EYECARE

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Guide: Sona Maria Sebastian

1. Project Overview?

   The goal of the Eye Hospital Website project is to provide a complete and user-friendly online platform for an eye hospital that provides relevant information, appointment booking, and improved patient involvement. The website will be the primary means of communication, linking patients, referring doctors, and researchers to the hospital's eye care services and resources. To address the different demands of the target audience, the project will prioritize offering an optimal user experience, employing contemporary web design concepts, and guaranteeing mobile responsiveness. The website will be a trustworthy source of eye health information, allowing patients to make educated decisions about their treatment and building good interactions with the hospital's services, with a heavy emphasis on security and compliance. Stakeholders will provide regular feedback during the development process.

2. To what extend the system is proposed for?

   The proposed eye hospital website aims to provide a comprehensive online platform that offers valuable information, appointment booking, and enhanced patient engagement to serve as a primary communication tool for patients, referring doctors, and researchers. The website's design can be optimized for ease of navigation and user experience by using intuitive menus, clear calls-to-action, and a clean layout to ensure users can find information easily and interact with the site seamlessly.

3. Specify the Viewers/Public which is to be involved in the System?

   Patients, Doctors, Researchers and Academics, Hospital Staff,

   General Public

4. List the Modules included in your System?

   ➢ Doctors- provides eye care services and managing patient interactions.
   ➢ Receptionist – receptionists play a crucial role in managing patient interactions, appointments, and administrative tasks.
   ➢ Pharmacist - pharmacists play a significant role in managing and dispensing medications related to eye care.

- Admin - the admin, also known as the website administrator, plays a critical role in managing and overseeing the website's operations and functionalities.

5. Identify the users in your project?

- Doctors- provides eye care services and managing patient interactions.
- Receptionist – receptionists play a crucial role in managing patient interactions, appointments, and administrative tasks.
- Pharmacist - pharmacists play a significant role in managing and dispensing medications related to eye care.
- Admin - the admin, also known as the website administrator, plays a critical role in managing and overseeing the website's operations and functionalities.
- Patients - patients have access to various functionalities and services that enhance their overall experience and streamline their interactions with the hospital.

6. Who owns the system?

Administrator- the admin, also known as the website administrator, plays a critical role in managing and overseeing the website's operations and functionalities.

7. System is related to which firm/industry/organization?

The system is related to the healthcare industry, specifically the eye hospital sector.

8. Details of person that you have contacted for data collection?

Dr. Annamma James (Head of St. Joseph's Eye Hospital, Kanjirapally)

Sini Jacob (Receptionist staff at St. Joseph's Eye Hospital, Kanjirapally)

9. Questionnaire to collect details about the project? (min 10 questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)

1) How are patient eye records currently managed? Are they stored in physical files or documents? How are they organized?

Patient eye records are currently managed using physical files stored in cabinets, organized based on patient names and medical record numbers.

2) What are the key administrative tasks related to eye care currently performed manually, such as patient registration, appointment scheduling, billing, inventory management for eye medications, etc.?

Key administrative tasks include patient registration, appointment scheduling, billing and invoicing, prescription management, and basic inventory management for eye medications and supplies.

3) What are the main challenges or pain points experienced with the current manual system in eye care management?

The main challenges include time-consuming tasks, difficulty in quickly retrieving patient eye records, potential data loss or misplacement, and limited access to eye care information outside the hospital premises.

4) Are there any regulatory or compliance requirements that need to be considered for the new eye hospital management system?

Yes, the new system needs to comply with relevant medical regulations and ensure the security and privacy of patient eye care data.

5) Do you need integration with existing systems or third-party services (e.g., diagnostic imaging devices, pharmacy for medication orders)?

Yes, we would like integration with diagnostic imaging devices for viewing test results, and with the pharmacy for medication orders and inventory management.

6) How should the user interface and navigation be designed to ensure ease of use and efficiency in eye care management?

The user interface should be intuitive, with easy navigation and clear categorization of functionalities. It should be designed to minimize clicks and streamline tasks specific to eye care management.

7) How would you like the eye hospital management website to handle patient communication, appointment reminders, and follow-ups related to eye care?

We would like the website to support automated patient communication, appointment reminders, and follow-up notifications related to eye care through email or SMS.

8) What is the expected timeline for implementing the eye hospital management website?

We aim to have the eye hospital management website fully operational within nine months from the start of the development process.

9) How would you like the eye hospital management website to facilitate communication and collaboration among different eye care specialists and staff?

We want the website to include a secure messaging system to enable efficient communication and collaboration among eye care specialists and staff.

10) How do you currently manage appointments and patient scheduling? Is there a system in place for reminders and rescheduling?

Appointments and patient scheduling are managed manually through appointment books. There is no system for automated reminders or rescheduling.