

Software Requirement Specification of Clinic System Mobile Application

O-Projects

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Version	Date	Reason for Change
1.0	February-2023	SRS First version's specifications are defined.

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1 Introduction

1.1 Purpose of this document

This document is to determine the functional and non-functional requirements for the mobile application to guide the developers and the stakeholders. The main target of this application is to help doctors to organize and help patients in the reservation process. This document is intended for developers, product owners, project managers, marketing staff, users, testers, and documentation writers

1.2 Scope of this document

The scope of this document is to specify and analyze the software requirements of the application and design of the application to make the application be more obvious to the client and developers.

1.3 System Overview

Glia is an Arabic and English mobile application that serves patients, doctors, and labs by providing a seamless platform for managing medical appointments, prescriptions, and lab results. The app provides a universal health record for patients, which is accessible to authorized doctors allowing for better coordination and integration of medical services. Patients can use the Glia app to reserve and view e-prescriptions,

track their medical history. The app allows patients to quickly and easily schedule appointments with their preferred doctors, view their medical history, and receive reminders for upcoming appointments and medication schedules. The e-prescription feature is particularly useful, as it eliminates the need for paper prescriptions and provides patients with quick access to their medication information. For doctors, Glia

provides a comprehensive platform for managing their clinic and appointments. The app allows doctors to view their patient's medical history, create and manage appointments, and generate revenue by connecting to labs. Doctors can easily generate lab requests, which are then sent directly to the patient's preferred lab for processing. The app also provides real-time notifications of lab results, which can be reviewed and discussed with the patient during their appointment. Labs can use Glia to view reservations and upload reports

for patients. The app provides a secure and convenient platform for labs to manage their appointments and provide timely and accurate results. The app's integration with e-prescriptions and doctor appointments makes it easier for labs to process and report results, providing a more streamlined and efficient service.

Overall, Glia is a powerful tool for managing medical appointments, prescriptions, and lab results. Its comprehensive features benefit both patients and medical professionals, providing a more convenient and efficient platform for managing healthcare. With its universal health record and seamless integration with medical services, Glia is poised to become a leading app in the healthcare industry.

The doctor only has an access to manage his Financial and billing system:

2 System Description

2.1 User Problem Statement

One of the key user problem statements for patients, doctors, and labs before using the Glia app is the inefficiency and lack of integration in the current healthcare system. Patients often face challenges in scheduling

appointments, tracking their medical history, and accessing their prescriptions. Doctors struggle to manage their clinic and appointments, while also coordinating with labs for test results. Labs face difficulties in managing appointments and providing timely and accurate results to patients and doctors. Without a centralized and integrated platform, the healthcare system can be frustrating and time-consuming for all parties involved. This can lead to delays in diagnosis and treatment, which can have serious consequences for patients. The Glia app addresses these challenges by providing a comprehensive platform that streamlines the entire healthcare process, creating a more efficient and effective system for patients, doctors, and labs.

2.2 User Objectives

2.3 User Characteristics

There are Four main user roles in the Glia app: System admins Patients, Clinics, and Labs.

1. **Patients** These are individuals who use the app to manage their healthcare. Patients can use the app to schedule appointments with doctors, view their medical history, and access their e-prescriptions. They can also receive real-time notifications of lab results. The universal health record provided by the app enables patients to manage their healthcare more efficiently and effectively.
2. **Clinic Admin** These are medical professionals who use the app to manage their clinics and appointments. Clinic admins can use the app to create and manage appointments. Add the following user roles to the clinic, And Finally, control clinic settings from the settings page.
 - (a) **Doctor** The Glia app's doctor user role allows doctors to manage their clinics and appointments efficiently. Doctors can view and edit appointments, receive real-time notifications, and access their patient's medical history. They can also generate revenue by connecting with labs for test results and communicating with patients through the secure messaging system. This feature is essential for remote consultations. Overall, the doctor's user role in the Glia app streamlines the healthcare process, providing a more efficient and effective service for both doctors and patients.
 - (b) **Receptionist** The Glia app's receptionist user role allows receptionists to manage appointments, and communicate with patients and doctors. Receptionists can view, schedule, and edit appointments, Register a new Patient.
 - (c) **Physician**
3. **Lab Admin** These are medical facilities that use the app to manage appointments and provide test results to patients and doctors. Labs can use the app to view their reservations, upload reports, and provide real-time notifications of test results. The app's integration with e-prescriptions and doctor appointments makes it easier for labs to process and report results, providing a more efficient and effective service for all parties involved.
4. **Super Admin** The super admin user role in the Glia app is responsible for managing the overall platform. They can add clinic and lab administrators, grant permissions, and remove users. The super admin also has access to view app statistics and generate reports. This feature allows the super admin to monitor the usage of the app and make informed decisions on how to improve it.
5. **Moderator** The app moderator user role in the Glia app is responsible for managing the user accounts of clinic and lab administrators. They can add and remove users, grant permissions, and ensure that the app is being used in accordance with company policies. However, unlike the super admin, the app moderator does not have access to view app statistics or generate reports.

