**SOS Tourist Doctor — Minimum Viable Product (MVP) Specification**

**1. Mission & Value Proposition**

Give tourists in Mauritius instant, trustworthy access to a licensed doctor—via chat, video, or home visit—with e‑prescriptions and card‑on‑file payment, all in one bilingual mobile app.

**2. Target Users & Core Problem**

| **User** | **Pain‑Point** | **MVP Outcome** |
| --- | --- | --- |
| **Tourist / Expat** | Doesn’t know local healthcare system; needs quick care in preferred language | On‑demand consult and e‑prescription in English / French |
| **Hotel Staff / Concierge** | Must find a doctor for guests fast | 60‑sec booking flow with auto‑payment |
| **Doctor** | Hard to reach tourists; admin workload | In‑app schedule, chat/video consult, one‑tap prescription, auto‑paid |
| **Admin** | Needs oversight & compliance | Web dashboard (doctors, payouts, audit logs) |

**3. MVP Feature Set**

| **Category** | **Must‑Have (Launch Day)** | **Deferred (Post‑MVP)** |
| --- | --- | --- |
| **Onboarding & Auth** | Splash, language pick, social/email login, profile wizard | Apple Health / Google Fit import |
| **Consult Booking** | Consultation types (online, message, home visit), doctor list, slot picker, Stripe card pay (fixed Rs 500) | Dynamic pricing, insurance capture |
| **Real‑Time Care** | ➟ Secure Supabase chat, WebRTC video, prescription PDF | Group chat, second‑opinion call |
| **Medication** | E‑prescription viewer & pharmacy hotline | Integrated pharmacy delivery tracking |
| **Notifications** | Push / in‑app (booking status, messages) via Supabase Realtime | SMS fallback |
| **Admin Tools** | Doctor CRUD, payout report, basic analytics | Revenue dashboard, cohort analysis |
| **Compliance & Safety** | Location consent modal, GDPR/DPDP delete‑account, role‑based row‑level security (RLS) | Biometric login, full HIPAA export |

**4. Architecture & Tech Stack**

| **Layer** | **Tool** | **Rationale** |
| --- | --- | --- |
| **Mobile** | **React Native (Expo, TS)** | Cross‑platform speed; OTA updates |
| **UI Kit** | NativeWind + Reusable Button/Input/Card etc. | Single source of truth, fewer bugs |
| **Backend‑as‑a‑Service** | **Supabase** (Postgres + Auth + Realtime + Storage) | Cuts infra time; RLS for PHI security |
| **Payments** | Stripe | Global card support, instant payout |
| **Comms** | WebRTC via Expo‑AV; FCM/APNs | Low‑latency video; reliable push |
| **Ops** | Expo EAS build & OTA; Sentry; GitHub Actions | Fast releases, crash insight |
| **Admin Web** | Next.js + Supabase | Shares models, expedites dashboard |

**6. User Stories & Acceptance Criteria (sample)**

1. **Tourist books video consult**  
   *Given* language set to French, *when* I pick “Video Consult” and a slot, *then* Stripe collects Rs 500 and I get a push “Consult confirmed”.  
   *Pass* if booking <60 s and doctor receives matching appointment row.
2. **Doctor issues prescription**  
   *Given* an active appointment, *when* I tap “Generate Rx”, *then* a signed PDF is stored and patient can download it instantly.  
   *Pass* if PDF URL returns 200 and row in prescriptions table.
3. **Account deletion (GDPR/DPDP)**  
   *When* I request deletion, *then* profile and message text are anonymised within 24 h.  
   *Pass* if users.deleted\_at set and PII columns nulled by cron.

**7. Delivery Timeline & Effort (7‑person‑weeks)**

| **Week** | **Workstream** |
| --- | --- |
| **1** | Repo setup, Supabase schema & RLS, Expo skeleton, CI/CD |
| **2** | Reusable UI components (Button/Input/Card/Modal/ChatBubble) |
| **3–4** | Core screens: Onboard, Auth, Profile, Doctor List, Booking |
| **5** | Real‑time chat, video, push notifications |
| **6** | Stripe integration, e‑prescription PDF, admin web MVP |
| **7** | QA (iOS & Android), penetration test, App Store / Play Console beta |

**8. KPIs for MVP Success**

| **Metric** | **Target (90 days post‑launch)** |
| --- | --- |
| First‑consult conversion | ≥ 30 % of installs |
| Median time to book | ≤ 60 s |
| Doctor response SLA | ≤ 2 min |
| Refund rate | < 3 % |
| App crash‑free sessions | ≥ 99.5 % |

**9. Risks & Mitigations**

| **Risk** | **Mitigation** |
| --- | --- |
| Unreliable mobile data | Detect bandwidth; fall back to chat‑only mode |
| Licencing / tele‑medicine regulations | Partner local clinic; store doctor licence ID in DB |
| PHI data breach | Supabase RLS, at‑rest encryption, annual penetration test |
| Payment disputes | Mandatory pre‑pay; 48 h refund window logged in payments |

**10. Go/No‑Go Checklist**

* ✅ Core flow demo on both iOS & Android in TestFlight / Closed Test.
* ✅ 10 test doctors onboarded, 20 beta tourists completed booking.
* ✅ Pen‑test report passes high‑severity items.
* ✅ Stripe live keys with Mauritian Rupee payouts tested.

**11. Next‑Step Recommendations**

1. **Lock scope** above; postpone “pharmacy delivery tracking” and “dynamic pricing” to v1.1.
2. **Book Regulatory Review** with Mauritian Ministry of Health (tele‑medicine compliance).
3. **Set up UserTesting.com** bilingual prototype to validate 60‑sec booking flow before sprint 3.
4. **Recruit 2 additional React‑Native devs** for weeks 5‑7 to maintain schedule buffer.

This MVP plan keeps the feature set laser‑focused on the single job that matters—getting sick tourists in front of a doctor—and is fully aligned with the optimised development details in your source document while tightening scope, metrics, and risk controls.