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| **Stakeholder** | **Role** | **Key Concerns** | **Pain Points** | **Success Metrics** |
| **Patients** | Book and manage appointments. | Easy booking, minimal wait times, secure records. | Long wait times, difficulty finding doctors. | 90%+ patient satisfaction, <5 min booking time. |
| **Doctors** | Manage availability, view patient records. | Efficient scheduling, accurate records. | Last-minute cancellations, scheduling conflicts. | 80%+ schedule utilization, <10% no-shows. |
| **Hospital Administrators** | Oversee hospital operations, manage resources. | Optimized scheduling, compliance. | Inefficient resource allocation, missed appointments. | 15%+ increase in resource utilization. |
| **IT Staff** | Maintain system performance and security. | System uptime, data protection. | Frequent downtimes, security risks. | 99.9% uptime, zero security breaches. |
| **Insurance Providers** | Verify patient coverage and billing. | Streamlined claim processing. | Delays in verifying patient data. | 20% faster claim approvals. |
| **Regulatory Bodies** | Ensure compliance with healthcare laws. | Data privacy, system accessibility. | Non-compliance risks. | 100% compliance with regulations. |