
Requirements and Specification Document for TheraComm

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1 Abstract

Having to meet up face-to-face with a therapist can be inconvenient for patients. It can be uncomfortable for some patients. Some patients may only have a limited amount of time to spare. As a result, patients will have to manage their issues themselves. TheraComm is an iOS-based mobile application that provides patients a convenient way to communicate with their therapist. TheraComm incorporates the core features of an email system and a chat system. Thus, allowing the patient to not only communicate with the therapist but also have communication in real time.

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2 Introduction

2.1 Background

Depression and anxiety are common and disabling disorders in post-secondary students in Saskatchewan, with higher prevalence rates than in the general adult population. Some students seek treatment, but many do not for various reasons including limited time, concerns about privacy and stigmatization, and preference to self-manage symptoms. Students who do seek services at post-secondary institutions in Saskatchewan often face long waiting lists or may only receive a limited number of sessions. Access to cognitive behaviour therapy (CBT), which is known to be effective for depression and anxiety, is especially limited in this population, as high demand and constrained resources often only allow for a few sessions per student.

Transdiagnostic internet-delivered cognitive behaviour therapy (ICBT) is potentially a convenient method for students to access care for depression and anxiety. In transdiagnostic ICBT, clients receive access to the same information and skills as traditional face-to-face CBT as online lessons. Depression and anxiety are both targeted in transdiagnostic ICBT which helps to ensure multiple concerns are addressed in an efficient manner. This is important given that depression and anxiety are often comorbid. Research shows that transdiagnostic ICBT is effective at reducing symptoms of depression and anxiety, and there is also evidence that the findings of research trials translate into clinical settings. Most commonly, ICBT is delivered with brief weekly therapist assistance (~20 minutes) via the telephone or secure email.

2.2 Purpose

Recently, a transdiagnostic ICBT program for depression and anxiety (the Wellbeing Course) was tailored specifically to post-secondary students (the UniWellbeing Course). The UniWellbeing Course has now been offered to over 800 students. In its

current format, the UniWellbeing Course consists of 4 core lessons with the first three lessons having homework assignments. Students also have access to case stories and additional resources as needed (e.g., resources related . In order to facilitate treatment completion, students receive automated emails and have brief weekly contact with a clinician via email or phone. Results are highly encouraging, with 63% of students completing the full course, 11% 3 out of 4 lessons, 13% 2 lessons and 13% 1 lesson. Significant improvements in anxiety and depression have been found along with high levels of satisfaction with the course. It has been identified that prior to treatment, it is critical for students to be introduced to the course, comfortable with the treatment approach, and willing to practice and develop skills. While the above results are encouraging, the purpose of this project is that the application used to deliver ICBT could be improved to better engage younger users.

2 Project Scope

So, in order to better engage younger users, we are creating a phone application that for their UniWellbeing Course which is currently being done with a web-based application. Our goal is for this phone application will have all the current features and functionalities of the web-based application and the phone application will be across multiple platforms which include iOS, Android, and Windows; however, we will not have enough time to do all this. So after we discussed with our clients, what we intend to do is we will be creating an iOS-based application which includes the email features of their web-based application and . The following are the project requirements we received from our client:

1.1 Email Messaging Requirements

- Present user with a login prompt (user/password)
- Using the combination above, obtain valid API token.

- Show list of messages to the client. Each message in the listing would have: subject, from/to fields, portion of the message body, urgent/system label (if applicable).
- View particular message: Show all of the above in addition to the full body of the message.
- Navigate between folders (Inbox, Sent, Drafts).
- Save a draft message
- Update draft message
- Send a message (new or one that was drafted earlier)
- Delete a message
- Display any broadcast messages
- Ability to dismiss broadcast messages (if dismiss-able).
- In general, application needs to handle errors appropriately when requests were not successful.

1.2 Chat Messaging Requirements

- Send Message
- Delete Message
- Chat History
- Typing Indicator
- Enable one-to-one conversation

- Encrypted traffic
- View Chat List
- Push Notifications
- Read Cursors
- Display if user is online/offline

1.3 Additional Requirements

- Folder management (add, edit, remove) folders for client
- Message management: e.g. move messages between folders, mass delete of messages
- Show current or past program enrolments.
- Let client respond to next survey that is due (this could be very challenging requirement)
- Let client browse course materials
- Staff member can login using username/password.
- Listing of messages and folder management (as above)
- Display current caseload (list of active clients)
- Display a particular client's case file.

3 Project Timeline

	SEPTEMBER				OCTOBER		
PROJECT WEEK	1	2	3	4	1	2	3
PHASE ONE			Project Requirements				
PHASE TWO							
PHASE THREE							
PHASE FOUR							

	NOVEMBER				DECEMBER			
4	1	2	3	4	1	2	3	4
	Study API							

JANUARY				FEBRUARY				
1	2	3	4	1	2	3	4	1
	Email Component Development and Testing							
					Chat Component Development and Testing			

MARCH			APRIL			
2	3	4	1	2	3	4
Bug Fixing and Project Presentation						

4 User Story Map

THERACOMM

Manage Email

Sign in

View Email

Compose Email

Delete Email

Organize Email

Release 1

Sign in with
registered
account

Display list of
email messages
with basic
information

Create an email
message

Obtain valid API
token

Open email
message

Navigate
between folders
(Inbox, Sent,
Drafts)

Search by
keyword

Release 2

Display broadcast
email message

Send an email
message

Delete an email
message

Folder
Management

Ability to dismiss
broadcast email
message

Save draft email
message

Email Message
Management

Update draft
email message

Chat with other

Notification

View other users

View Message

Compose
Message

Delete Message

Release 3

via application

Display list of
users

Display list of
chat messages

Create a chat
message

Delete a chat
message

Display if user is
online/offline

Open chat
message

Send a chat
message

Chat History

One-to-one
conversation

Read Cursors

Encrypted traffic