Software Requirements Specification

for

Healthyfy

Version 1.0 approved

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Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Date** | **Reason For Changes** | **Version** |
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# Introduction

## Purpose

* The “Healthyfy” is a the solution for the patient parties and the hospitals or doctors. It aims to provide emergency bed bookings in a hospital or appointment booking from a doctor for the patient. The hospitals can focus their managerial tasks without even thinking about the number of patients that are enrolling. It will help the patient party to choose the best & economical hospitals as per their requirement by comparing 1V1 hospitals.

## Document Conventions

* The document is created by keeping in mind the IEEE template for system requirement.
* The system features are written based on the functional point of view.

## Intended Audience and Reading Suggestions

* Intended Audience:

1. This application has been designed for all the people of India as of now and will be expanded based on the experience and feedback of the users.
2. Healthyfy seeks to provide the best of services to all the people connected with it, and its always open to the contributors to make it a better and happy place for all.

* Reading Suggestions:

1. It is recommended to have a close look at the SRS because it contains all the major and minor details about the product.
2. Users are requested to go through it at least once to understand the various

functionalities related to the product.

1. Developers should read for maintaining the application and manipulating the available features and adding the new functionalities.

## Product Scope

* “Healthyfy” is an application that lets its users, if he/she is a patient, book a specific doctor or physiotherapist or emergency bed in a hospital. If he/she is a doctor /physiotherapist or hospital owner, the application lets him to check the appointments for the day. To make things easier for every section of people, we have included various payment methods. The user interface have a emergency mode that tracks patients location automatically and shows the user best possible hospitals and medical help center. Since, nowadays, everyone needs a doctor/medical help but the booking procedure is very problematic and time consuming, therefore, this software provides an ease for the patient parties and the medical service providers. Moreover, the conventional and promotional works for the hospitals / doctors will be handled by “Healthyfy”.

## References

* None.

# Overall Description

## Product Perspective

* This software is a connection between the doctors or hospitals and patients and services like physiotherapy and ayah. The patient can choose which doctor to consult or which Hospital to visit by visiting their ratings, and the application will generate the time and date as per the doctor’s schedule. In case for a hospital the void medical beds will be shown to the user. The user can book any medical bed for the patient. The doctor / hospital on the other hand can accept/reject the appointment or booking with proper reason, and can see all his/their current and past appointments/bookings and upload detailed prescriptions for the patient enriching the communication between the patient and medical service providers.

## Product Functions

### User Management

* Function: Enable users to register, log in, and manage their profiles.
* Details: Include functionalities for account creation, password management, profile editing (contact information, medical history, preferences), and account deletion or deactivation.

### Appointment Booking System

* Function: Allow patients to search, book, cancel, and reschedule appointments with healthcare providers.
* Details: Implement search filters (specialty, location, availability), calendar views for appointment slots, booking confirmations, reminders, and cancellation policies.

### Lab Test Booking and Management

* Function: Facilitate booking and management of lab tests.
* Details: Enable users to find labs, book tests, view preparation instructions, receive and view test results, and manage past and upcoming test bookings.

### Prescription Management

* Function: Digitally manage prescriptions issued by healthcare providers.
* Details: Allow doctors to create and send prescriptions to patients, enable patients to view and download prescriptions, and integrate with pharmacies for direct prescription fulfillment.

### Virtual Consultations

* Function: Offer telehealth services for remote consultations.
* Details: Integrate video conferencing tools, scheduling for virtual appointments, secure messaging for pre and post-consultation communication, and digital prescription issuance.

### Home Healthcare Services Booking

* Function: Enable booking of home healthcare services.
* Details: Provide options for selecting and booking services like nursing care, physiotherapy, and home-based treatments, including scheduling, provider profiles, and service feedback.

### Health Records Management

* Function: Securely store and manage personal health records (PHR).
* Details: Allow users to upload, access, and share their medical documents, history, immunization records, and other health-related information with healthcare providers.

### Payment and Billing System

* Function: Process payments for services booked through the platform.
* Details: Integrate secure payment gateways, support multiple payment methods, include invoicing and billing features, and provide options for insurance verification and billing.

