I want to the potential patient application to support both discrete and open ended questions

So that I can ask potential patients the information I need

NOTE: Question types include:

* Select one
* Select multiple
* Likert scale (1-5)
* Fill in the blank
* Free text box

**User Story 5:**

As Interfaith Dental’s COO

I want to the potential patient application to be presented in English

So that I can reach the majority of potential patients

**User Story 6: Stretch Goal**

As Interfaith Dental’s COO

I want to the potential patient application to also be available in Spanish and Arabic

So that I can reach the majority of potential patients who are not fluent in English

Given a potential patient has launched the new potential patient application

When the application loads

Then the first question should be asking the user to select their preferred language

Given the user has selected their preferred language

When they move through the rest of the application

Then the questions and discrete question should be presented in their preferred language

Given the user has answered a fill in the blank or free text question in their preferred language

When the answer save to the database

Then it should save to the database in the language in which it was written (the backend does not need to translate it to English)

**User Story 7:**

As Interfaith Dental’s COO

I want to the application to have a pleasant user experience on when view in a browser on desktop, laptop, smart phone, or tablet

So that potential patients have an enjoyable user experience regardless of their device

**User Story 8:**

As Interfaith Dental’s COO

I want to the application support branching logic

So that potential patients can have the most direct path through the applicable questions

**User Story 9:**

As Interfaith Dental’s COO

I want to the last step in the application to tell people if they are pre-qualified or not

So that they can receive information on next steps as quickly as possible

Given that potential patient does NOT qualify

When they complete the application

Then they should see an indicator that tells them their application was successfully submitted AND be taken to a page that shows them a list of potential resources ( https://www.tnoralhealth.org/safety-net-directory-2)

Given that potential patient does qualify

When they complete the application

Then they should see an indicator that tells them their application was successfully submitted AND be taken to a page that explains to them the next steps in the process

**User Story 10:**

As the development team

I want to the application to write to the database once it has been completed, at whatever question that is according to the branching logic

So that I only have to save complete forms (users cannot save incomplete applications)

Given that potential patient does NOT qualify

When they complete the application\*

Then their application should be saved to the database

\*Because of the branching logic, their application may be considered “complete” before they have filled out all the questions

Given that potential patient does qualify

When they complete the application

Then their application should be saved to the database

# Admin Portal

**User Story 11:**

As the development team

I want to the admin portal to be accessible by a shared login/ service account

So that I only have to enable permissions for one admin account

**User Story 12:**

As Interfaith Dental’s COO

I want to the admin portal only to be accessible by people with the admin account credentials

So that we can protect the application

**User Story 13:**

As Interfaith Dental’s COO

I want to the admin account to be able to add, remove, and edit questions for the application and edit the branching logic

So that we can manage and update the application as we need to on our own

# Reports

**User Story 14:**

As a Patient Care Coordinator

I want to be able to see answers to the completed potential patient applications in a PowerBI report

So that I can follow up and schedule new patients

# Non-Functional Requirements

## Availability

* Up Time: 98% availability 24x7x365
* Browsers: Chrome, Safari, IE

## Capacity

* Concurrency (application): 5 users
* Concurrent (admin portal): 5 users
* Data Volume:
* Data Retention: Data should be save indefinitely

## Performance

* UI Responsiveness (assume perfect conditions):
* API Calls: 500ms response time for API calls

## Scalability

* Data Growth:
* Question Growth:

# User Persona Assumptions

## Potential Patients

* Device: Mobile, likely Android
* Location:
* Technical Literacy: Low
* Reading Level/ Literacy: Low
* Medical Literacy: Low
* Age:

## Patient Care Coordinators

* Device: Access to a work computer
* Location: Work (Interfaith Dental office)
* Technical Literacy: Medium-High
* Reading Level/ Literacy: High
* Medical Literacy: Medium-High
* Age: