**Business Requirement Document (BRD)**

**Healthcare Appointment Management System**

1. **Current Business Problem:**

The current appointment scheduling process involves manual handling, resulting in inefficiencies such as appointment overlaps, missed bookings, long waiting periods, and inconsistent communication. This impacts patient satisfaction and healthcare provider efficiency.

1. **Proposed Solution:**

Develop a centralized digital Healthcare Appointment Management System to streamline appointment scheduling, improve doctor availability tracking, enhance patient experience, and provide detailed reporting for decision-making.

1. **Systems Impacted:**

* Existing Healthcare Management Systems
* Patient Information Systems

1. **Business Requirements:** 
   1. **Doctors Module**
      1. Ability for the doctors to manage availability schedules (daily, weekly, monthly).
      2. Ability for the doctors to view upcoming appointments.
      3. Ability for the doctors to manage upcoming appointments.
   2. **Patients Module**
      1. ability for the patient to book appointments.
      2. Ability for the patient to cancel appointments
      3. ability for the patient to reschedule appointments
      4. ability for the patient to receive appointment confirmations via SMS/Email.
      5. ability for the patient to receive reminders via SMS/Email.
      6. ability for the patient to cancel the appointments via SMS/Email.
      7. Ability for the patient to provide feedback after appointments.
   3. **Admin Module**
      1. Ability for the admin to view and manage appointment.
      2. Ability for the admin to maintain doctor and patient records.