Gentle Haloes

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Guide: Binumon Joseph
Submitted by: Maria Jacob

1. Project Overview?

The Gentle Haloes Palliative Care Service aims to create an all-encompassing online platform that facilitates palliative care services at the panchayat level. This project focuses on improving the quality of life for individuals with serious illnesses and their families. The website will serve as a reliable source of information, providing support and resources related to palliative care to the residents of the panchayat.

The platform's primary goals are to raise awareness about palliative care services, promote communication and collaboration among users, and enhance access to essential palliative care services. It will offer comprehensive information on palliative care, including user registration and authentication, appointment booking, treatment options, resources and support services, notifications, an information repository, lab facilities and end-of-life care. The project comprises five modules such as Admin, Patient, Volunteer, Health Care Assistant and Guest User.

Gentle Haloes Palliative Care Service project seeks to establish an interactive and informative platform that brings palliative care services to the panchayat level, fostering better support and care for individuals facing serious illnesses and their families.

2. To what extend the system is proposed for?

This project aims to provide compassionate and accessible palliative care services, streamlining the process of finding essential care and support. By providing easy online access to the website services, the website ensures patients have a convenient and satisfying resources and services. By offering online access to comprehensive resources and facilitating easy appointment booking, the website ensures individuals and their families have a comforting and supportive journey throughout their palliative care experience.

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

Patients, Caregivers/Family Members, Healthcare Professionals, Volunteers/Asha Workers and General Public.

4. List the Modules included in your System?

Admin, Patient, Volunteer/ Asha Workers, Health Care Assistant and Guest User

5. Identify the users in your project?

Patient and Guest Users

6. Who owns the system?

Administrator

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

Healthcare Industry

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

Zeenath (Asha Worker, Parathodu Panchayat, Ward 12)
Tuby (Nurse, Primary Health Center)

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 is patient registration currently managed in the existing system?
　　　　Answer: Patient registration is managed through a user registration form that collects essential details such as name, contact information, and address.

2) How are patient medical records and treatment plans stored and accessed?

Answer: Patient medical records and treatment plans are stored manually.

3) How are appointments scheduled and managed for patients, volunteers, and healthcare assistants in the manual system?

Answer: Appointments are scheduled by using a phone call or paper-based appointment book or log. Volunteers and healthcare assistants manually record their availability, and patients' appointments are noted alongside their preferred schedule.

4) How are resources and support services provided to users in the manual system?

Answer: Resources and support services are provided through printed educational materials and brochures that are handed out to patients and their families.

5) How is user activity monitored and tracked within the manual system?

Answer: User activity is not actively monitored in the manual system as there is no automated tracking. Healthcare professionals may manually record patient interactions and activities in their notes.

6) How are volunteers and healthcare assistants managed and scheduled in the current manual system?

Answer: Volunteer and healthcare assistant management is handled through physical sign-up sheets and manual communication. Coordinators manually assign tasks and shifts to volunteers and assistants.

7) How are donations managed and tracked in the manual system?

Answer: Donations are managed manually by recording donor information and donation amounts in a physical ledger or log. There may also be physical donation boxes at the facility. Donation amount is accepted through cash or credit card facility.

8) How is content, such as articles and educational materials, managed and approved in the manual system?

Answer: Content management is done manually, and the approval process may involve multiple stakeholders reviewing and verifying the information before it is used in patient education.

9) How are notifications and alerts sent to patients and staff in the manual system? **Answer:** Notifications and alerts are sent manually through phone calls or physical letters. For example, patients may receive reminders about upcoming appointments via phone calls from healthcare staff.

10) How is user feedback and feedback on services collected and analyzed in the manual system?

Answer: Feedback is collected through paper-based feedback forms that patients can fill out.