**📘 Product Requirements Document (PRD)**

**Project Name:** SOS Tourist Doctor  
**Version:** 1.0 MVP  
**Date:** 2025-07-03  
**Owner:** Pawaray K. Deven

**1. Purpose**

To define the functional and non-functional requirements of the SOS Tourist Doctor mobile app, ensuring alignment between business goals, user expectations, and development delivery.

**2. Product Overview**

**Goal:** Provide tourists in Mauritius access to qualified doctors for video, chat, or home consultations, with secure payments and e-prescriptions, in English and French.  
**Target Audience:** Tourists, expats, hotel staff, local patients needing rapid remote consultation.  
**Platforms:** iOS, Android (React Native – Expo)  
**Backend:** Supabase (Auth, DB, Realtime), Stripe (Payments)

**3. Core User Flows**

1. **Tourist Onboarding:** Language → Welcome → Sign up/Login → Profile
2. **Booking:** Pick consult type → Choose doctor → Select time slot → Pay (Stripe)
3. **Consultation:** Start chat/video → Attach files → Doctor responds → Ends session
4. **Prescription:** Doctor sends PDF Rx → Patient views/downloads
5. **Admin:** Manages doctors, payouts, data reports via web dashboard

**4. Functional Requirements**

**4.1 Authentication & Onboarding**

* Social login (Google, Apple, Email)
* Language selection (EN/FR)
* Profile setup: Name, DOB, Gender, Email, Passport/Nationality

**4.2 Booking & Scheduling**

* Select consult type (chat, video, home visit)
* Browse doctor profiles
* View availability, slot booking
* Pay via Stripe (Rs 500 fixed)

**4.3 Real-Time Consultation**

* Supabase Chat (Realtime)
* WebRTC video (Expo AV or Jitsi fallback)
* Send text, images, PDFs

**4.4 E-Prescriptions**

* Doctor generates PDF Rx
* Stored in Supabase Storage
* User downloads Rx from chat or prescription tab

**4.5 Notifications**

* Push: Booking confirmed, reminders, doctor ready
* In-app alerts

**4.6 Admin Dashboard (Web)**

* CRUD for doctors
* View appointments, payments
* Role-based access (RLS)
* Refund issue control

**5. Non-Functional Requirements**

* **Performance:** Booking < 60s, crash-free ≥ 99.5%
* **Security:** Supabase RLS, PII encryption, GDPR-compliant deletion
* **Localization:** All text in English/French; local currency (MUR)
* **Availability:** Offline fallback for consult history

**6. Success Criteria**

* ≥30% of new installs convert to first consult
* Average doctor response time < 2 minutes
* App store rating ≥ 4.5
* Refund rate < 3%

**📗 Operational Playbook**

**Title:** SOS Tourist Doctor – Internal Operations Manual  
**Version:** 1.0  
**Audience:** Admin team, onboarding staff, support

**1. Doctor Onboarding Process**

1. Doctor submits registration form (Name, License No, Specialty, Contact)
2. Admin verifies medical license
3. Profile created in dashboard (Supabase doctors table)
4. Doctor receives app invite link and onboarding guide
5. Doctor sets availability in app

**2. Patient Support Procedures**

* Forgot password: Use email reset flow
* Booking error: Check if slot expired; offer reschedule
* Video call fails: Switch to chat fallback
* Refund: Admin initiates refund from dashboard (48h window)

**3. Emergency Handling**

* Inactive doctors: Admin receives alert for overdue sessions
* Abusive chat: Flagged message auto-notifies admin
* Medical emergency: Patient directed to SOS or SAMU hotline (preset in app)

**4. Refund Policy & Escalations**

* Fixed Rs 500 consult fee
* Refund eligible if:  
  a) Doctor misses consult  
  b) App crashes and session cannot resume
* Refund processed in Stripe and logged in payments table

**5. Admin Dashboard Guide**

* Login via admin dashboard URL
* Sections:
  + Doctors: View/edit profiles, availability
  + Appointments: View status, notes, timestamps
  + Payments: Transaction logs, initiate refund
  + Prescriptions: PDF download audit
  + Logs: Activity history per user
* Role-based permissions active via RLS

**6. Metrics to Monitor**

| **Metric** | **Target** |
| --- | --- |
| Average Booking Time | < 60s |
| Consult Drop Rate | < 5% |
| Doctor Acceptance Rate | > 85% |
| Rx Delivery Rate | 100% |
| Support Response Time | < 10 min |

**7. Compliance & Data Management**

* GDPR: Profile deletion request triggers cron anonymization
* DPDP (Mauritius): Users must consent to data collection and location tracking
* Audit logs kept for 12 months