**1. Version History**

This section maintains a record of all updates made to the Business Requirements Document (BRD) throughout the project lifecycle.

* **Version**: 1.0
* **Date**:
* **Description**: Initial draft of the BRD for *Carenxt – Patient Appointment & E‑Prescription System*, a web-based healthcare platform.
* **Author**: Omkar Naikade (Business Analyst)
* **Status**: Draft

**2.Stakeholders List**

|  |  |
| --- | --- |
| **Role** | **Responsibility** |
| **Product Owner** | Defines the overall product vision and prioritises features based on business goals. |
| **Business Analyst** | Gathers, documents, and manages business requirements across stakeholders. |
| **Patients (End Users)** | Book appointments, consult doctors, and access medical history through the platform. |
| **Doctors** | Provide consultations, update availability, and issue digital prescriptions. |
| **Clinic Admin** | Manages doctor schedules, monitors patient bookings, and oversees clinical operations. |
| **UI/UX Designer** | Designs user-friendly and responsive web interfaces for patients and doctors. |
| **Technical Team** | Develops and deploys the system’s front-end, back-end, and database functionalities. |
| **QA/Test Engineer** | Validates system behaviour through functional and non-functional testing. |
| **Compliance Officer** | Ensures the system meets healthcare data privacy and legal compliance requirements. |

**3. Purpose of the Document**

The purpose of this Business Requirements Document (BRD) is to define the high-level business needs, goals, and expectations for the development of the Carenxt – Patient Appointment & E‑Prescription System, a web-based healthcare platform.

This document serves as a formal agreement between stakeholders and the project team. It outlines the core business processes, functional modules, and regulatory considerations that must be addressed to deliver a system that allows patients to schedule appointments, consult doctors, and receive digital prescriptions through a secure and compliant platform.

It ensures alignment among business, technical, and compliance stakeholders by clearly defining what the system will do and under what conditions it will operate.

**4. Introduction**

**Carenxt** is a web-based healthcare platform designed to streamline patient–doctor interactions. It allows patients to book appointments, consult doctors (online or offline), and receive digital prescriptions—all through a secure, user-friendly portal.

This document introduces the system’s purpose and outlines the need for a digitised, accessible, and compliant healthcare workflow.

**5. Background**

With increasing demand for accessible healthcare, clinics and hospitals are shifting toward digital platforms to manage appointments and consultations. Patients often face delays, missed visits, or lack access to proper medical records due to manual processes.

**Carenxt** addresses this gap by offering a centralised web-based system that enables patients to connect with doctors, receive e-prescriptions, and access medical history from anywhere, securely and efficiently.

**6. Objectives**

The main objectives of the **Carenxt – Patient Appointment & E‑Prescription System** are:

* To enable patients to book doctor appointments through a web-based portal.
* To provide doctors with tools to manage schedules and issue e-prescriptions.
* To digitise the outpatient consultation process for improved efficiency and accuracy.
* To maintain secure access to medical history, prescriptions, and reports.
* To ensure compliance with healthcare data protection and regulatory standards.

**7. Scope of Project**

The scope of the **Carenxt** project includes the design, development, and deployment of a web-based platform that enables:

* Patient registration and profile management
* Doctor availability setup and schedule management
* Online and in-clinic appointment booking
* Secure video consultation and visit tracking
* E-prescription generation and access
* Viewing of past medical history and downloadable records
* Notification and reminder system for upcoming appointments
* Admin control over doctor profiles, appointments, and compliance monitoring

**8. Known Business Rules.**

* Patients must complete registration and profile setup before booking any appointment.
* Only KYC-verified doctors can be listed on the platform.
* A doctor cannot have overlapping appointment slots in their schedule.
* Each patient can book only one active appointment per doctor at a time.
* E-prescriptions must be issued only after a completed consultation.
* Admin approval is required to onboard or remove a doctor from the system.
* Appointment slots must be booked at least 1 hour in advance.
* All user actions must be logged for audit and compliance purposes.
* Patient data must be encrypted and accessible only to authorised roles.

**9. Exclusions from Scope**

* Inpatient hospitalisation or emergency care services
* Integration with third-party pharmacy or diagnostic lab systems
* Health insurance claims or verification workflows
* Mobile app version of the platform (web-only for this release)
* AI-based symptom checkers or chatbot consultations
* Payment gateway integration for appointment booking
* Multi-language/localisation support (English only in this phase)
* Voice/video recording or storage of consultations

These features may be considered for future phases depending on business needs.

