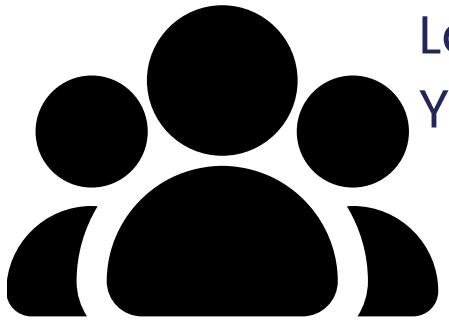




GISMA University – June 2025

AppointMED

Your Health Matters



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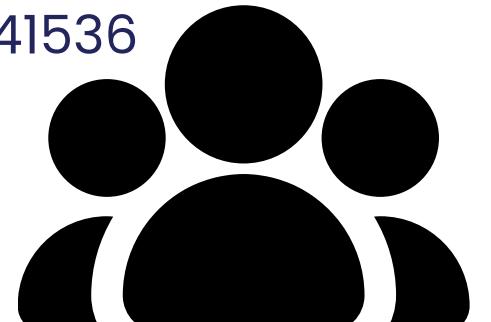


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Project Statement



**Upgrading the scheduling system of MedPraxis Prenzlauer
to a more modern way by implementing AppointMED in
order to provide more accessible healthcare to patients and
to help the clinic run more efficiently.**



Business Case

This project aims to implement and optimize AppointMED, to an already existing patient appointment platform at a small clinic. By tailoring the platform's scheduling features, reminder systems, and patient engagement tools, we are looking forward to reduce no-show appointment rates, improve the efficiency of clinic workflows, and making the patient experience more pleasing. The implementation is going to include stakeholder alignment, systems customization, pilot testing, and recurring feedback loops to ensure recognizable success.



SCOPE

Implementing a health appointment app, AppointMED, at a small clinic, conducting staff training, launching a pilot with patient feedback, and ensuring integration with existing clinic systems.

OUT of SCOPE

**Offline functionality is not supported
Providing hardware installation**



Deliverables

- Configuration of the AppointMED system
- Staff training guide
- Patient communication methods
- Pilot test results summary
- App maintenance
- Final implementation report

