PRD for "Digital Health India" Application

# 1. Types of Users

## 1. Patient

General users seeking healthcare services, including viewing medical records, consulting doctors, and booking appointments.

## 2. Doctor

Verified healthcare professionals who can access patient records (with permission), conduct online consultations, and provide medical advice.

## 3. Admin

Responsible for managing users, monitoring activity, and ensuring data security compliance. Admins can also resolve disputes or technical issues.

# 2. User Experiences

## For Patients

### Registration and Profile Creation:

Patients sign up using basic details and government-approved ID for verification. They can fill in their medical history, allergies, and health conditions.

### Medical Records Access:

Patients can securely upload and view their health documents and reports. They can link accounts to receive records directly from partnered hospitals.

### Doctor Consultation:

Patients can search for doctors by specialty and schedule appointments. Consultations can be video-based, text, or in-person bookings.

### Health Tracking:

Integrated with wearables and health devices for tracking vitals (e.g., steps, heart rate, blood pressure). Provides reminders for medication and scheduled appointments.

### Emergency Services:

Patients can quickly access emergency contacts or nearby hospitals in case of an emergency.

## For Doctors

### Registration and Verification:

Doctors register by providing professional details and government-approved ID for verification.

### Patient History Access:

Can view patient records after the patient grants access. Add comments, prescriptions, and follow-up notes to patient records.

### Appointment Management:

Doctors can view, manage, and reschedule appointments. Reminders are sent for upcoming appointments and consultation requests.

### Earnings and Consultation Records:

Track earnings from consultations, generate invoices, and access consultation history.

## For Admins

### User Management:

Approve, suspend, or delete user accounts (patients or doctors). Resolve any issues related to user verification, document upload, or data access.

### Content Moderation:

Monitor consultation interactions to maintain quality and prevent misuse.

### Data Security and Compliance:

Ensure compliance with data security standards, like HIPAA, and manage user data permissions.

# 3. Success Metrics

## User Growth Metrics

### Monthly Active Users :

Number of users actively using the app monthly.

### User Retention Rate:

Percentage of users returning to the app after one month.

### Churn Rate:

Rate at which users leave the platform.