**List of Customer Needs**

The customers for our patient portal system can be categorized into two main groups:

• Patients  
 • Healthcare Providers (Doctors, Clinics, Hospitals)

**1. Patients Requirements:**

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| **Requirements** | | **Subscribed Patient** | **Guest User** |
| 1 | **Ability to create an account:** The ability to create user accounts on the portal by providing necessary information like name, contact details, and email address. | Yes | No |
| 2 | **Ability to delete the account:** The option to delete the accounts if they decide to discontinue using the portal. Ensure a secure account deletion process | Yes | No |
| 3 | **Ability to modify account information:** The ability to edit and update their account information, such as contact details, address, and emergency contacts. | Yes | No |
| 4 | **Ability to restore password/user ID details:** Implement a password reset mechanism where patients can request a password reset link via email or answer security questions to retrieve forgotten passwords or user IDs. | Yes | No |
| 5 | **Ability to sign in and sign out:** The ability to securely sign in and out of their accounts, with appropriate security measures like session management and account locking for security purposes. | Yes | No |
| 6 | **Ability to view doctor information:** access to comprehensive information about healthcare providers, including their specialties, qualifications, available time slots, and reviews from other patients. | Yes | Yes |

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| 7 | **Ability to schedule appointments online:** Patients should be able to schedule appointments with healthcare providers online, selecting preferred dates and times based on doctor availability. | Yes | Yes |
| 8 | **Ability to adjust appointment times online:** The ability to reschedule or adjust appointment times online, with options for cancellation if necessary. | Yes | Yes |
| 9 | **Virtual Consultation:** Telemedicine consultations take place through video conferencing or a chat interface, allowing patients to discuss their symptoms with the healthcare provider. This interaction helps determine whether the patient needs medical attention. | Yes | Yes |
| 10 | **Ability to receive email notifications:** Implement an email notification system to inform patients about appointment confirmations, changes, or cancellations to keep them updated. | Yes | Yes |
| 11 | **Ability to view lab test results:** The ability to securely access and view their lab test results through the portal, with options for detailed explanations and interpretations when needed. | Yes | Yes |
| 12 | **Billing and Insurance Queries:** Patients can ask about their medical bills, insurance coverage, and claims. Patient Portal can provide information on billing processes and assist with payment-related questions. | Yes | Yes |
| 13 | **Ability to pay medical bills online:** The capability to securely pay their medical bills online. | Yes | Yes |
| 14 | **Access to Complete medical records history:** The secure and convenient access to patients' complete medical records, including diagnoses, treatment plans, previous medical history. | Yes | No |

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| 15 | **Ability to request prescriptions online:** To offer an option for patients to request prescription refills directly from the portal. | Yes | Yes |
| 16 | **Access to medication information:** Patients can inquire about their prescribed medications, including dosages, potential side effects, and interactions with other drugs. | Yes | Yes |

**2. Healthcare Providers (Doctors) requirements:**

**2.1 Ability to log in/log out:** Doctors should be able to securely log in and out using their unique credentials (username/password) or other secure authentication methods.

**2.2**  **Ability to manage their account:** Doctors should have the capability to view and update their personal profile and contact information.

**2.3** **Ability to set and manage availability schedule:** Doctors should be able to define their availability schedule for appointments. This includes setting working hours, days off, and other schedule preferences.

**2.4 Ability to access their appointment schedule:** Doctors need access to their appointment schedule, allowing them to view, modify, or cancel patient appointments as necessary. Real-time updates should be reflected in the schedule.

**2.5 Ability to view detailed patient information:** Doctors should have access to comprehensive patient profiles, including medical history, test results, treatment plans, and any relevant notes.

**2.6 Ability to update patient record:** Doctors should be able to update patient records, including treatment plans, diagnoses, and any changes in a patient's medical history.

**2.7** **Ability to view and manage prescription requests:** Doctors should have the capability to handle prescription requests. This includes reviewing and approving or denying refill requests and issuing new prescriptions as needed.

**2.8** **Ability to view patient payment information:** Doctors should be able to access patient payment-related information, including billing history, payment records, and any outstanding balances.

**2.9** **Telemedicine Capability for Symptom Checker:** Integration with telemedicine platforms to provide remote consultations and telehealth services to patients. This feature assists doctors in assessing a patient’s symptoms and offering recommendations, such as whether a patient should seek immediate medical attention or schedule an appointment.

**2.10** **Ability to create messages when test results are available:** Email notifications to patients when test results are available. This functionality allows for automatic email notifications to be sent to patients when their test results become accessible.