1. Patient Management

Registration Form :

- **Name**: Field for entering the patient's full name.
- **Address**: Field for entering the patient's address (street, town, postcode).
- **Telephone number**: Field for entering the contact telephone number.
- **Email**: Field for entering the email address for electronic communications.
- **Date of Birth**: Field for entering the patient's date of birth.
- **Gender**: Options for selecting the patient's gender.
- **Medical History**: Field for entering information about medical history (chronic illnesses, allergies, etc.).
- **Insurance Information**: Field for entering details of the patient's medical insurance.
- **Emergency Contact**: Field for entering the name and telephone number of a person to be contacted in an emergency.
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Patient Profile

- **Profile page** :
  - **Personal Information**: Displays details such as name, address, telephone number, etc.
  - **Patient photo**: Option to add a photo of the patient.
  - **Medical details**: Displays relevant medical information such as blood type, allergies, chronic illnesses, etc.
  - **Appointment history**: List of past and future appointments with details (date, doctor, reason for consultation).
  - **Medical Documents**: Section for storing and displaying documents such as test results, X-rays, etc.

Medical File

- **Access to the Medical File** :
  - **Consultation history**: View details of all past consultations, including dates, referring doctors and consultation notes.
  - **Treatments and prescriptions**: List of treatments received and prescriptions with details (drug, dosage, duration of treatment).
  - **Test results**: Access to the results of laboratory tests, blood analyses, MRI scans, X-rays, etc.
  - **Notes and Observations**: Section for doctors to add additional notes and observations on the patient's state of health.
  - Patient Portal :
  - Intuitive User Interface: Easy-to-use interface for navigating medical records.
  - Search and Filter: Advanced search functions for easy retrieval of specific information.
  - Data visualisation: Graphs and tables to visualise medical data (weight curves, blood sugar graphs, etc.).

Medical collaboration :

- **Access for External Doctors**: Controlled access for referring doctors or external specialists.
- **File Sharing**: secure sharing of medical files with other healthcare professionals.

Appointment reminders

- **Sending Automatic Reminders** :
  - **SMS**: SMS reminders sent to patients for upcoming appointments with appointment details (date, time, location, doctor).
  - **Email**: Send email reminders with similar information.
  - **Notifications by Application**: If a mobile application is used, push notifications are sent to remind you of appointments.
  - **Personalised Reminders**: Option for patients to choose their preferred reminder method (SMS, email, push notification).
  - **Integrated calendar**: Integration with digital calendars (Google Calendar, iCalendar) to automatically add appointments.
  - Medical collaboration :
  - Access for External Doctors: Controlled access for referring doctors or external specialists.
  - File Sharing: secure sharing of medical files with other healthcare professionals.

2. Appointment management :

Appointment scheduling

- **Online Booking System** :
  - **User interface**: Intuitive interface for patients to quickly select dates and time slots.
  - **Choice of doctor**: You can choose a doctor according to speciality, availability and personal preference.
  - **Advanced filters**: Filters to search for doctors by specialty, location and availability.
  - **Availability display**: real-time display of available slots for each doctor.
  - **Emergency appointments**: Option to book emergency appointments based on immediate availability.
  - **Pre-consultation form**: form for entering preliminary information before the consultation.
- **Appointment options** :
  - **Video consultations**: Option to book remote consultations by videoconference.
  - **Follow-up appointments**: Functionality for booking follow-up appointments after an initial consultation.
  - **Family Coordination**: Book appointments for several family members in a single session.

Doctor's calendar

- **Calendar view** :
  - **Personalised view**: Personalised view for each doctor, showing scheduled appointments.
  - **View modes**: Options for displaying the calendar by day, week or month.
  - **Availability management**: interface for doctors to manage their availability, block time slots and define break times.
  - **Integration with External Calendars**: Synchronisation with personal calendars (Google Calendar, Outlook, etc.).
  - **Notifications and Reminders**: Automatic notifications for doctors about upcoming appointments.
- **Advanced Features** :
  - **Drag & Drop**: Drag & drop function for easy reorganisation of appointments.
  - **Appointment History** : Access to the history of past appointments for each patient.
  - **Patient details**: Displays key patient information when hovering over an appointment (name, reason for consultation, important notes).