**11. Business Requirements**

* BR-001: The system shall allow patients to register, log in, and manage their profiles securely via a web portal.
* BR-002: The system shall allow doctors to create and update their availability schedule.
* BR-003: Patients shall be able to search for doctors and book appointments based on speciality and time slot.
* BR-004: The system shall support video consultations and record appointment status (completed, missed, cancelled).
* BR-005: Doctors shall be able to issue, review, and sign digital prescriptions.
* BR-006: Patients shall be able to view their past consultations, prescriptions, and download medical reports.
* BR-007: The system shall send appointment notifications, confirmations, and reminders via email or SMS.
* BR-008: The admin shall be able to manage doctor profiles, patient accounts, and system-wide configurations.

**12. Business Process Overview**

* **Patient Onboarding**: Patients register, verify their contact details, and complete their health profile.
* **Doctor Availability Setup**: Doctors (or admins) configure weekly availability for consultations.
* **Appointment Scheduling**: Patients search for doctors and book time slots based on specialisation and availability.
* **Consultation Execution**: Doctors conduct in-clinic or video consultations and update diagnosis details.
* **E-Prescription Issuance**: Post-consultation, doctors generate and sign digital prescriptions stored securely.
* **Medical Record Access**: Patients view consultation history, prescriptions, and reports via their dashboard.
* **Notifications & Reminders**: The system sends timely alerts for appointment confirmations, reschedules, and follow-ups.
* **Admin Oversight**: Clinic admins manage doctor onboarding, view system activity, and ensure compliance.

**13.Detailed BRD**

**13.1 Patient Registration & Profile Management (FR-001)**

**Description:**  
Enables new users (patients) to create an account via the web portal using mobile/email verification. Allows patients to complete their profile with basic personal and medical information.

**Trigger:**  
User clicks on the “Register” or “Sign Up” button from the Carenxt home page.

**Actors:**  
Patient (User), System (Web portal)

**Preconditions:**  
Patient is not already registered.  
Patient has a valid email address or mobile number.  
Internet connectivity is active.

**Inputs:**  
Mobile number or Email ID  
OTP (for verification)  
Password  
Full Name, Date of Birth, Gender  
Address (optional)  
Existing health issues (optional)

**Main Process Flow:**  
Patient visits the Carenxt website and clicks on “Register”.  
Enters email/mobile → receives OTP → verifies OTP.  
Sets password and completes personal profile.  
Optionally adds medical history or current conditions.  
System saves patient profile and grants access to the dashboard.

**Outputs:**  
Registered user account  
Verified email/mobile  
Completed patient profile stored in the system

**Validation Rules:**  
Email must be unique and in valid format  
Mobile must be 10 digits  
Password must be at least 8 characters  
OTP is valid for 5 minutes  
Name and DOB are required fields

**Error Handling:**  
Duplicate mobile/email → “Account already exists”  
Invalid OTP → “Incorrect or expired OTP”  
Weak password → “Password must meet security criteria”  
Server issues → “Registration failed. Please try again later.”

**Dependencies:**  
OTP service provider  
Database to store patient profiles  
Authentication module

**Alternate Flows:**  
If OTP is not received → system offers “Resend OTP” option  
If user abandons registration midway → system saves partial data (optional)  
If verification fails multiple times → account is locked for a cooling-off period

**13.2 Doctor Schedule Setup (FR-002)**

**Description:**  
Allows doctors or clinic admins to configure and manage the doctor’s weekly availability schedule. The system ensures accurate time slot creation for booking purposes and prevents scheduling conflicts.

**Trigger:**  
Doctor or admin logs in and navigates to the “Schedule Setup” section from the dashboard.

**Actors:**  
Doctor  
Clinic Admin  
System

**Preconditions:**  
Doctor profile is approved and active.  
Admin or doctor is authenticated.  
System calendar module is accessible.

**Inputs:**  
Working days and hours  
Break times (optional)  
Consultation duration per slot (e.g., 15 or 30 minutes)  
Location type (in-clinic or online)  
Blocked dates (holidays, unavailable days)

**Main Process Flow:**  
Doctor/Admin opens schedule setup module.  
Selects available days and working hours.  
Defines consultation slot duration and break intervals.  
Chooses consultation type (in-clinic, video, or both).  
Optionally blocks dates for leave or unavailability.  
System validates the schedule and saves it to the doctor’s calendar.

