

PRODUCT REQUIREMENT DOCUMENT

Please refer points below:

In **Green**: Features to be kept for now

In **Red**: Features to be added in future

Introduction:

- We intend to digitise the admin process of the dialysis centres in Phase 1. This includes providing facility for online appointment booking and payment to patients. In addition to this, we intend to maintain a database of patients and dialysis centres which should be highly secured and can be accessed by the dialysis centres for their respective centres. For this, we are currently looking to develop a web-based application
- We are targeting to develop an application that should be simple and easy to use for patients as well as for dialysis centres i.e., patient should be able to **book an appointment in 2-3 clicks**. The web-based application should be able to protect the data of the centres and patients

Requirements:

1. **For Patients:** Responsive Web Application (Both Mobile and Desktop compatible)
2. **For Dialysis centre:** Mobile Application (.apk) on both IOS and Android devices along with a desktop web app
3. **For AHPL:** Super Admin features (desktop compatible)

Features required:

- **Appointment / Slot Booking:** An option will be made available to the patients for online appointment booking of dialysis slots that would enable them to look for the nearest centre and compare the prices of all the listed centres

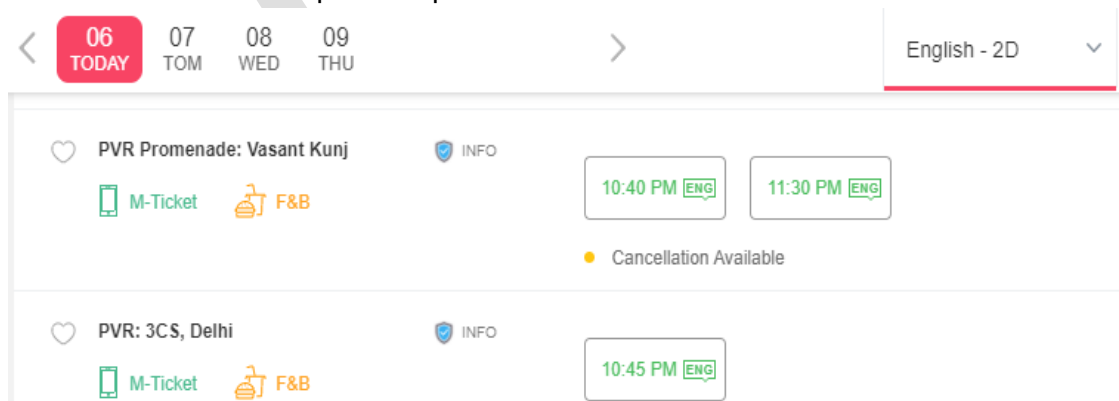


Image Source: <https://www.bookmyshow.com/>

- **Payment option:** Once the dialysis procedure is done, patients should be able to make the payment through our application (via UPI / Net Banking / Cards / E-wallets). We would need integration with a payment gateway for such feature. Payment shall be first credited to our account and then it shall be disbursed to the centre. We want to automate the procedure of disbursement of payment to dialysis centre after deducting our commission.
- **Message updates to patients:** Patients to be notified through text messages / E-mail for registration verification and updates related to appointment and payment.
- **Bot support:** Whatsapp / Telegram / Facebook Messenger bot support for patients and centres. Patients should be able to book an appointment through bot and a mechanism needs to be built around how the dialysis centre would get to know about the appointment received through these Bots. Bot support shall also be available for the patients so that they can raise their queries to us through the bots (Optional feature for now).

User flow and design (Patients):

- **Login / Sign up:** A login / Sign up feature to be provided to the users to enable them to login through Gmail / other e-mail / Phone Number. Patient's data collected through login should be highly secured.
 - **New user:**
 - User should be able to fill-in the details such as Name, age, gender, address (optional), blood group (optional)
 - Sign up authentication of new users must be completed through a verification code sent to them either through registered E-mail ID or Phone number
 - **Existing user:** Password / OTP based login system should be provided to them
- **User Profile Screen:** Once successfully logged-in, user should have a drop down on the top right corner of the screen with options including Profile, Notification, Past appointments, Reports and logout.

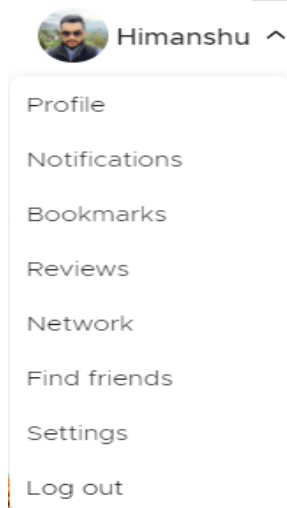


Image Source: <https://www.zomato.com/>

- Profile Page: Details put in by patient at the time of registration with edit option
- **Notifications**: Details of notifications received by the patients for upcoming Appointments / reschedules / cancellation
- Past appointments: List of past appointments booked by the patient along with 'Re-book option' (which redirects user to the slot booking page); Feedback / Rating option