Appointment confirmation

- **Confirmation notifications** :
  - **Email**: Automatic confirmation email with appointment details (date, time, doctor, location).
  - **SMS**: Sending confirmation SMS messages to ensure that patients receive information quickly and reliably.
  - **Mobile Notification**: Send push notifications via a dedicated mobile application.
- **Details Included**:
  - **Pre-consultation instructions**: Information on the preparations required before the appointment (fasting, bringing documents, etc.).
  - **Link to Cancel or Reschedule**: Direct link to allow patients to cancel or reschedule their appointment if necessary.
  - **Map and directions**: Map and directions to the surgery for easy access.
- **Follow-up and reminders** :
  - **Automatic Reminders**: Reminders sent 24 hours before the appointment by email, SMS or mobile notification.
  - **Attendance confirmation**: Option for patients to confirm their attendance by replying to reminders.
  - **Multiple reminders**: you can send several reminders (for example, one week, one day and one hour before the appointment).

- **Cancellation management** :
  - **Cancellation policy**: Introduction of a cancellation policy and charges for late cancellations.
  - **Waiting list**: Creation of a waiting list to allow other patients to take the vacant slots in the event of cancellation.
- **Capacity management** :
  - **Data analysis** : Using data analysis to predict periods of high demand and adjust doctors' availability accordingly.

- o **Appointment optimisation**: Algorithms to optimise appointment scheduling and minimise waiting times.
- **Integrated communication** :
  - o **Online Chat**: Live chat to help patients book appointments and answer their questions.
  - o **Multi-channel support**: telephone, email and chat support to help patients manage their appointments.

3. Physician Management :

Doctor Profile

- **Profile page** :
  - o **Personal information**: Surname, first name, professional photo, contact details (email, telephone) and practice address.
  - o **Specialities**: List of specialities and areas of expertise (e.g. cardiology, paediatrics, dermatology).
  - o **Qualifications**: Diplomas, certifications and further training.
  - o **Professional experience**: History of positions held, years of experience, and professional affiliations.
  - o **Consultation times**: Calendar detailing consultation days and times, including availability for remote consultations.
  - o **Languages spoken** : Languages spoken by the doctor to facilitate communication with patients.
- **Visibility and Access** :
  - o **Online availability**: Indication of the time slots available for online appointments.
  - o **Reviews and Ratings**: Section for patients to leave reviews and ratings on past consultations.
  - o **Services offered**: List of specific services offered (consultations, procedures, tests).

Consultation history

- **Access to past consultations** :
  - o **List of consultations**: Chronological list of consultations with each patient, including the date, time and duration of the consultation.
  - o **Details of consultations**: Access to details of each consultation, including symptoms, diagnosis and treatment prescribed.
  - o **Searching and filtering**: Search functionality for easy retrieval of specific consultations by date, patient or type of consultation.
- **Notes and Diagnosis** :
  - o **Note-taking**: Interface for doctors to take detailed notes during or after consultations.
  - o **Voice Recording**: Option to record voice notes that can be converted to text.
  - o **Consultation templates**: Templates for consultation notes for different types of visit (initial consultation, follow-up, emergency).
  - o **Add documents**: Documents, images and test results can be added to the consultation.

- o **Electronic prescriptions**: Generate and send electronic prescriptions directly from the consultation interface.
- **Follow-up and reminders** :
  - o **Treatment plan**: Creation of detailed treatment plans for each patient.
  - o **Follow-up reminders**: Automatic reminders for follow-up consultations or regular checks.
  - o **Care coordination**: sharing notes and diagnoses with other healthcare professionals to improve care coordination.
- **Availability management** :
  - o **Automatic update**: Automatic update of availabilities based on booked appointments.
  - o **Blocking slots**: doctors can block time slots for administrative tasks or in-house consultations.
- **Collaboration and Communication** :
  - o **Internal messaging**: Secure messaging platform for communication between doctors and other medical staff.
  - o **Virtual Meetings**: Integration of videoconferencing platforms for remote meetings and consultations.
- **Dashboards and Analyses** :
  - o **Consultation statistics**: Dashboards showing consultation statistics (number of patients, types of consultation, average duration, etc.).
  - o **Performance Analysis**: Analysis tools to assess physician performance and identify areas for improvement.

4. Management of Secretaries and Assistants :

User management

- **Account creation and management** :
  - o **Administration interface**: secure interface for creating, modifying and deleting secretary and assistant accounts.
  - o **Permission allocation**: Definition of access levels and specific permissions for each user (e.g. access to calendars, appointment management, patient file management).
  - o **Schedules management**: configuration of working hours for each secretary and assistant.