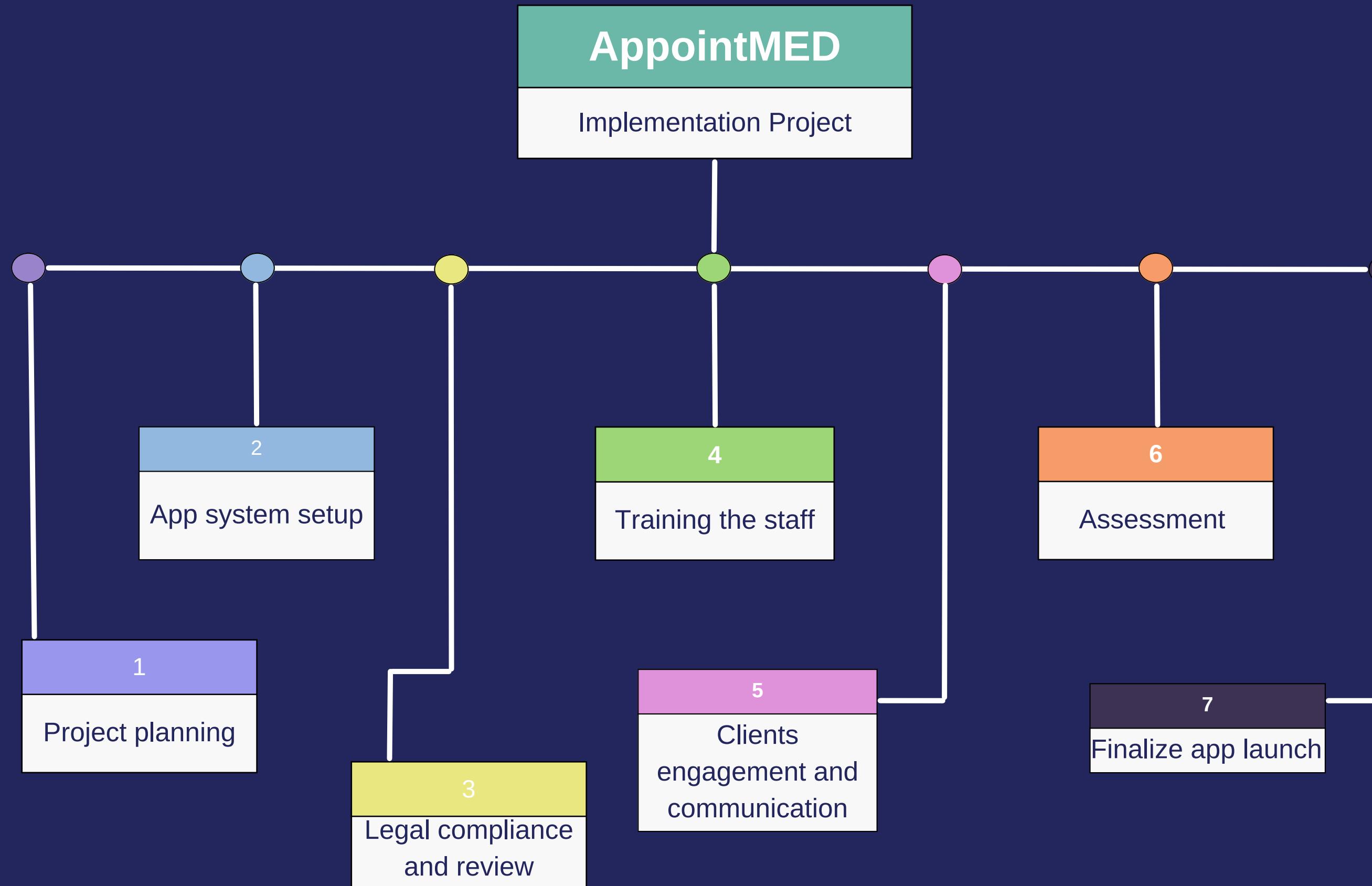


Gantt Chart - 6 month project plan for AppointMED app

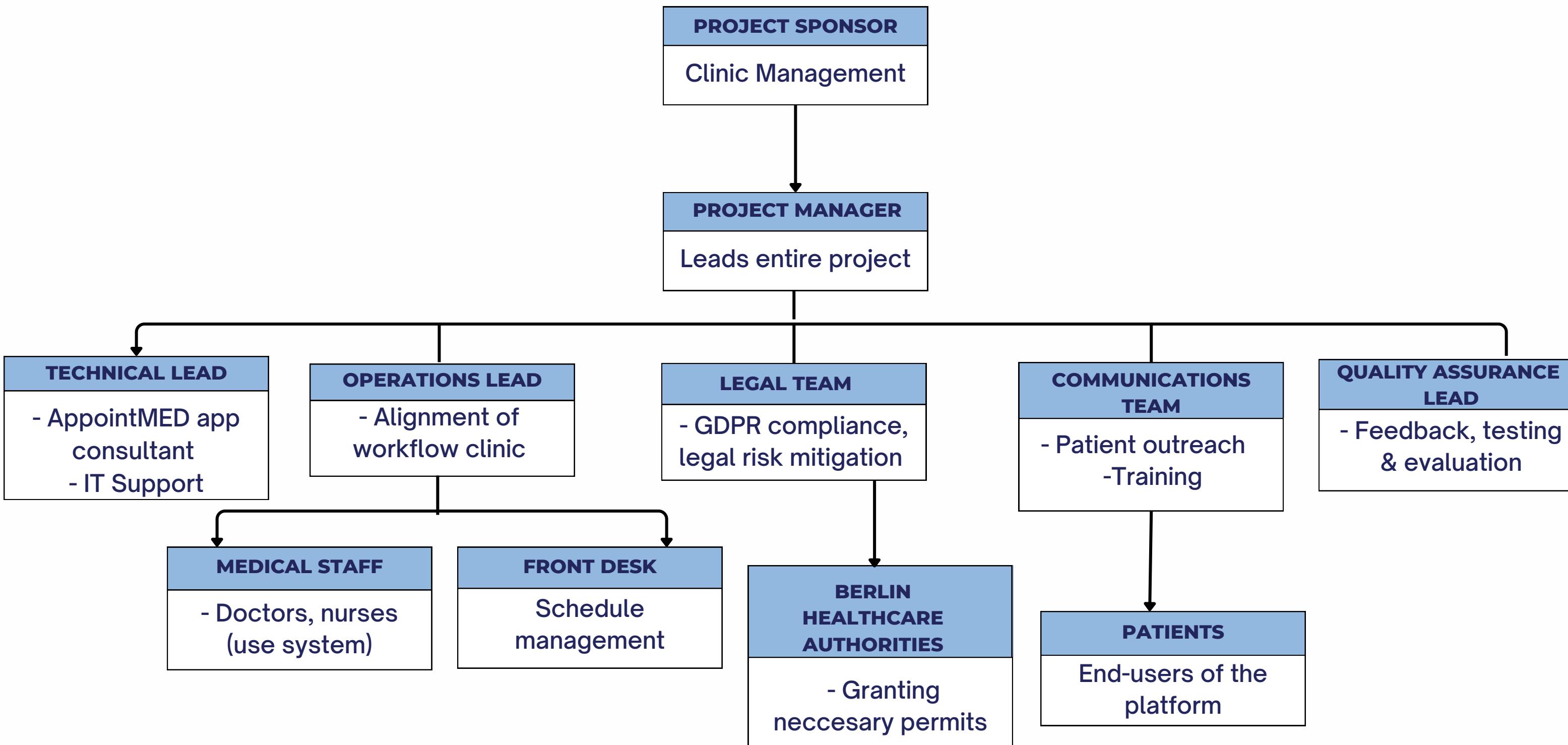
	1st Month	2nd Month	3rd Month	4th Month	5th Month	6th Month
Project Planning	4 weeks					
App System SetUp		10 weeks				
Legal Compliance and review				8 weeks		
Staff Training					4 weeks	
Client Engagement and Communication					8 weeks	
Pilot Testing(assessment)						4 weeks
Final Launch & Monitoring					10 weeks	