**Outputs:**  
Doctor availability calendar  
Configured time slots visible to patients  
Consultation type and duration stored

**Validation Rules:**  
Time slots must not overlap  
At least one active day is required  
Slot duration must be ≥ 10 minutes  
Unavailability dates cannot be in the past

**Error Handling:**  
Missing input → “Please complete required schedule fields”  
Overlapping times → “Slots cannot overlap”  
Save error → “Unable to update schedule. Try again later.”

**Dependencies:**  
Calendar/scheduling engine  
Doctor profile management module  
Admin access permissions

**Alternate Flows:**  
If doctor has multiple locations → schedule can be created per location  
If admin edits schedule on behalf of doctor → audit log is generated  
If slot overlaps with existing bookings → system prompts for manual resolution

**13.3 Appointment Booking (FR-003)**

**Description:**  
Enables patients to search for doctors and book appointments based on availability, speciality, consultation type, and preferred time slot. Supports both in-clinic and video consultations.

**Trigger:**  
Patient logs into the system and clicks on the “Book Appointment” or “Search Doctor” option.

**Actors:**  
Patient  
Doctor  
System

**Preconditions:**  
Patient is logged in with a completed profile.  
Doctor has an active schedule.  
Slots are available for booking.

**Inputs:**  
Specialisation or doctor name  
Location or consultation type  
Preferred date and time  
Symptoms or visit reason (optional)

**Main Process Flow:**  
Patient searches for doctor based on filters.  
System displays a list of matching doctors and available slots.  
Patient selects a doctor, consultation type, and time slot.  
System checks availability and confirms booking.  
Confirmation details are shown and sent via SMS/email.

**Outputs:**  
Confirmed appointment with date, time, and doctor details  
Appointment ID and booking confirmation  
Notification to patient and doctor

**Validation Rules:**  
Slot must be available at time of booking  
One active appointment per patient per doctor  
Booking must be made at least 1 hour in advance

**Error Handling:**  
Slot unavailable → “Selected time is no longer available”  
Duplicate booking → “You already have an upcoming appointment with this doctor”  
System failure → “Booking failed. Please try again later.”

**Dependencies:**  
Doctor schedule/calendar  
Search and filter engine  
Notification system

**Alternate Flows:**  
If patient cancels appointment → slot is released and doctor is notified  
If doctor cancels → patient receives alert and rebooking option  
If patient does not show up → appointment is marked as missed

**13.4 Video/Clinic Consultation (FR-004)**

**Description:**  
Facilitates the actual consultation between patient and doctor, either in-clinic or via secure video call. Allows the doctor to record notes, update diagnosis, and proceed to prescription generation.

**Trigger:**  
The scheduled appointment time is reached, and both doctor and patient join the consultation (video or in-clinic).

**Actors:**  
Patient  
Doctor  
System

**Preconditions:**  
Confirmed appointment exists and is not expired.  
Both users are authenticated.  
Video consultation module is active (if applicable).

**Inputs:**  
Appointment ID  
Patient history (auto-fetched)  
Consultation notes (entered by doctor)

**Main Process Flow:**  
Doctor and patient initiate consultation based on selected type.  
Doctor reviews patient profile and previous records.  
Consultation takes place (online or offline).  
Doctor updates symptoms, diagnosis, and recommendations.  
System marks appointment as “Completed” or “Missed”.

**Outputs:**  
Updated consultation status  
Visit summary saved to patient record  
Next steps or follow-up recommendation

**Validation Rules:**  
Only valid appointments can be marked as complete  
Consultation notes are required before proceeding to prescription  
Video call must be initiated within scheduled time

**Error Handling:**  
Patient no-show → status marked “Missed”  
Doctor no-show → appointment flagged and patient notified  
Video failure → fallback to reschedule or in-clinic option

**Dependencies:**  
Appointment module  
Video consultation tool/API  
Patient medical history module

**Alternate Flows:**  
If video fails → system prompts reschedule or switch to audio  
If doctor ends session early → patient receives follow-up prompt  
If consultation runs over time → system alerts next slot as pending

**13.5 E-Prescription Generation (FR-005)**

**Description:**  
Allows doctors to create, review, and issue digital prescriptions after a completed consultation. The prescription is securely stored and made available to the patient for download and future reference.

