**Business Requirement Document (BRD)**

**Healthcare Appointment Management System**

1. **Current Business Problem:**

The hospital currently faces difficulties in managing patient appointments due to the heavy reliance on in-person appointment booking. This process often results in long waiting times, double bookings, and inefficient utilization of staff resources. Additionally, patients face inconvenience due to the requirement of physically visiting the hospital to book appointments.

1. **Proposed Solution:**

The hospital already has a website providing details about their doctors and the services they offer. The proposed solution involves implementing an online booking capability on the existing website to reduce the hassle of in-person appointment booking. This system will allow patients to conveniently book, reschedule, or cancel appointments through the hospital's website, improving the overall efficiency and user experience.

1. **Systems Impacted:**

Existing website of the Hospital

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 search for the doctor/department.
      2. Ability for the patient to book appointments.
      3. Ability for the patient to cancel appointments
      4. Ability for the patient to reschedule appointments
      5. Ability for the patient to receive appointment confirmations via SMS/Email.
      6. Ability for the patient to receive reminders via SMS/Email.
      7. Ability for the patient to fill out their personal details.
      8. Ability for the patient to pay for their appointment via card or UPI.
      9. 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.
      3. Ability for the admin to generate the invoice of the patient’s appointment receipt.