Administrative tasks

- **Centralised Module** :
  - o **Appointments**: Functionality for scheduling, modifying and cancelling appointments for patients.
  - o **Records Management**: Secure access to patient records for updating, archiving and rapid searching.
  - o **Reminder Management**: Set up and send automatic reminders to patients for their appointments.
  - o **Task Tracker**: Dashboard for tracking the status of current tasks, confirmed appointments and pending administrative tasks.

Internal communications

- **Internal messaging system** :
  - **Secure platform**: instant messaging for fast, secure communication between doctors, secretaries and assistants.
  - **File Sharing**: A feature for sharing important documents and files securely.
  - **Notifications and Alerts**: Instant notifications for new messages and important updates.

- **Integration with other modules** :
  - **Shared calendar**: integration with doctors' calendars for efficient scheduling of appointments based on their availability.
  - **Multi-channel support**: access via a mobile application to manage administrative tasks on the move.

- **Access Control** :
  - **Multi-factor authentication**: Secure accounts with dual authentication to prevent unauthorised access.
  - **Audit and logging**: activity logging to track actions carried out by secretaries and assistants.

- **Automating Recurring Tasks** :
  - **Automatic Reminders**: Automate reminders for regular administrative tasks (e.g. office supplies renewal, IT maintenance).
  - **Stock management**: Monitoring of medical and office supplies stocks with replenishment alerts.
- **Performance Analysis** :
  - **Analytical Dashboards**: Creation of dashboards to assess the performance of secretaries and assistants in terms of productivity

5. Accounting and Billing :

Automatic Billing

- **Automatic Invoice Generation** :
  - **Systematic integration**: Automatic generation of invoices after each consultation or medical service.
  - **Customised templates**: use of customisable invoice templates with specific details of the consultation (date, doctor, services rendered, cost, etc.).
  - **Automatic sending**: invoices are sent automatically by email or internal messaging system to patients and insurance companies where applicable.
  - **Status tracking**: tracking of payment status (paid, pending, late) for each invoice generated.

Payment tracking

- **Transaction Management** :
  - **Registration of Payments**: Recording of payments received in cash, by credit card, bank transfer or other payment methods.

- o **Payment Alerts**: Automatic notifications for late or non-received payments, with reminders to patients for payment reminders. In addition, alerts are sent to physicians when payment changes are proposed by administrative staff, ensuring appropriate approval and validation.
- o Promotions and Discounts: Management of promotional offers and discounts for certain services or consultations.
- o Dynamic pricing: automatic adjustment of prices according to demand and other criteria.

Financial Reports

- **Detailed Report Generation** :
  - o **Statement of Accounts** : Reports on the state of the accounts, including income, expenditure and the current balance.
  - o **Profitability analysis**: Analysis of the profitability of the medical services offered, based on the revenue generated per service or per doctor.
  - o **Monthly/Annual Reports**: Automatic generation of periodic financial reports for an overview of the clinic's financial health.
  - o **Comparison and Trends**: Comparison of financial performance with previous months, identifying trends and areas for improvement.

Safety and Compliance

- **Compliance with Standards** :
  - o **Data security**: Protection of financial and medical information in accordance with confidentiality and security standards (e.g. HIPAA, GDPR).
  - o **Audit and Control**: Regular audit of financial processes to ensure compliance and data accuracy.
  - o **Backup and recovery**: Regular backup of financial data to ensure recovery when needed.

- **Accounting Process Automation** :
  - o **Recurring billing**: Automate recurring billing for regular treatments or medical subscriptions.
  - o **Tax calculation**: automatic calculation of taxes on billed medical services.

6. Document Management :

Document Storage

- **Secure storage space** :
  - o **Document Management System (DMS)**: Secure platform for centralised storage of medical documents, including patient records, prescriptions, laboratory reports, medical images, etc.
  - o **Data encryption**: Encryption of documents to ensure confidentiality and compliance with data security standards (such as HIPAA or GDPR).
  - o **Structured Organisation**: Indexing and classification of documents by patient, document type, date and other relevant metadata.