**Trigger:**  
Doctor completes a consultation and proceeds to generate a prescription.

**Actors:**  
Doctor  
Patient  
System

**Preconditions:**  
The consultation is marked as “Completed.”  
Doctor is authenticated and authorised to prescribe.

**Inputs:**  
Diagnosis and symptoms  
Prescribed medicines and dosage  
Instructions or follow-up notes  
Optional attachments (e.g., lab tests)

**Main Process Flow:**  
Doctor opens the prescription module post-consultation.  
Fills in diagnosis, medication, and dosage instructions.  
System validates inputs and allows doctor to preview the prescription.  
Doctor confirms and submits the prescription.  
System generates a signed PDF and links it to the patient's record.

**Outputs:**  
Digital prescription available for patient download  
Prescription linked to appointment history  
Optional notification sent to patient

**Validation Rules:**  
At least one medication or instruction must be entered  
Prescription must be tied to a completed appointment  
Only verified doctors can issue prescriptions

**Error Handling:**  
Missing required fields → “Please complete all prescription details”  
Prescription module timeout → “Session expired. Reopen consultation.”  
System error → “Unable to generate prescription. Try again.”

**Dependencies:**  
Consultation module  
Document generation tool (PDF)  
Secure patient record storage

**Alternate Flows:**  
If doctor chooses to draft → prescription saved as “In Progress”  
If patient requests clarification → doctor can update within time window  
If prescription is cancelled → system archives but retains audit trail

**13.6 Medical History & Report Access (FR-006)**

**Description:**  
Enables patients to view their historical medical data, including previous appointments, diagnoses, and prescriptions. Patients can also download reports and summaries for personal records or consultations with other doctors.

**Trigger:**  
Patient logs into the portal and navigates to the “Medical History” or “My Records” section.

**Actors:**  
Patient  
System

**Preconditions:**  
Patient is registered and logged in.  
At least one consultation record or prescription exists.

**Inputs:**  
Date range (optional filter)  
Record type (e.g., consultation, prescription)

**Main Process Flow:**  
Patient opens the medical history section.  
System fetches and displays a list of past appointments and issued prescriptions.  
Patient filters or searches by doctor, date, or condition.  
Patient selects a record to view details or download as PDF.

**Outputs:**  
List of medical records with date, doctor, and type  
Viewable and downloadable prescription or consultation summary  
Optional print/export option

**Validation Rules:**  
Only authenticated patients can access their own records  
Record download is enabled only for completed consultations  
Date filter must follow valid format

**Error Handling:**  
No records found → “No medical history available”  
System error → “Unable to load history. Please try again.”

**Dependencies:**  
Consultation and prescription modules  
Secure storage for medical records  
Document export functionality

**Alternate Flows:**  
If multiple users on same device → system requires re-authentication  
If download fails → system provides retry option  
If records are older than data retention limit → marked as archived

**13.7 Notification & Reminder System (FR-007)**

**Description:**  
Handles the generation and delivery of system notifications and reminders for appointments, follow-ups, and prescription availability. Notifications are sent via email or SMS based on user preferences.

**Trigger:**  
A system event occurs, such as booking confirmation, upcoming appointment, or prescription upload.

**Actors:**  
Patient  
Doctor  
System

**Preconditions:**  
User is registered and has provided valid contact information.  
An eligible event (e.g., appointment, prescription) has occurred.

**Inputs:**  
Event type (booking, reminder, prescription)  
User contact details (email/SMS)  
Custom message content or template

**Main Process Flow:**  
System identifies a notification-triggering event.  
Retrieves the user’s contact preferences and relevant data.  
Generates a message using a predefined template.  
Sends notification via email or SMS gateway.  
Logs the delivery status for reference.

**Outputs:**  
Email or SMS message sent to user  
Status update in the notification log

**Validation Rules:**  
Email must be in valid format  
Mobile number must be 10 digits  
Reminders must be scheduled within valid time windows (e.g., 24 hours before appointment)

**Error Handling:**  
Missing contact → “Cannot send notification – no contact info available”  
Delivery failure → retry logic with fallback to alternate channel  
Gateway timeout → “Notification delayed – will retry shortly”

**Dependencies:**  
Email and SMS service providers  
Appointment and prescription modules  
Template manager

**Alternate Flows:**  
If user has disabled notifications → system logs but skips sending  
If duplicate notifications detected → system suppresses repeat messages  
If delivery fails after retries → admin is notified manually

**13.8 Admin Dashboard for Clinical Oversight (FR-008)**

**Description:**  
Provides authorised admin users with a central dashboard to manage doctor profiles, monitor appointments, oversee system activity, and ensure clinical compliance across the platform.

