Vision and Scope Document

Antebellum

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Version 1.0

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1. Business Requirements

1.1. Background

Our client is a medical office service firm that provides software solutions to medical offices of various sizes that are seeking to improve their processes. Often, this has included recommending certain website platforms, scheduling software, communication methods, and medical record systems from separate providers. Our client's goal is to offer a single easy-to-use platform that integrates these many services for medical offices.

1.2. Business Opportunity

- If our client can offer their customers a clean and integrated solution for all of the general services that many medical services use, we want medical offices to trade out their current systems for our product. It could become a standard for medical offices.
- It would take away the difficulty from the non-technical customer of working with multiple interfaces and platforms that may not integrate well together
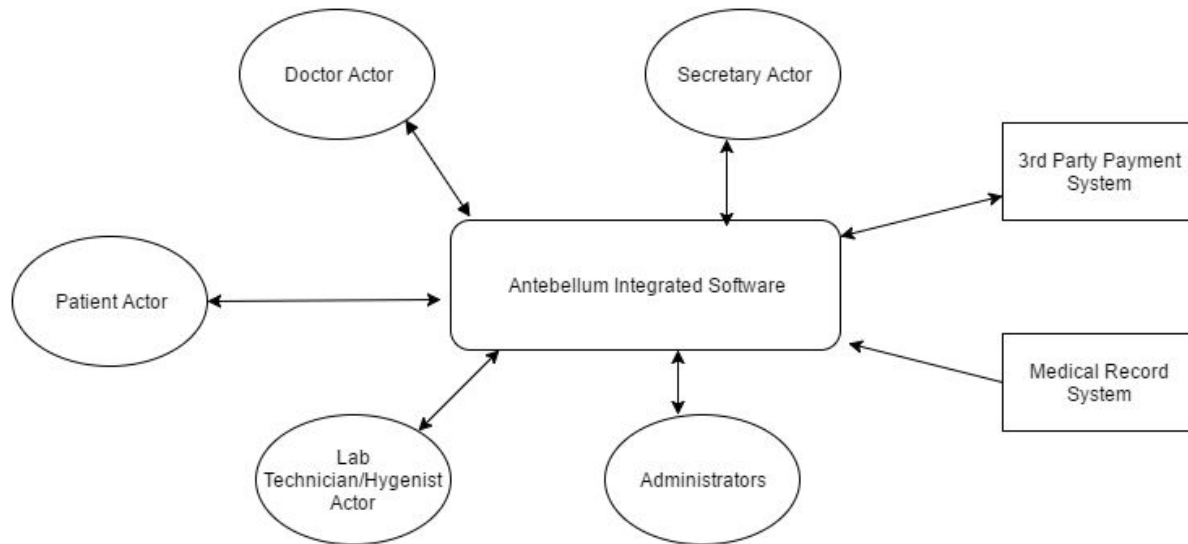
1.3. Customer or Market Needs

Our client will be working with medical offices of various types (dental, surgical, general physicians offices) and ranging from five to one hundred physicians. Their customers need a customizable (in terms of style and specific functionality) solution that will provide the standard medical office services across necessary devices. Their user base will include physicians, lab assistants, administrative assistants, and patients. We will need to account for these various levels of accessibility across all available services.

1.4. Business Risks

- Our integrated solution is mainly useful to an office that either is new or wants to switch out all of their current services to use this new software. They might be looking for singular services that can be integrated easily rather than a whole new system to minimize training time.
- We are creating a custom software solution that would initially have less brand recognition, compared to other services that have previously been recommended by our client to their customers.

2. Vision of the Solution

2.1. Vision Statement

Our product's first priority is to provide a cohesive application that allows medical practices to create personalized websites for streamlining office workflows. Customers will be able to move office tasks like scheduling appointments and viewing lab results onto our platform in a way that lets them focus only on business logic. Our main focus is to make it easy for our customers to plug and play whenever possible. This will reduce the overhead cost of creating and maintaining their website to the point where no work will be required on our end after launch (apart from standard maintenance).

2.2. Major Features

- Provide the ability to host a basic website that is configurable for each practice through which patients can access their care plan.
- Physicians are able to access and edit each of their patient's care plan

2.3. Assumptions and Dependencies

Assumptions:
- Our vision is based on the assumption there will be one server that multiple practices can connect to and each have their own website and client list.

Dependencies
- Our product depends on an existing payment system that we can integrate with.
- Our product depends on having a location to host the server, either internal or external.

3. Scope and Limitations

3.1. Scope of Initial and Subsequent Releases

- All medical professionals (doctors, nurses, lab technicians, hygienists, etc.) will be able to access and upload a patient's medical data.
- Patients will be able to schedule and reschedule basic appointments (routine checkup, teeth cleaning, etc.) through the website.
- Patients will be able to gain access to their specific care plan - all of their own medical history and lab results will be viewed through the website.
- Each medical practice will be able to customize the website using different widgets and a customizable theme.

3.2. Limitations and Exclusions

- Patients will be able to access basic bill information through our software but will be reliant on a third party system (of which we have no control) to make payments.

4. Business Context

4.1. User Categories

This web application will target the following user categories:
- Medical practices (e.g. general physicians, dentists, etc.)
  - Medical professionals (doctors)
  - Medical assistants and lab technicians
  - Staff involved with appointment scheduling
- Current patients of the practice

4.2. Project Priorities

This product will give medical practices access to a customizable, practice-specific web application, which will emphasize the following features:
- Allow patients to schedule/reschedule/cancel appointments with medical practices using this software.
- Allow medical practices to communicate private information and scheduling-related data to its patients. Private information may include--but is not

limited to--lab results, health recommendations, Electronic Health Records, healthcare plans.
- Allow each practice to modify UI elements/related features on the site with limited instruction required.

4.3. Resource Dependent Features

The following features are time restricted:
- Drag-and-drop style widgets, for ease of feature customization

4.4. Product Accessibility

This product will be securely accessible through web browsers, both on desktop and mobile devices.

5. Product Success Factors

This product is ultimately intended to consolidate and replace many existing pieces of software currently in use by medical offices. The goal is to create a simple toolset that allows practitioners maximum customization of their website and provides patients with a clean and easy-to-use interface. This software will provide access to confidential material (medical records, bills, etc.) and therefore will not be considered successful if there are any security breaches. The software must be easy to integrate and easy to maintain in order to incentivize practices to start using our product. Patients must find the system user friendly and easy to access the information they are seeking. Ultimately the success of this product will be determined by the willingness of medical practices to purchase and switch over to this new system.