### **Internal Operational Stakeholder – Receptionist / Nurse**

**Objective:**

To understand daily operational challenges in appointment handling, patient communication, and data management, and to identify how Medalyze can simplify these tasks.

**Stakeholder Type:** Internal – Operational

**Role Example:** Receptionist or Nurse

**Discussion Topics & Questions:**

1. How do you currently manage patient appointments and scheduling?
2. What common issues or delays occur when handling appointments or patient data?
3. How do you communicate changes in appointments or doctor availability to patients?
4. What system features would make your daily workflow easier or faster?
5. How do you currently access or update patient medical information?
6. What difficulties do you face when using existing hospital systems or software?
7. What are your expectations from a new system like Medalyze?

**Note:** This is directly taken from the technical report of section 5.1.