3 Functional Requirements

3.1 System Functions - Super Admin

1. Super Admin should be able to Sign In, Forget and Reset Password

- Sign in with Email, Password
- Forget password by Email: Super admin should be able to enter his email address, An email with OTP should be sent, After entering the OTP Code super admin should be able to change the password by entering the password 2 times and finally login again.
- Reset password by Code, new Password, and Confirm Password
- Add new clinics.
- Add new Doctors.

2. Super admin should be able to add a new clinic

- Super admin should be able to add a new clinic by entering
 - Clinic Name
 - Clinic Logo
 - Clinic Address
 - Clinic Super Admin Name
 - Clinic Super Admin Email
 - Clinic Settings

3. Super Admin should be able to control clinic Admin

- Super admin should be able to ban/unban clinics.
- Super admin should be able to remove the clinic.
- Super admin should be able to edit clinic info.
- Super admin should be able to edit clinic settings,
- Super admin should be able to reset the Clinic admin password

4. Super admin should be able to add moderators

- Super admin should be able to add a System moderator by entering
 - Name
 - Email
 - Mobile Number

- After creating a moderator an email should be sent with email and a randomly generated password with a dashboard link
 - By the first login moderator should be able to enter a new.
 - Super admin should be able to ban/unban Moderator and delete moderator.
 - Super admin should be able to view moderator details and interaction logs of his activity.
5. **Super Admin has access to the web dashboard Portal**
 6. **Super Admin can add the FAQ from the dashboard.**
 7. **Super admin can view reports and statistics of the app.**
 8. **Super Admin can logout from the application.**

3.2 Moderator

1. **Moderator should be able to Sign In, Forget and Reset Password,,**
 - Sign in with Email, Password.
 - Forget password by Email.
 - Reset password by Code, new Password and confirm Password.
 - Add new clinics.

3.3 Receptionists

1. **Receptionists should be able to Sign In, Forget and Reset Password,,**
 - Sign in with Email, Password.
 - Forget password by Email.
 - Reset password by Code, new Password and confirm Password.
 - Create accounts for patients.

3.4 Doctor

1. **Doctor should be able to Sign In, Forget and Reset Password.**
 - Sign in with Email, Password.
 - Forget password by Email.
 - Reset password by Code, new Password and confirm Password.
2. **Doctor has access to view their patients profile.**
3. **Doctor can add, edit the prescription to the patients.**
4. **Doctor has access to view History logs of prescriptions.**
5. **Doctor can add comments to the patient .**

3.5 Patient

1. Patient should be able to register

- Patient Should be able to register to the app by adding the following data
 - Full Name
 - Email
 - Mobile Number
 - Password "OTP CODE"
 - Confirm password
 - Gender
 - Date of birth
 - Please let us know if you need other data to be added/filled
- Upon registration, patients get an OTP code to verify their email/mobile number.

2. Patient should be able to sign in

- Email.
- Password.

3. Patient should be able to forget and reset password

- Upon clicking on "Forget password", an OTP code is sent to the patient's email.
- The patient is then redirected to a page to enter the OTP code and the new password.

4. New patient should be able to view the about us page if not registered to any clinic yet.

5. Patients should be able to manage their medical history

- Patients can add their medical history records through the following options
 - Uploading medical records (Files).
 - Filling out a form with some medical questions.
- Patients should be able hide/show specific medical records for specific doctors.

6. Patient can register to a specific clinic by scanning the clinic QR code.

7. Patient can view all registered clinics

8. Patient can view all doctors of a clinic

9. Patient can book an appointment to a specific doctor

- Upon choosing the clinic and the doctor, the patient should be able to book an appointment.

- Booking the appointment is based on the queuing system of each clinic.
 - First option is to only pick the date of the appointment in case of first come first serve option.
 - Second option is to pick an exact slot.

10. After booking the appointment, patient should be able to view the appointment details.

- Appointment date & time.
- Appointment Number.
- Queuing Number (If applicable).
- Estimate time (If applicable).

11. Patient can cancel the appointment.

12. Patient should be able to check in upon arriving the appointment by scanning a qr code

13. patient can view his visits history.

14. patient can view his health record added by a doctor.

- Patient should be able to view prescriptions added by a doctor.
- Patient should be able to view comments added by a doctor.

15. patient can share (hide/show) his health record for specific doctors.

16. Patients can show/hide what he wants in the visits history.

17. Patient should be able to receive the first prescription by whats app or SMS.