Document Sharing

- **Secure Sharing functionality** :
    - **Sharing between healthcare professionals**: doctors, nurses and other healthcare professionals can exchange medical documents securely.
    - **Controlled Access**: Access control to define who can view, download or modify each shared document.
    - **Sharing with Patients**: Functionality enabling patients to access their own medical documents via the patient portal mentioned above.
    - **Permission management**: Assign specific permissions to restrict access to sensitive information to authorised users only.

Security and confidentiality

- **Safety standards** :
    - **Audit and monitoring**: monitoring of document consultation, downloading and sharing activities to ensure security and compliance.
    - **Backup and recovery**: Regular backup mechanisms to ensure that data is available when needed.
    - **Access policies**: Definition of strict access and data management policies to protect patient confidentiality and comply with regulations.

- **Research and Documentary Analysis** :
    - **Search functions**: advanced search tools to quickly find documents based on specific criteria.
    - **Data Analysis** : Analysis of medical data and trends from stored documents to support clinical research and medical decisions.

7. Reports and Analyses

Medical Reports

- **Automated Report Generation** :
    - **Patient Health Status**: Reports detailing patients' current state of health, including diagnoses, current treatments, and test results.
    - **Treatment History**: Summary of past treatments, medical interventions and previous consultations for a complete medical follow-up.

- **Clinical Performance Evaluation** :
    - **Clinic performance**: Analysis tools to assess the effectiveness of treatments, waiting times and overall patient satisfaction.
    - **Satisfaction rate**: Analysis of satisfaction surveys to identify strengths and areas for improvement in the provision of care.

- **Data Visualization** :

- **Interactive Dashboards**: Create interactive dashboards to view patient health data in graphical and tabular form.
- **Temporal Comparisons**: Comparing health data over time to track changes in medical conditions and the effectiveness of treatments.

Security and confidentiality

- **Protection of Medical Information** :
  - **Compliance with Standards**: Compliance with medical data security and confidentiality standards (such as HIPAA or GDPR) to ensure the protection of patients' personal information.

Continuous Improvement

- **Feedback and Training** :
  - **Report evaluation**: Gather feedback from doctors and patients to improve the relevance and quality of the reports generated.

- **Predictive Analysis** :
  - **Predictive models**: Development of models to predict patient health trends and recommend preventive interventions.
- **Interdisciplinary collaboration** :
  - **Secure Report Sharing**: Secure report sharing with specialist doctors for efficient consultation and care coordination.

8. Writing and managing prescriptions

Creation of Ordinances

- **Interface for Doctors** :
  - **Writing platform**: user-friendly interface enabling doctors to write electronic prescriptions with ease.
  - **Drug Selection** : Tools for searching and selecting prescription drugs from an integrated database.

Electronic prescriptions

- **Automated Delivery to Patients**:
  - **Delivery options**: Send prescriptions by email or SMS directly to patients and on the app for fast, convenient retrieval.
  - **Communications Security**: Mechanisms to ensure the security of communications and the confidentiality of medical information.

History of Ordinances

- **Access and Consultation** :
  - **Centralised file**: secure storage of past prescriptions for easy access and ongoing monitoring.

- o **Medical History**: View a complete history of prescriptions to support medical decision-making and treatment monitoring.

- **Integration with Pharmacy Systems**
  - o **Electronic transmission**: Integration with pharmacy systems for direct electronic transmission of prescriptions.
  - o **Drug Interaction Check**: Tools to check for potential drug interactions before prescriptions are issued.
- **Reminders and Notifications**
  - o **Renewal Reminders**: Automatic reminders sent to patients to renew their prescriptions when necessary.
  - o **Medication Alerts**: Notifications to remind patients to take their medication as prescribed.
- **Audit and Security**
  - o **Change tracking**: Logs changes made to prescriptions for activity monitoring and enhanced security.
  - o **Regulatory Compliance**: Compliance with data security standards to protect the confidentiality of prescription information.

9. Monitoring and reporting tools

- **Dashboards**: Dashboard to monitor the clinic's performance in real time.
- **Customised reports**: Create customised reports on different metrics (consultations, revenue, etc.).
- **Predictive analytics**: using AI to forecast trends and improve decision-making.

10. Integration with other systems

- **Interfacing with laboratories**: connect with laboratories to receive test results directly in the application.
- **Integration with pharmacies**: Share electronic prescriptions with partner pharmacies.
- **APIs and Webhooks**: APIs for integration with other software and services.

