**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.

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

**3. Physician Management :**

**Doctor Profile**

* **Profile page** :
  + **Personal information**: Surname, first name, professional photo, contact details (email, telephone) and practice address.
  + **Specialities**: List of specialities and areas of expertise (e.g. cardiology, paediatrics, dermatology).
  + **Qualifications**: Diplomas, certifications and further training.
  + **Professional experience**: History of positions held, years of experience, and professional affiliations.
  + **Consultation times**: Calendar detailing consultation days and times, including availability for remote consultations.
  + **Languages spoken** : Languages spoken by the doctor to facilitate communication with patients.
* **Visibility and Access** :
  + **Online availability**: Indication of the time slots available 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** :
  + **List of consultations**: Chronological list of consultations with each patient, including the date, time and duration of the consultation.
  + **Details of consultations**: Access to details of each consultation, including symptoms, diagnosis and treatment prescribed.
  + **Searching and filtering**: Search functionality for easy retrieval of specific consultations by date, patient or type of consultation.
* **Notes and Diagnosis** :
  + **Note-taking**: Interface for doctors 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 visit (initial consultation, follow-up, emergency).
  + **Add documents**: Documents, images and test results can be added to the consultation.
  + **Electronic prescriptions**: Generate and send electronic prescriptions directly from the consultation interface.
* **Follow-up and reminders** :
  + **Treatment plan**: Creation of detailed treatment plans for each patient.
  + **Follow-up reminders**: Automatic reminders for follow-up consultations or regular checks.
  + **Care coordination**: sharing notes and diagnoses with other healthcare professionals to improve care coordination.
* **Availability management** :
  + **Automatic update**: Automatic update of availabilities based on booked appointments.
  + **Blocking slots**: doctors can block time slots for administrative tasks or in-house consultations.
* **Collaboration and Communication** :
  + **Internal messaging**: Secure messaging platform for communication between doctors and other medical staff.
  + **Virtual Meetings**: Integration of videoconferencing platforms for remote meetings and consultations.
* **Dashboards and Analyses** :
  + **Consultation statistics**: Dashboards showing consultation statistics (number of patients, types of consultation, average duration, etc.).
  + **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** :
  + **Administration interface**: secure interface for creating, modifying and deleting secretary and assistant accounts.
  + **Permission allocation**: Definition of access levels and specific permissions for each user (e.g. access to calendars, appointment management, patient file management).
  + **Schedules management**: configuration of working hours for each secretary and assistant.

**Administrative tasks**

* **Centralised Module** :
  + **Appointments**: Functionality for scheduling, modifying and cancelling appointments for patients.
  + **Records Management**: Secure access to patient records for updating, archiving and rapid searching.
  + **Reminder Management**: Set up and send automatic reminders to patients for their appointments.
  + **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.
  + **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.
  + Promotions and Discounts: Management of promotional offers and discounts for certain services or consultations.
  + Dynamic pricing: automatic adjustment of prices according to demand and other criteria.

**Financial Reports**

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

**Safety and Compliance**

* **Compliance with Standards** :
  + **Data security**: Protection of financial and medical information in accordance with confidentiality and security standards (e.g. HIPAA, GDPR).
  + **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 when needed.
* **Accounting Process Automation** :
  + **Recurring billing**: Automate recurring billing for regular treatments or medical subscriptions.
  + **Tax calculation**: automatic calculation of taxes on billed medical services.

**6. Document Management :**

**Document Storage**

* **Secure storage space** :
  + **Document Management System (DMS)**: Secure platform for centralised storage of medical documents, including patient records, prescriptions, laboratory reports, medical images, etc.
  + **Data encryption**: Encryption of documents to ensure confidentiality and compliance with data security standards (such as HIPAA or GDPR).
  + **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.
  + **Medical History**: View a complete history of prescriptions to support medical decision-making and treatment monitoring.
* **Integration with Pharmacy Systems**
  + **Electronic transmission**: Integration with pharmacy systems for direct electronic transmission of prescriptions.
  + **Drug Interaction Check**: Tools to check for potential drug interactions before prescriptions are issued.
* **Reminders and Notifications**
  + **Renewal Reminders**: Automatic reminders sent to patients to renew their prescriptions when necessary.
  + **Medication Alerts**: Notifications to remind patients to take their medication as prescribed.
* **Audit and Security**
  + **Change tracking**: Logs changes made to prescriptions for activity monitoring and enhanced security.
  + **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.
  + **Consultation Details**: Access to details of each consultation, including symptoms, diagnoses, and prescribed treatments.
  + **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**:
  + **Systematic Integration**: Automatic generation of invoices after each consultation or medical service.
  + **Customizable Templates**: Use of customizable invoice templates with specific details of the consultation (date, doctor, services rendered, cost, etc.).
  + **Automatic Sending**: Automatic sending of invoices via email or internal messaging system to patients and insurance companies where applicable.
  + **Payment Status Tracking**: Tracking of payment statuses (paid, pending, overdue) for each generated invoice.

**Payment Tracking**

* **Transaction Management**:
  + **Payment Recording**: Recording of payments received in cash, credit card, bank transfer, or other payment methods.
  + **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**:
  + **Account Statements**: Reports on account status, including income, expenses, and current balance.
  + **Profitability Analysis**: Profitability analysis of medical services offered, based on revenue generated per service or per doctor.
  + **Monthly/Annual Reports**: Automatic generation of periodic financial reports for an overview of the clinic's financial health.
  + **Comparison and Trends**: Comparison of financial performance against previous months, identifying trends and areas for improvement.

**Security and Compliance**

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