Healthcare appointment system

Interview questions :

1-Could you explain the main purpose of the healthcare appointment system?

2-What types of users should the system support?

3-How should patients book appointments?

4-How do you want the system to handle payments?

5-Should the system send automated notifications (e.g., SMS, email, mobile push) for appointment confirmations and reminders?

6-What capabilities and access should admins or staff have?

7-What capabilities and access should patients have?

8-How many patients and appointments should the system handle simultaneously?

9-What are your expectations regarding data privacy and security?

10-Do you expect the system to be accessible on both web and mobile?

Requirements :

1- functional :
- Patients should register for an account
- Patients should be able to see available appointments
- Patients should be able to reserve appointments and access their reservations
- Patients should be able to reschedule their appointment based on availability or cancel
- Payments can be done online
- Admins and staff can manage doctors schedule
- Admins can access patient records
- Admins can access reports on reservations and payments
- System should send confirmations after reserving , editing or canceling an appointment via email , sms or app notifications

2- non-functional :
- Usability : easy and user friendly
- Performance : must support several hundreds (minimum :2000) user
- Security : users data has to be encrypted
- Availability : accessible on web and mobile
- Reliability : send real-time notifications and confirmations