11. Customisation and Accessibility

- **Interface customisation**: Possibility of customising the user interface according to each user's preferences

1. Patient Management

Registration Form:

- **Name**: Field to enter the patient's full name.
- **Address**: Field to enter the patient's address (street, city, postal code).
- **Phone Number**: Field to enter the contact phone number.
- **Email**: Field to enter the email address for electronic communications.
- **Date of Birth**: Field to enter the patient's date of birth.
- **Gender**: Options to select the patient's gender.
- **Medical History**: Field to enter information about medical history (chronic illnesses, allergies, etc.).
- **Insurance Information**: Field to enter details of the patient's medical insurance.
- **Emergency Contact Person**: Field to enter the name and phone number of an emergency contact person.

Patient Profile

Profile Page:

- **Personal Information**: Display details such as name, address, phone number, etc.
- **Patient Photo**: Option to add a photo of the patient.
- **Medical Details**: Display relevant medical information such as blood type, allergies, chronic illnesses, etc.

- **Appointment History**: List of past and upcoming appointments with details (date, doctor, reason for consultation).
- **Medical Documents**: Section to store and display documents such as test results, X-rays, etc.

Medical Record

Access to Medical Record:

- **Consultation History**: Display details of all past consultations, including dates, treating physicians, and consultation notes.
- **Treatments and Prescriptions**: List of received treatments and prescriptions with details (medication, dosage, treatment duration).
- **Test Results**: Access to laboratory test results, blood analyses, MRI, X-rays, etc.
- **Notes and Observations**: Section for physicians to add additional notes and observations on the patient's health status.
- **Patient Portal**:
  - **Intuitive User Interface**: Easy-to-use interface to navigate medical records.
  - **Search and Filtering**: Advanced search functionalities to easily retrieve specific information.
  - **Data Visualization**: Graphs and charts to visualize medical data (weight curves, blood sugar charts, etc.).

Medical Collaboration

- **Access for External Physicians**: Controlled access for referring doctors or external specialists.
- **Medical Record Sharing**: Secure sharing of medical records with other healthcare professionals.

Appointment Reminders

- **Automatic Reminders**:
  - **SMS**: Sending SMS reminders to patients for upcoming appointments with appointment details (date, time, location, doctor).
  - **Email**: Sending email reminders with similar information.
  - **App Notifications**: If a mobile application is used, sending push notifications to remind patients of appointments.
  - **Customization of Reminders**: Option for patients to choose their preferred reminder method (SMS, email, push notification).
  - **Integrated Calendar**: Integration with digital calendars (Google Calendar, iCalendar) to automatically add appointments.

2 Appointment Management:

Appointment Scheduling

- **Online Booking System**:

- **User Interface**: Intuitive interface for patients to quickly select dates and time slots.
- **Doctor Selection**: Ability to choose doctors based on specialty, availability, and personal preferences.
- **Advanced Filters**: Filters to search doctors by specialty, location, and availability.
- **Real-time Availability**: Real-time display of available slots for each doctor.
- **Emergency Appointments**: Option to schedule emergency appointments based on immediate availability.
- **Pre-Consultation Form**: Form to enter preliminary information before the consultation.

Doctor's Calendar

- **Calendar View**:
  - **Custom Display**: Customized view for each doctor showing scheduled appointments.
  - **View Modes**: Options to display the calendar by day, week, or month.
  - **Availability Management**: Interface for doctors to manage their availability, block time slots, and set break hours.
  - **Notifications and Reminders**: Automatic notifications for doctors regarding upcoming appointments.

Advanced Features

- **Drag-and-Drop**: Drag-and-drop function for easy appointment rescheduling.
- **Appointment History**: Access to past appointment history for each patient.
- **Patient Details**: Display of key patient information on hover (name, reason for consultation, important notes).

Appointment Confirmation

- **Confirmation Notifications**:
  - **Email**: Automatic email confirmation with appointment details (date, time, doctor, location).
  - **SMS**: Sending SMS confirmations to ensure patients receive information quickly and reliably.
  - **Mobile Notification**: Sending push notifications via a dedicated mobile application.

Included Details

- **Pre-Consultation Instructions**: Information on necessary preparations before the appointment (fasting, bringing documents, etc.).
- **Link to Cancel or Reschedule**: Direct link for patients to cancel or reschedule appointments as needed.
- **Map and Directions**: Map and directions to the medical office for easy access.