+ 21 March 2021, 10:26pm Delhi NCR
₹84.57 himanshurjr@okhdfcbank

+ 21 March 2021, 8:47pm Delhi NCR
₹116.65 himanshurjr@okhdfcbank

Image Source: <https://www.uber.com/>

- Option to add new or delete existing reports
 - Logout
- **Search Bar**: A search option that would show nearby dialysis centres along with address. We will need Google Maps integration for the same (for instance, as shown in the image below: Centre name along with location)

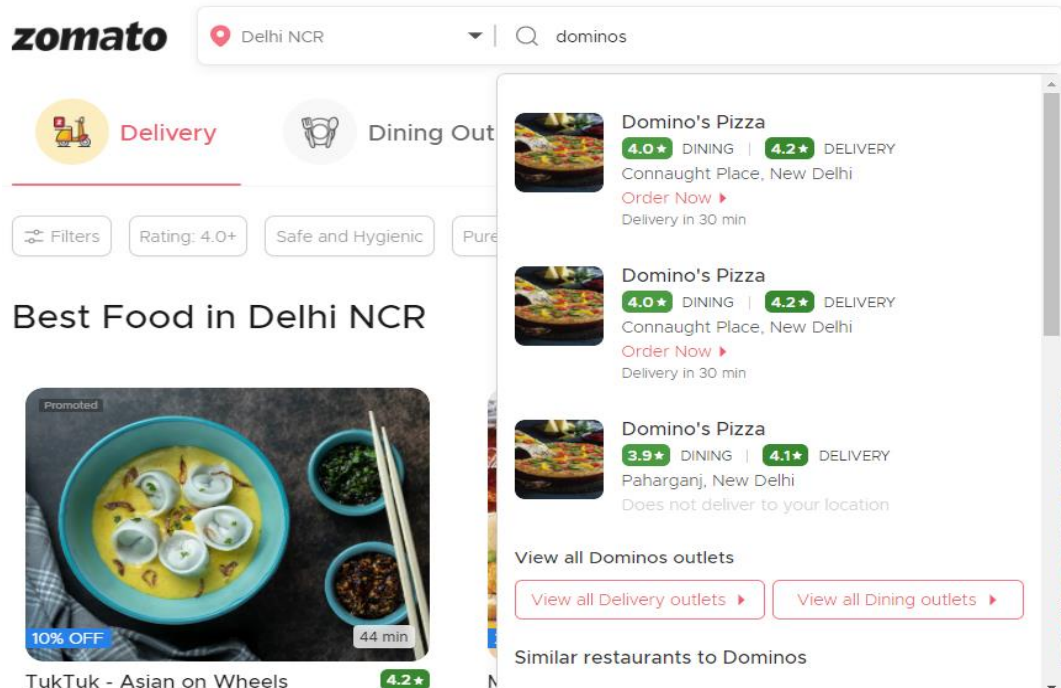


Image Source: <https://www.zomato.com/>

- **Component / Tab:** If user has an upcoming appointment, application should show a component above the list of centres containing appointment details (time and centre name) along with 'view', 'reschedule' and 'cancel' buttons
- **List of centres:** With or without signup, patients should be able to see a list of centres on the home page of the application along with distance, photo of the centre, details of fees charged by the centre and a 'Book Now' icon

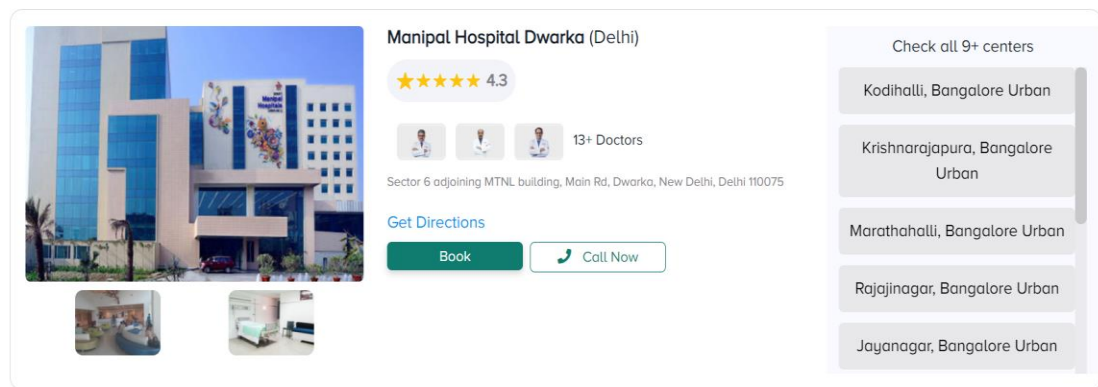


Image Source: <https://www.plunes.com/>

- **Centre screen:** Once the user clicks on any dialysis centre, they should be able to see the details such as:
 - Slot availability
 - Booking option
 - Fees details
 - Location on Google maps
 - Payment option



Image Source: <https://www.practo.com/>

The user should have an option to choose the slot as per their wish. If the slot is not available as per their requirement, our portal should suggest similar slots available at other centres as per the location near to the centres initially selected by them, range shall be of 5kms nearby the place of residence of patient or 5km nearby the preferred dialysis centre.