Work Breakdown Structure

WBS



ORGANIZATIONAL BREAKDOWN STRUCTURE (OBS)





**Don't be
worried little
guy!**

Maintenance delays

Probability 2
Impact 2

Team miscommunication

Probability 3
Impact 2

Patient feedback issues Low clinic, doctor adoption

Probability 3
Impact 3

Security breach Scheduling errors (double-booking)

Probability 4
Impact 4-5

App compatibility issues

Probability 1
Impact 2



Risk Matrix

Data Privacy/Legal Violation Regulation non- compliance

Probability 4-5
Impact 5



We got this!

Maintenance delays

- Assign maintenance roles from start

Team miscommunication

- Weekly syncs, use communication tools

Patient feedback issues Low clinic, doctor adoption

- Clear UI(User Interface)/UX(User Experience)
- Clinic Led Onboarding
- Early involvement of stakeholders

Security breach Scheduling errors (double-booking)

- Data encryption, regular examination
- Controlled testing, feedback from clinics

App compatibility issues

- Use mock data(Fake or simulated data for testing)
- Adapt Architecture



Data Privacy/Legal Violation Regulation non-compliance

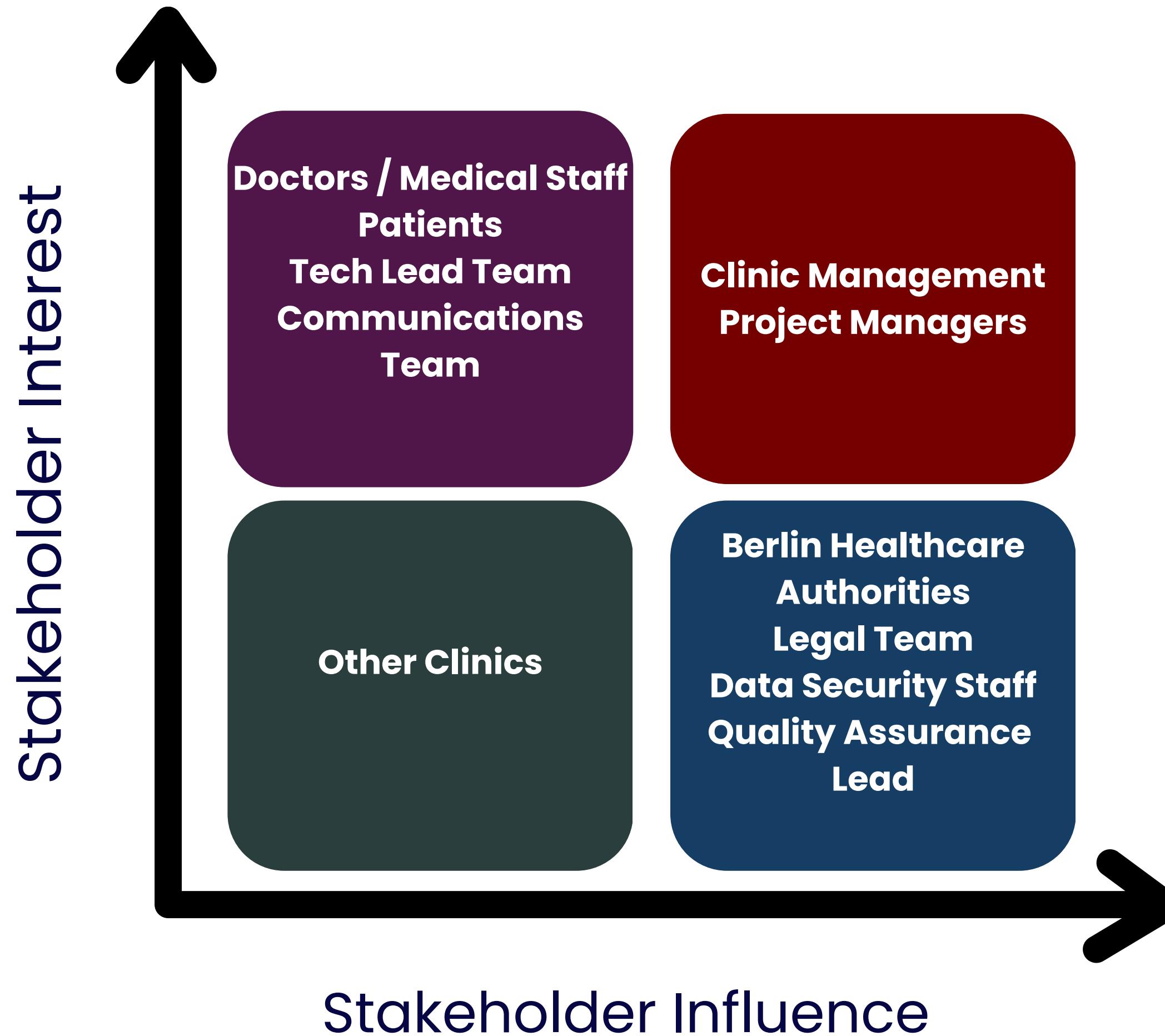
- Consult legal team, follow GDPR(General Data Protection Regulation)
- Consult Berlin Healthcare Authorities early