### Feedback and Ratings

* Function: Collect and display feedback and ratings for healthcare providers and services.
* Details: Enable patients to rate their experience and leave reviews for doctors and services, aggregate ratings, and provide insights to other users for informed decision-making.

### Notifications and Alerts

* Function: Send timely notifications and alerts to users.
* Details: Implement an automated system for appointment reminders, health checkup alerts, prescription refill reminders, and promotional notifications via email, SMS, or in-app messages.

### Emergency Services Locator

* Function: Help users quickly find emergency services and facilities.
* Details: Integrate with maps and location services to provide real-time directions, contact information, and the availability of emergency services like hospitals and urgent care centers.

### Insurance Verification

* Function Automate insurance verification for healthcare services.
* Details: Interface with insurance providers to verify coverage details, streamline billing, and simplify the insurance claims process for users.

### Multi-Language Support

* Function: Offer the platform in multiple languages.
* Details: Include language options for user interfaces, content translation, and support for non-English speaking users to enhance accessibility and usability.

### Reporting and Analytics

* Function: Generate reports and analytics for users and administrators.
* Details: Provide dashboards and reports on appointment statistics, service usage, financial transactions, and user feedback to aid in decision-making and system improvements.

### USP

* Emergency Button: Automatically shows the user about nearby hospitals and medical centers and available beds near to you , it will also show you different medical needs and their prices for a specific hospital and after payment your emergency bed can be booked.
* 1V1 Comparison: It gives users to compare between 2 hospitals and 2 doctors. It shows a list available to Helthyfy. It can be used to minimize the cost of medical expenses.

### 

## User Classes and Characteristics

* The various user classes and their characteristics have been listed below.

|  |  |  |
| --- | --- | --- |
| Sl. no. | Users | Characteristics |
| 1. 1. | Patients | This class can access log-in/log-out or update feature, can choose which doctor to book or which hospital to chose for bed booking, can choose the payment option and also can book an ambulance and has the access to view past bookings, payments, prescriptions, pathology reports. |
| 1. 2. | Doctors | This class has the access to log-in/log-out/update credentials feature, can accept or reject a booking and also can issue the prescription using the online consultation feature. |
| 1. 3. | Hospitals | This class has the access to log-in/log-out/update credentials feature, can accept or reject a bed booking and can issue the hospital bills, prescriptions, diet charts, reports, to the user/patient. |
| 1. 4. | Physiotherapist | This class has the access to log-in/log-out/update credentials feature, can accept or reject his /her service for the patients. Can generate bills. |
|  | Nurses | This class has the access to log-in/log-out/update credentials feature, can accept or reject his /her service for the patients. Can generate bills. |
|  | Pathological labs | This class has the access to log-in/log-out/update credentials feature, can accept or reject his /her service for the patients. Can generate bills, lab reports. There will be a proforma for the pathological labs to fill for every patient. |
|  | Ayahs | This class has the access to log-in/log-out/update credentials feature, can accept or reject his /her service for the patients. |
|  | Admins | This class has access to all functionalities of the application/software. |

## Operating Environment

The product will work on environments:

1. Web-based application which can be accessed from any device. It can run on any

web browsers such as Chrome, Mozilla, Opera, and Brave.

1. It can also run on Linux-based operating system such as Ubuntu.
2. Android and IOS based application.

## Design and Implementation Constraint

### Platform Compatibility

* + Constraint: The application must offer seamless functionality across various platforms (iOS, Android, web browsers). This necessitates a responsive design and compatibility testing across multiple devices and screen sizes.
  + Impact: Limits the choice of development frameworks and requires additional resources for cross-platform testing.

### Platform Compatibility

* Constraint: Integration with various healthcare management systems for functionalities like electronic health records (EHR), appointment scheduling, and insurance verification is required, adhering to standards such as HL7 and FHIR.
* Impact: May restrict the selection of technologies and necessitate complex integration mechanisms.