While booking an appointment users should have an option to upload their medical details* and tests reports (such as KFT, CBC, etc)

*As patients are required to carry out the specified tests before undergoing dialysis

At the time of booking the slot, patient should get an option to share the reports with the dialysis centre that patient has already uploaded under report section (as mentioned above) or from any other source (desktop / mobile storage) – This option shall be optional

Once the appointment is booked, a code must be generated and sent through message to the patients. The Patient will show that code to the dialysis centre and centre will verify and enter it from their end in the application. This will ensure that patient has reached the dialysis centre (For example: Ola and Uber send a unique code to their customers which is verified by the driver)

- **Payment screen (4th screen):** Once the appointment is booked there should be an option available to the patient to make the payment in advance or after the procedure is done
Once the payment is done, user should have an option to submit feedback via rating (out of 10) and / or review for the dialysis procedure performed at the centre (which should not be public)
- **Blog Tab / Carousel:** A tab is to be added on the home page where users should be able to see the blogs / Views written by Doctors
- **Bot Support:** Support for Patients to book the appointment through Whatsapp / Telegram / Facebook Messenger, refer image below for better understanding:

CovidAsha is your 24*7 guide to **FIND HELP** or to **REGISTER AS A SUPPLIER**
Click **START** to begin the conversation



Image Source: <https://www.covidasha.org/>

Note: Please note, there might be a possibility where we might not add Blog tab and Bot support right now.

User flow and design (Dialysis centres):

- **Login:** Centre should be able to login using the ID and Password provided by Super Admin
- **Profile view** (Accessible through drop down - same as discussed above for Patient):

- **Documents and details uploaded by the centre along with option to edit such information such as:** i) Certificate of compliance with Statutory guidelines for conducting dialysis ii) Whether the centre has an insurance billing facility or not.
- **Dashboard (On the main Screen):**
 - **Stats Counter:** Centre should be able to see all the stats related to appointments booked Daily / Monthly / Quarterly, payment received / due
- **Appointment's view (including search and sort feature):** Centre should be able to see all the appointments received through the application and will also be updated through the text messages about the upcoming appointments
- **Slots Updation:**
 - If any slot is booked through offline mode, then centre should be able to update the same in the application
 - If there is any delay from the centre's end due to which they will not be able to perform the dialysis at the time at which slot is booked, they shall be able to update the time for such patients.
Intimation of such updated time slot should be sent to the patients through mobile application / text message
- **Patient Details:**
 - **Basic Details:** Name, Contact number, gender, blood group (all the basic information filled by patient at the time of login)
 - **Record extraction:** Centres should be able to access all the records and details uploaded by the patients on the portal only if such portal has accepted the dialysis request

User Flow and design (Others):

- **Helpline number / email** for dialysis centres and Patients
 - Patients can book appointment and they can register complaints of application
 - Dialysis centres can register complaints in applications
- **About us**

Super Admin ("SA"):

- **Dashboard:**
 - **Number of Centres on board**
 - **Number of Patients on board**
 - **Upcoming appointments i.e.,** number of upcoming appointment in upcoming day / week / month
 - **Conversion rate i.e.,** Number of appointments booked deducted by number of cancellations

- **Dialysis Centre Registration** - To register a Dialysis Centre, SA should be able to:
 - Put in details of Dialysis Centre such as Name, Location (with google maps), Contact Number and Pictures
 - Upload document and details of the centre as mentioned in
- **Patient Registration - To register a patient:** Existing users of the centre will be registered by us on the application. User will be intimated by the message / e-mail and he / she should be able to login by using the unique ID through OTP / Password
- **Stats Extraction – Dialysis centre database:** Number of Patients and Centres on-board, Total Slot booked through the application. A centre specific as well as a cumulative view to be made available to the SA for the same.
- **User Database:** Data uploaded by patients and centres should be made available to the SA
- **Payment Summary:**
 - Total Dialysis fees received through the application
 - Total Payment to be made to Dialysis Centre after deduction % commission

Future Work (Refer points highlighted in Red above):

Future Work	Purpose	Time Frame
Mobile Application Development	Once the trial run of web-based application is over, we would need mobile application for both Android and IOS.	Expected to start by December 2021
Support Service	If we plan to outsource the support service of application, we would need your assistance to maintain the application from technical front on regular basis	Need on continuing basis once the application is developed

Questions we expect to be answered through your Proposal:

1. IOS and Android application quotation for Patients
 2. Hand-over of code base at the time of delivery
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