**Trigger:**  
Admin logs into the platform and accesses the “Admin Dashboard” module.

**Actors:**  
Admin  
System

**Preconditions:**  
Admin user is authenticated with appropriate access rights.  
System has active doctors, appointments, and records to manage.

**Inputs:**  
Doctor profile data  
Appointment and consultation logs  
Patient activity reports  
System settings and access roles

**Main Process Flow:**  
Admin logs into the dashboard.  
System displays high-level stats (e.g., today’s appointments, active users).  
Admin can search, filter, and manage doctor or patient records.  
Admin views or exports reports (missed appointments, prescription logs).  
Admin takes actions such as approving doctors, resolving support tickets, or updating schedules.

**Outputs:**  
Updated user and doctor records  
System reports and audit logs  
Dashboard summaries and metrics

**Validation Rules:**  
Only admin users can access sensitive dashboard modules  
Edits must include a reason or comment (for audit)  
Time-based filters must be valid

**Error Handling:**  
Permission error → “Access denied: admin privileges required”  
Data fetch failure → “Unable to load dashboard. Try again.”  
Save failure → “Changes not saved. Retry or contact support.”

**Dependencies:**  
User management and authentication modules  
Appointment and consultation systems  
Analytics and reporting engine

**Alternate Flows:**  
If admin reassigns a doctor → affected appointments are recalculated  
If system usage spikes → admin gets performance alert  
If audit log shows anomaly → flagged for manual review

**14. Business Rules & Validation Logic**

The following rules ensure consistent, secure, and compliant operation of the **Carenxt** web-based healthcare platform:

**User Registration & Profile**  
• Email and mobile number must be unique across all users  
• OTP is valid for 5 minutes and limited to 3 retry attempts  
• Password must be a minimum of 8 characters with alphanumeric content

**Doctor Schedule Setup**  
• A doctor cannot have overlapping appointment slots  
• Slot duration must be at least 10 minutes  
• At least one active working day is required to go live

**Appointment Booking**  
• A patient can have only one active appointment with the same doctor  
• Appointments must be booked at least 1 hour in advance  
• Booking is not allowed if the slot is already taken

**Consultation Flow**  
• Only confirmed appointments can trigger a consultation  
• Doctor must enter at least one note or diagnosis before ending the session  
• Consultation status must be marked as Completed, Missed, or Cancelled

**E-Prescription Rules**  
• Only verified doctors can issue e-prescriptions  
• Each prescription must be linked to a completed appointment  
• At least one medication or instruction is required

**Medical History Access**  
• Patients can only view and download their own records  
• Archived records (older than X years) are marked as read-only  
• Downloads must be in secure, non-editable PDF format

**Notifications & Reminders**  
• Reminders are sent 24 hours and 1 hour before appointments  
• Failed messages retry twice before fallback alert  
• Patients can opt-out from reminders via settings

**Admin Controls**  
• Admin users must provide a reason when editing or removing doctor profiles  
• Every admin action is logged with a timestamp and user ID  
• Dashboard access is restricted based on defined admin roles

**15. Regulatory & Compliance Requirements**

The **Carenxt** platform must comply with applicable healthcare, data privacy, and digital service regulations to ensure patient safety, legal protection, and secure system operations.

**Healthcare Data Privacy (DPDP Bill, India)**  
• Patient data must be collected and stored only with consent  
• Users must be able to view, correct, or request deletion of personal data  
• All personally identifiable information (PII) must be encrypted at rest and in transit

**e-KYC & Practitioner Validation**  
• Only registered medical practitioners (RMPs) with valid credentials can issue prescriptions  
• Doctor registration must be validated against national medical databases or verified manually  
• Admin approval is mandatory before a doctor becomes active on the platform

**Prescription Standards**  
• E-prescriptions must include patient ID, doctor details, issue date, and unique prescription ID  
• Prescriptions must be stored in non-editable formats (e.g., signed PDF)  
• Retention of prescription records must follow applicable medical guidelines (minimum 3 years)

