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**Group 07 - 21APCS1**

University of Sciences, VNU - HCM

CS300 - Elements of Software Engineering

**Project Proposal - DocCare**

# INTRODUCTION

Have you ever gotten hurt? Have you ever had a bad experience with doctors? Well worried no more, because DocCare got your back. Our top-notch customer service will give you a perfect doctor in a matter of seconds. Not only that, our doctor will directly work with you, planning treatment and giving advice on the app, so no need to do it yourself. We care about your health, so join us now for a GREAT benefit. Our inspirations are [Doctor On Demand®](https://doctorondemand.com/), [TeleDoc Health](https://apps.apple.com/us/app/teladoc-health-telehealth/id656872607).

# TARGET USERS AND ENVIRONMENTS

This mobile application aims to provide a friendly working environment for **a private medical clinic**; therefore, its target users are **doctors**, professionals from a private clinic; **patients**, people who seek medical advice from that clinic; and **medical receptionists**, ones who are charged for administrative work and customer service.

Our goal is to facilitate access to the application for users through **Android smartphones** with the help of the cross-platform framework **Flutter**.

# FEATURES

A **patient** can search for doctors from a medical specialization or rely on a receptionist to find an appropriate doctor, and book or unbook a time in advance. The patient can also view his list of appointments. Any canceled arrangement will be subsequently handled by recommending a new schedule for the patient. After receiving a proper diagnosis from the doctor, the patient will receive notes from their doctor regarding treatment at home. Patients can track drug information, doses and they will get notified when it’s time to use it. Customers will also receive upcoming intake and appointments notifications. At the end of the treatment plan, the patient will receive a survey to rate the doctor's performance. They can also choose to book this doctor again for a consecutive plan.

**Doctors** can see a list of appointments on a specific working day. Doctors can request an absence in their shifts to the receptionists. In addition, doctors are able to track the progress of their patients, check whether he/she has taken the medicine, and update/remove patients’ health records. In a medical intake, doctors have the ability to (i) search for a kind of medicine, assign medicines or remove some of them, (ii) take some notes for the patient, (iii) take note of abnormal statistics, (iv) verify the intake by his signature, (v) view the service’s rating. Doctors can also see notifications of upcoming appointments and absence confirmations.

**Receptionists** are responsible for assisting both regular and walk-in patients. They will have the task of confirming appointment requests made through the app or scheduling appointments for patients not using the app. Additionally, they will also need to assign patients to appropriate specialist doctors, in case the patients have not chosen their doctor of wish. At the end of the month, receptionists can create a full report about the performance of doctors during that month. They will receive notifications of absence requests from doctors.

**All 3 types of users** will have to authenticate before using the app. Further modifications are also provided for all user types.