## **Project Description – Patient Consultation Management App**

### **Phase 1: Problem Understanding & Industry Analysis**

#### **Requirement Gathering**

Patients (users) can log a consultation request by entering:

* Name
* Age
* Mobile Number
* Email ID
* Symptoms
* Preferred Consultation Time
* Doctor Name
* Default Status: Pending

#### **Stakeholder Analysis**

* **Patients (Users):** Submit consultation requests with required details.
* **Attendant (Staff):**
  + Can view all patients’ consultation requests.
  + Can view patients’ **previous consultation records**.
  + Can update consultation status: Pending → Confirmed → Completed.
  + System automatically triggers email notifications to patients when status changes.
* **Doctors:**
  + Can view only approved (confirmed) patients.
  + Can add notes for each patient after consultation.

#### **Business Process Mapping**

* Patient submits consultation request → Status is default Pending.
* Attendant reviews request → Can also check patient’s previous records → Updates status (Pending → Confirmed → Completed).
* Automatic email notifications are sent to the patient whenever status changes.
* Doctor views confirmed patients and adds consultation notes.

#### **Industry-specific Use Case Analysis**

* Ensures accurate record-keeping of patient details along with consultation history.
* Attendants and doctors can reference **previous consultation records** for better decision-making.
* Provides timely communication between patients, attendants, and doctors for better service.

#### **AppExchange Exploration**

* Explore ready-to-use Salesforce healthcare apps for patient management.
* Identify components like email automation, appointment scheduling, case management, and **patient history tracking** that can be leveraged.