Cancellation Management

- **Cancellation Policy**: Implementation of a cancellation policy and fees for late cancellations.
- **Waiting List**: Creation of a waiting list to allow other patients to take available slots in case of cancellation.

Capacity Management

- **Data Analysis**: Use of data analysis to forecast peak demand periods and adjust doctor availability accordingly.
- **Appointment Optimization**: Algorithms to optimize appointment scheduling and minimize waiting times.

Integrated Communication

- **Live Chat**: Live chat to assist patients in scheduling appointments and answering their questions.
- **Multichannel Support**: Support via phone, email, and chat to assist patients in managing their appointments.

3.Doctor Management:

Doctor Profile

- **Profile Page**:
    - **Personal Information**: Name, photo, contact information (email, phone), and clinic address.
    - **Specialties**: List of specialties and areas of expertise (e.g., cardiology, pediatrics, dermatology).
    - **Qualifications**: Degrees, certifications, and ongoing education.
    - **Professional Experience**: History of positions held, years of experience, and professional affiliations.
    - **Consultation Hours**: Detailed calendar showing days and hours of consultation, including availability for remote consultations.
    - **Languages Spoken**: Languages spoken by the physician to facilitate communication with patients.
- **Visibility and Access**:
    - **Online Availability**: Indication of available time slots for online appointments.
    - **Reviews and Ratings**: Section for patients to leave reviews and ratings on past consultations.
    - **Services Offered**: List of specific services offered (consultations, procedures, tests).

Consultation History

- **Access to Past Consultations**:
    - **Consultation List**: Chronological list of past consultations with each patient, including date, time, and duration.

o **Consultation Details**: Access to details of each consultation, including symptoms, diagnoses, and prescribed treatments.
o **Search and Filtering**: Search functionality to easily find specific consultations by date, patient, or type of consultation.

Notes and Diagnostics

- **Note-taking**: Interface for physicians to take detailed notes during or after consultations.
- **Voice Recording**: Option to record voice notes that can be converted to text.
- **Consultation Templates**: Templates for consultation notes for different types of visits (initial consultation, follow-up, emergency).
- **Adding Documents**: Ability to add documents, images, and test results to the consultation.
- **Electronic Prescription**: Generation and sending of electronic prescriptions directly from the consultation interface.

Follow-up and Reminders

- **Treatment Plan**: Creation of detailed treatment plans and follow-ups for each patient.
- **Follow-up Reminders**: Automatic reminders for follow-up consultations or regular check-ups.
- **Care Coordination**: Sharing of notes and diagnoses with other healthcare professionals for better care coordination.

Availability Management

- **Automatic Updates**: Automatic updating of availability based on booked appointments.
- **Slot Blocking**: Ability for Doctor to block time slots for administrative tasks or internal consultations.

Collaboration and Communication

- **Internal Messaging**: Secure messaging platform for communication between physicians and other medical staff.
- **Virtual Meetings**: Integration of video conferencing platforms for meetings and remote consultations.

Dashboards and Analytics

- **Consultation Statistics**: Dashboards showing consultation statistics (number of patients, types of consultations, average duration, etc.).
- **Performance Analysis**: Analysis tools to evaluate physician performance and identify areas for improvement.

4.Secretary and Assistant Management:

Doctor user Management

- **Creation and Management of Accounts (doctor)**:
  - **Administration Interface**: Secure interface to create, modify, and delete accounts for secretaries and assistants.
  - **Permission Assignment**: Definition of access levels and specific permissions for each user (e.g., access to calendars, appointment management, patient record management).
  - **Schedule Management**: Configuration of work schedules for each secretary and assistant.

Administrative Tasks

- **Centralized Module**:
  - **Appointment Scheduling**: Functionality to schedule, modify, and cancel appointments for patients.
  - **Record Management**: Secure access to patient records for updating, archiving, and quick retrieval.
  - **Reminder Management**: Configuration and sending of automatic reminders to patients for their appointments.
  - **Task Tracking**: Dashboard to track the status of ongoing tasks, confirmed appointments, and pending administrative tasks.

Internal Communication

- **Internal Messaging System**:
  - **Secure Platform**: Instant messaging for fast and secure communication between doctors, secretaries, and assistants.
  - **File Sharing**: Feature to securely share important documents and files.
  - **Notifications and Alerts**: Instant notifications for new messages and important updates.

