

Requirements Document For Clinic Booking System

Goals

- Develop a web application that allows users and clients to make medical appointments online;
- Design and build a simple, intuitive user interface to create a pleasant user booking experience;
- Organise booking orders and details through implementation of database;
- Create an interface for clinics for receiving booking notification, accessing to booking and patient detail, etc.

Background

Currently in Hong Kong (and Mainland China), the traditional and standard way for making a medical appointment at a clinic is through phone calls. This approach has several disadvantages:

- Time and effort consuming for both the patient and staff;
- Requires staff to standby for listening to calls;
- Patients can only call in working hours;
- Booking can reach a bottleneck during busy hours.

An online booking system can mitigate all these problems, whilst bringing benefits to both the patients and clinical staff. It offers a 24/7 booking service for patients. Whereas for clinics, it allows management of appointments to be hassle-free by removing the need for manual arrangement.

User Types

There are two types of users: **patients** and **clinics**.

Patients are users who use the app for making medical appointments.

Clinics are users who use the app for being notified of made appointments. Hence, two separate UI has to be created. From here on, the patients app will be defined as **Booking System**, and the clinic app will be defined as **Management System**.

Use Cases

For the Booking System, when reviewing the requirements below, consider that patients may be making bookings through desktop or mobile. While implementation or UX may differ, core functionality and features should be consistent and experience should be seamless to the end user.

For Management System, it should be used through desktops, for the fact that large screen size is more suitable.

Requirements

The below requirements use the MoSCoW method of prioritisation; from greatest to least importance: Must have, Should have, Could have, Won't have.

Booking System

#	Title	User Story	Importance
1	Calendar	User: I want a simple way to select date and time for my upcoming medical appointment. It will be great if the booking method is intuitive and something I am familiar with, like a calendar to pick a date from. I expect booking should be quick, only a few clicks and taps would do it. Also, I want it to offer clear indications for slots availability.	Must have
2	Booking form	Developer: I need to ensure correct data type and formats for the forms and input fields. Users should be forbidden to submit incorrect data and prompt users to re-enter if required. I should also clearly display which fields are required.	Must have
3	Payment	User: I should be able to pay consultation fees in advance. I would also want to have different payment methods.	Could have
4	User account	User: I am a big fan of online booking. I would like to use this app often for making medical appointments. So it would be awesome if I can have my personal details and preferences saved.	Should have
5	Map	User: I would like to go to a clinic nearby. I make choices based on proximity. It is best if I can see clearly where the clinic I have chosen is located.	Could have
6	Language Options	User: I do not know much English. I can only read Chinese.	Could have

7	Doctor/ clinic overview	User: I would like to know which doctors are available at the clinics, and learn more about their specialty. I want to call the clinic to ask them some questions in advance, so I need to know the phone number.	Must have
8	Clinic rating	User: I want to see what others have to say about the clinic. Scores help me decide if the clinic is good or not. I also like to rate and give comments after visiting the clinic. I want to help others' decisions and give feedback to the clinic.	Should have
9	Search	User: My friend tells me this specific clinic is professional and effective. I'd like to look up this clinic and make a booking.	Should have
10	History	User: I forgot the name of that clinic I visited last time and I want to go there again. Also, how much did I have to pay last time? Where is it located? Perhaps I can check the app to find out.	Should have
11	Notifica- tion	User: I want to be reminded of the time of my upcoming medical appointment.	Could have
12	Walk- through	Developer: I need to let the users know clearly the flow of the app, and learn all about the functionalities. Perhaps making a segment for instructions can inform them of the features.	Could have

Management System

#	Title	User Story	Importance
1	Calendar/ Schedule	User: I expect to know the schedule of appointments on the spot. It should clearly display available and occupied slots. I wish that I can rely on it to be my main and only management system, so that not only browsing, but I can also make bookings and amendments through it.	Must have
2	Patient details	User: I need to know the patient's details for the appointments, for example, their name and special needs. I should also be able to look up their contact number so I can communicate with them.	Must have
3	Subscription settings	User: I am the admin in the clinic. I want to use this clinic booking system but we are new, so I need to subscribe to it.	Should have
4	User account	User: I need to let the patients that have chosen us know our clinic's name, where we are located and our opening time. I also want to change the password	Must have

		of the account for our clinic due to company policy.	
5	Language options	User: Instead of English, I prefer reading Chinese.	Could have
6	History	User: It is important to keep records. I need records for appointments history to make future business decisions. Appointments history on the Management System will be a great reference for it.	Should have
7	Search	User: Sometimes I need to look up a customer, being able to search for him or her would save me a lot of time.	Should have
8	Notification	User: I like to be informed immediately when there is a new appointment.	Could have
9	Manage availability	User: Sometimes a doctor might be on leave, or some other reasons causing unavailability for appointments. I need to update the timetable and let patients know about it to avoid conflict.	Must have
10	Walk-through	User: I am not the most tech-savvy, but I am willing to learn. I prefer learning by reading and examples. A walkthrough of the app would work for me.	Could have