**Audit Trail & Data Access Logs**  
• All sensitive actions (e.g., editing records, approving doctors) must be logged with timestamp and actor ID  
• Admins must not have unrestricted access to patient records without justification  
• System should provide audit-ready exportable logs for compliance checks

**Video Consultation Compliance**  
• Video calls must be encrypted end-to-end  
• No call recordings are stored on the platform (in current phase)  
• Consent to consult online must be captured at the time of booking

**Notification & Communication Laws**  
• All SMS and email messages must comply with TRAI/DND regulations  
• Patients must have the ability to opt-out of non-critical notifications  
• Transactional messages must be distinguishable from promotional content

**16. Non-Functional Requirements**

The following non-functional requirements define the expected quality attributes and system performance standards for the **Carenxt – Patient Appointment & E‑Prescription System**.

**Performance**  
• The system must support up to 10,000 concurrent users with a response time of ≤ 3 seconds for all major user actions.  
• Appointment booking and record retrieval should complete within 2 seconds under normal load.

**Availability**  
• The platform must maintain a minimum uptime of 99.9% per month, excluding scheduled maintenance.  
• Failover mechanisms must ensure high availability during unexpected outages.

**Scalability**  
• The system must scale horizontally to handle increased usage from multiple clinics and user locations.  
• Database and notification queues should support scaling without manual intervention.

**Security**  
• All user data must be encrypted using AES-256 at rest and TLS 1.2+ in transit.  
• Role-based access control (RBAC) must be enforced across all modules.  
• System must include protection against SQL injection, CSRF, and XSS attacks.

**Maintainability**  
• The system architecture must be modular and well-documented for easy updates and enhancements.  
• Logging and error tracking must be implemented to assist in debugging and support.

**Auditability**  
• All critical operations (e.g., appointment edits, doctor changes) must be logged with timestamps and user IDs.  
• System must support exporting audit logs for review or regulatory inspection.

**Usability**  
• The web interface must be accessible through modern browsers (Chrome, Firefox, Safari, Edge).  
• Platform must follow responsive web design principles to support access on desktop, tablet, and mobile browsers.

**Accessibility**  
• Basic compliance with WCAG 2.1 standards must be ensured for users with visual impairments.  
• Text resizing and keyboard navigation must be supported.

**Backup & Recovery**  
• Automated daily backups of databases and documents must be configured.  
• Recovery from failure must be possible within 30 minutes using the latest backup.

**17. Glossary of Terms**

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| **Term** | **Definition** |
| **Appointment Slot** | A predefined time window during which a doctor is available for consultation. |
| **Audit Log** | A secure record of user/system actions stored for compliance and traceability. |
| **Consultation** | A medical interaction between a patient and a doctor, either online or in person. |
| **Dashboard** | Web interface showing key data and actions for users based on their role. |
| **DPDP Bill** | Digital Personal Data Protection Bill (India), governs user data privacy. |
| **E-Prescription** | Digitally generated and signed prescription issued by a licensed doctor. |
| **KYC** | Know Your Customer – identity verification process for onboarding doctors. |
| **Medical History** | A digital log of a patient’s past consultations, diagnoses, and prescriptions. |
| **OTP** | One-Time Password used to verify a user’s identity during registration or login. |
| **RBAC** | Role-Based Access Control; restricts system access based on user roles. |
| **RMP** | Registered Medical Practitioner; a licensed doctor authorised to consult. |
| **SLA** | Service Level Agreement defining uptime and response standards. |

**18.Apendix**

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| **Appendix ID** | **Item** | **Description** |
| **A-01** | Process Flow Diagram | High-level diagram showing the end-to-end flow from registration to consultation. |
| **A-02** | Doctor Schedule Setup Flow | Visual of how doctors configure availability and consultation types. |
| **A-03** | Appointment Booking Flow | Patient-side journey for searching, filtering, and confirming appointments. |
| **A-04** | E-Prescription Template | Sample layout of the digital prescription issued by doctors. |
| **A-05** | Notification Template Samples | Examples of SMS/email formats for reminders and confirmations. |
| **A-06** | Access Role Matrix | Defines permissions for Patient, Doctor, and Admin user types. |
| **A-07** | Glossary Reference Snapshot | Printable version of key terms and abbreviations used across the system. |
| **A-08** | Compliance Checklist | Summary of legal and data privacy requirements followed in the system. |
| **A-09** | Monetisation Strategy Summary | Overview of the selected revenue models for the Carenxt platform. |