Risk Mitigation Strategies

RACI Chart

	<u>Project M.</u>	<u>Clinic Mangm.</u>	<u>Legal T.</u>	<u>Dr/ Med. Staff</u>	<u>Tech Lead</u>	<u>Communications Team</u>
Configuration of the AppointMED system	→ A	C	C	I	R / A	I
Staff training guide	→ A	I	-	I	C	R
Patient communication methods	→ C	C / I	-	I	I	R / A
Pilot test results summary	→ A	I	I	C	R	I
App maintenance	→ I	I	-	C	R / A	-
Final implementation report	→ R / A	I	I	C / I	C	I

R = RESPONSIBLE A = ACCOUNTABLE C = CONSULTED I = INFORMED





Communications Management

Project Manager

Clinic Management	Project progress, risks, budget, decisions	Weekly Emails, Meetings
Project Managers	Updates, task status, risks, stakeholder input	Daily Reports
Communications Team	Scheduling updates, campaign timing	SMS, App Notifications, Email
Legal Team	Compliance issues, contract/legal review points	Email, Meetings When Needed
Data Security Staff	GDPR checks, data flow security	Weekly Reports, Emails, Security Audits
Tech Lead Team	Bug reports, feature update tasks, logs	Weekly Bug Reports, Feature Update Tasks, Logs

Clinic Management / Legal Team

Berlin Healthcare Authorities	Project scope summary, compliance reporting	Official Reports, Email
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App System

Front desk / Medical Staff	Schedule updates	App Notifications
Patients	Appointment updates, app notifications, surveys	SMS, In-App Notifications, Emails

Project Manager, Tech Lead Team

Tech Lead Team / Quality Assurance Lead

Doctors / Medical Staff	App usage training, feedback	Weekly Email
AppointMED / App	API integration, collaboration feedback	Email, Tech Meetings

Time Phased Budget

Budget	Estimated Cost
Project Planning	€2000
App System SetUp	€8000
Legal compliance and review	€3000
Staff training	€2500
Client engagement & communication	€3000
Contingency	€2000
Total cost	€20 500

EXPECTED BENEFITS

Benefits	Description	
Efficiency Improvement	Staff can manage more appointments with less effort	
Patient Empowerment	Patients can book, change, and cancel appointments online	
Reduced No-Shows	Automatic text messages and email reminders to help patients stay on schedule	
Regulatory Compliance	Built-in GDPR compliant tools will minimize legal risks	
Data & Analytics	Enhanced tracking of patient behavior and appointment patterns.	

Conclusion

With this project we managed to reduce the rate of patients not showing up by 40%. The current average booking time is of less than 5 minutes. There was an 85% patient satisfaction score from the post-implementation feedback surveys.



References

Doctolib- Official website for feature inspiration

Berlin Healthcare System Overview

GDPR Regulations for Health Data – European Commission, General Data Protection Regulation

Project Planning Tools – PowerPoint, Canva, Google Sheets

Canva – (for WBS, Gantt, OBS, images, charts, tables, graphics)

Canvas – Lecture Slides



Team Contribution

We worked collaboratively, with everyone assigned different tasks.



Elssie

Project scope, including deliverables



Alejandra and Star

Business case, Prepared the Gannt chart, Time-phased budget, OBS and WBS, Conclusion



Lara and Yigit

Project statement, defined the stakeholders, identified the risks and the risk mitigation startegies

Teamwork

RACI chart, expected benefits, references, slides



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Thank You

For Your Attention

