1. **Feedback:**

The feedback feature will allow users to give their feedback related to the hospital service or the hospital’s website. The user will fill the feedback form and submit it. Feedbacks will get stored in the database.

Admin will have the right to view all the feedbacks, delete and update them. Admin will log in to their account and see all the feedbacks. If they want to read individual feedback, then they click on the view button of that feedback. Through this information admin can get to know which services are running well and which needs improvement.

**ERD:**

**A screenshot of a cell phone

Description automatically generated**

One user can post many feedbacks and one feedback will belong to only one user.

**User story:**

Alia visited the hospital and she doesnot liked the staff service and she submitted negative feedback. Admin received that feedback and told the staff to give best staff service.

After two months, Alia’s aunt was admitted to the hospital. She went there to meet her and she like the staff service and the hygiene of the hospital. She wants to appreciate the hospital management team so that they can know that they are doing their best to better facilitate the public/patients. Then she again posted a feedback but this time feedback was positive.

Admin receive that feedback and can post the feedback on the hospital website to generate revenue and gain the trust of their users.

1. **Contact Us:**

The Contact-us feature is the means through which users can ask their queries from the hospital staff by sending them a message. The user will select a message category from a dropdown list and fill the form and then they can submit it. The form will get stored in the database.

Admin will have the right to view, reply and delete questions asked by the users. Logged in admin can fetch all the messages from the database and reply to them via sending an email. Admin can filter the queries by entering the category type in the search bar and can also sort the queries by date.

**ERD:**

**A screenshot of a cell phone

Description automatically generated**

Message\_category and contact\_us share one to many relations.

It means one message\_category can receive many messages and one message can have only one category.

**User Story:**

Jane wants to donate money to the hospital. But he doesn’t know the process for that. He wants to ask the staff for this procedure. To do this he can fill the form under contact-us section and select the “Donation” option from the dropdown and submit that. He will receive a success message “Thank you and we will reply to you within 72 hours”.

In another case, Amit wants to donate the blood to the hospital and he wants to know when the hospital will organize the blood donation camp. So he can ask this question by fillinf online form and selescting “Donation” option from the dropdown.