Requirements Analysis

Double II

# Stakeholder Identification

1. Patients
   1. Primary Users: Use the system to book, cancel, or modify appointments, and receive appointment confirmations and reminders.
   2. Feedback Providers: Provide feedback on user experience and functionality requirements through their use of the system.
   3. Q:对现有的医疗预约系统不满意的地方，理想中的预约功能有什么
2. Doctor / Healthcare Providers and Clinic Staff
   1. Doctors and Nurses: View and manage patient appointments, ensuring proper scheduling and patient management.
   2. Reception Staff: Handle appointment inquiries and adjustments, assisting patients with appointment-related issues.
   3. Managers: Oversee the operation of the system and analyze appointment data to improve services.
   4. Q:对现有的医疗预约系统不满意的地方，理想中的预约功能有什么，如何提高效率，减少其工作时间，降低高峰期预约系统的压力
3. System owner / Hospital Administration
   1. Project Sponsors: Initiate and promote the development and implementation of the system, ensuring it meets business needs.
   2. Supervisors: Responsible for the promotion and utilization of the system, ensuring it enhances patient experience and operational efficiency.
   3. Q: 希望如何整合旧的系统
4. Technology Team / CTO
   1. Developers: Design, develop, and maintain the appointment system, ensuring its functionality and performance.
   2. System Administrators: Responsible for configuring, managing, and supporting the system to ensure stable operation.
   3. Q:技术选型
5. IT Support Team
   1. Technical Support Personnel: Provide technical support and troubleshooting for the system, helping resolve user issues.
   2. Training Staff: Train system users to ensure they can use the system correctly.
   3. Q:
6. Legal and Compliance Team
   1. Compliance Officers: Ensure the system complies with relevant laws and regulations, such as privacy protection and data security laws.
   2. Legal Advisors: Provide legal consultation to ensure the design and use of the system comply with legal requirements.
   3. Q: 政策，法规的要求，
7. Third-party Service Providers
   1. Cloud Service Providers (e.g., AWS): Provide the infrastructure and platform services needed to run the system.
   2. Payment Processors: Handle payment transactions related to appointments. Q: 能提供什么服务，有什么价值，价格如何
8. Marketing and Sales Team
   1. Promoters: Responsible for publicizing and promoting the new system to increase user acceptance and usage.
   2. Market Analysts: Analyze system usage data to assess market demand and user feedback.
   3. Q
9. CFO / Finance Department
   1. Billing and Payment Management: Handle patient payment transactions, ensuring accurate settlement of fees.
   2. Cost Control: Monitor the costs of system implementation and operation, optimizing budget and resource allocation.
   3. Q
10. CIO / Quality and Safety Department
    1. Quality Control Personnel: Monitor the quality and performance of the system to ensure it meets medical standards and patient needs.
    2. Security Auditors: Regularly review the system's security measures to ensure the protection of patient data and system security.
    3. Q: 现在已采用的安全措施

# Functional Design

Appointment Functions

* Web App (must): Provide an online platform for patients to book appointments.
* Virtual Phone: Enable patients to book appointments via a virtual phone system.
* Audit Conversion (must): Implement a feature to track and convert appointment logs for auditing purposes.
* Appointment Modification (must): Allow patients to modify existing appointments.
* Information Query (optional): Provide a feature for patients to query information about services and doctors.
* Triage (optional): Implement a triage system to prioritize patient appointments based on urgency.
* Reminders and Notifications (must): Send appointment reminders and notifications via SMS and email.
* Appointment Confirmation Feedback (must): Send confirmation of successful appointments through SMS and email.