Integration with Other Modules

- **Shared Calendar**: Integration with doctors' calendars to efficiently schedule appointments based on their availability.
- **Multichannel Support**: Ability to access via a mobile application for managing administrative tasks on the go.

Access Controls

- **Multi-factor Authentication**: Account security with two-factor authentication to prevent unauthorized access.
- **Audit and Logging**: Activity logging to track actions performed by secretaries and assistants.

Automation of Recurring Tasks

- **Automatic Reminders**: Automation of reminders for regular administrative tasks (e.g., office supplies renewal, IT maintenance).
- **Inventory Management**: Tracking of medical and office supplies inventory with restocking alerts.

Performance Analysis

- **Analytical Dashboards**: Creation of dashboards to evaluate the performance of secretaries and assistants in terms of productivity.

5 Accounting and Billing:

Automatic Invoicing

- **Automatic Generation of Invoices**:
    - o **Systematic Integration**: Automatic generation of invoices after each consultation or medical service.
    - o **Customizable Templates**: Use of customizable invoice templates with specific details of the consultation (date, doctor, services rendered, cost, etc.).
    - o **Automatic Sending**: Automatic sending of invoices via email or internal messaging system to patients and insurance companies where applicable.
    - o **Payment Status Tracking**: Tracking of payment statuses (paid, pending, overdue) for each generated invoice.

Payment Tracking

- **Transaction Management**:
    - o **Payment Recording**: Recording of payments received in cash, credit card, bank transfer, or other payment methods.
    - o **Payment Alerts**: Automatic notifications for overdue or outstanding payments, with reminders to patients for payment follow-ups. Additionally, alerts are sent to doctors when payment modifications are proposed by administrative staff, ensuring proper approval and validation.
- **Promotions and Discounts**: Management of promotional offers and discounts for certain services or consultations.
- **Dynamic Pricing**: Automatic price adjustments based on demand and other criteria.

Financial Reporting

- **Detailed Report Generation**:
    - o **Account Statements**: Reports on account status, including income, expenses, and current balance.
    - o **Profitability Analysis**: Profitability analysis of medical services offered, based on revenue generated per service or per doctor.
    - o **Monthly/Annual Reports**: Automatic generation of periodic financial reports for an overview of the clinic's financial health.
    - o **Comparison and Trends**: Comparison of financial performance against previous months, identifying trends and areas for improvement.

Security and Compliance

- **Compliance with Standards**:
    - o **Data Security**: Protection of financial and medical information in accordance with privacy and security standards .

- **Audit and Control**: Regular audit of financial processes to ensure compliance and data accuracy.
- **Backup and Recovery**: Regular backup of financial data to ensure recovery in case of need.

Automation of Accounting Processes

- **Recurring Billing**: Automation of recurring billing for regular treatments or medical subscriptions.
- **Tax Calculation**: Automatic calculation of taxes and fees on billed medical services.

Document Management:

Document Storage

- **Secure Storage Space**:
  - **Document Management System (DMS)**: Secure platform for centralized storage of medical documents, including patient records, prescriptions, lab reports, medical images, etc.
  - **Data Encryption**: Document encryption to ensure confidentiality and compliance with data security standards
  - **Structured Organization**: Indexing and classification of documents by patient, document type, date, and other relevant metadata.

Document Sharing

- **Secure Sharing Functionality**:
  - **Sharing Among Healthcare Professionals**: Capability for doctors, nurses, and other healthcare professionals to securely exchange medical documents.
  - **Controlled Access**: Access control to define who can view, download, or modify each shared document.
  - **Sharing with Patients**: Functionality allowing patients to access their own medical documents via the patient portal mentioned earlier.
  - **Permission Management**: Assignment of specific permissions to limit access to sensitive information only to authorised users.

Security and Confidentiality

- **Security Standards**:
  - **Audit and Monitoring**: Monitoring of document consultation, download, and sharing activities to ensure security and compliance.
  - **Backup and Recovery**: Regular backup mechanisms to ensure data availability when needed.
  - **Access Policies**: Definition of strict access policies and data management to protect patient confidentiality and comply with regulations.

Document Search and Analysis

- **Document Search and Analysis Features**:

- o **Search Capabilities**: Advanced search tools to quickly retrieve documents based on specific criteria.
- o **Data Analysis**: Analysis of medical data and trends from stored documents to support clinical research and medical decision-making.