

INITIAL REQUIREMENTS DRAFT :

- 1.) Implement WebRTC to simulate audio calls
- 2.) Language Support : Initially English is provided. Support for other languages will be provided later. Form for consent for audio recording & data.
- 3.) Portal for counsellor to add details of patients.
- 4.) Support for repeated callers from the same number - history of calls must be shown to the counsellor along with the demographics of the caller. - (HAVE TO CHECK WITH SIR !)
- 5.) Counsellors can schedule callbacks with data/time. - Systems will prompt for this and enable easy call out.
- 6.) Masking phone numbers of the client to the counsellor.
- 7.) Option for audio recording of call with strong security mechanisms. (Voice call can be simulated) -- CONSENT HAS TO BE GIVEN AT THE BEGINNING OR END ?!
- 8.) Senior Doctor must be able to oversee call and counsellor activity in real time.

CONSIDERATIONS :

ADD-ONS :

- 1.) Call could be forwarded to the appropriate Doctor based on the

history/issue of the caller.

2.) Patient portal to store all information about patient which will conform to the health standards that are mentioned in the slides.

Doubts

1. What does oversee the call mean ?
2. Who will register counsellor and senior doctor?