Business Case: Health Care System

**Objectives of the project**

Current Health Care situation in Quebec and the whole Canada requires some changes to allow numerous patients use this Health System more effectively. Every city in Quebec, especially big ones like Montreal, requires reducing the waiting time for patients and fastening the access to medical services. Thus, increasing the efficiency of supporting staff will lead to solve this issue. Moreover, it will lead to increasing the efficiency of the work of general staff in hospitals or other health care institutions. In most cases the waiting time depends on the time spent on filling up necessary forms, the time spent on gathering the necessary information about a patient, time spent on checking the availability of doctors or nurses at the time of a patient visit, time spent on making the primary anamnesis and etc. Almost most of that time can be reduced by implementing the proposed project.

Finally, this project allows medical staff and patients to receive and send all necessary information in on-line mode. It will allow patients to fill in on-line forms, to schedule and reschedule an appointment, medical staff and laboratories exchange the information in on-line mode and so on. / Those actions usually performed by the phone or at the patients’ presence in the hospitals. Proposed system can be very useful in the cases, and then people don’t have any urgency cases. But even in this case, process of filling up electronic form much more easily for medical staff then, fills up the paperback form.