### Data Security and Privacy Compliance

* Constraint: Strict adherence to data protection regulations such as HIPAA and GDPR is mandatory for handling personal and health information, necessitating end-to-end encryption and secure data handling practices.
* Impact: Introduces complexity in system architecture and limits the use of certain technologies not compliant with security standards.

### Scalability

* Constraint: The system must be scalable to support an increasing number of users, transactions, and data, requiring cloud services and technologies that support dynamic scaling.
* Impact: Influences the choice of backend technologies and hosting platforms, potentially increasing operational costs.

### Dependency on Third-party Services

* Constraint: Reliance on third-party services for payment processing, SMS notifications, and other functionalities introduces risks related to service availability, cost fluctuations, and integration challenges.
* Impact: Makes the system vulnerable to external changes and requires contingency planning.

### Accessibility Requirements

* Constraint: Compliance with the Web Content Accessibility Guidelines (WCAG) to ensure the application is accessible to users with disabilities, impacting UI/UX design choices.
* Impact : Requires additional development efforts and potentially limits creative design solutions.

### Regulatory Approval for Telehealth Features

* + - Constraint: Provision of telehealth services must comply with local healthcare regulations, affecting the availability of these services in different regions.
    - Impact: May delay feature rollouts and necessitate region-specific modifications.

### Internet Connectivity Dependency

* Constraint: The system's reliance on stable internet connectivity for real-time features limits accessibility in areas with poor internet infrastructure.
* Impact: Could necessitate the development of offline features or low-bandwidth optimizations, increasing complexity.

### Localization and Internationalization

* Constraint: Supporting multiple languages and currencies for a global audience introduces challenges in localization, payment processing, and legal compliance.
* Impact: Increases development and maintenance efforts, requiring specialized resources for translation and financial operations.

### Environmental and Sustainability Considerations

* Constraint: Commitment to environmental sustainability may limit choices for hosting solutions, prioritizing green data centers or cloud providers.
* Impact: Can influence operational costs and hosting decisions, potentially affecting system performance and scalability options.

## User Documentation

* A document containing the step by step manual of how to use the application for different functions should be provided in the web application.

## Assumptions and Dependencies

* It is assumed that users have a stable internet connection and required memory space while using the app.
* The assumption has been made that the users that is doctor, patients or pathological labs using our application has the required space in his/her device with a proper internet connection so that he/she can install the app or can access it through web browsers.
* It is also assumed that during the payment if the patient is paying the fees online, after the payment has been made, the third party payment portal, redirects the user to the app or to the website displaying whether or not the payment is done.
* It is assumed that the user or patient knows the English language.
* The software will be responsible for any discrepancies that has been made during online payment, that is if the money is debited by mistake, the software will make sure the user gets his/her money back within 48 hours.
* It is assumed that the user or patient knows UPI transaction and have a Bank account.

# External Interface Requirements

## User Interfaces

* The mobile application will be quite interactive and help users in whatever way possible. “Healthyfy” will be completely menu driven and user friendly. App will be designed so that with the minimum number of clicks/ searches, users should be able to access desired choices. There will be many other features in the Home Page of the application like “My Account”, “Create Design”, “My Booking”, “Search”, “Emergency”, etc. which all will be described in the subsequent stages.

## Hardware Interfaces

* For Desktop or Laptop :-

1. Intel core 2 duo / AMD Ryzen 3 or higher processors to provide reliability and stability and run the web application on the pc for a long time.
2. A minimum of 2 GB RAM is necessary for fast reading and writing capabilities it and will in turn support processing transactions smoothly.

* For Mobiles or Tablets:-

1. Snapdragon 430 /Mediatek Helio g35/p20 processor or higher chipset.
2. Minimum 1 GB RAM for the Web application to operate smoothly.

## Software Interfaces

* For Desktop/Laptop: -
* Windows XP or higher, ChromeOS, Linux, MacOS.
* For Mobiles/Tablets: -
* Android 4.1 or higher. • iOS 7 or higher.

## Communications Interfaces

* All the communications between the user and the application will be done through messages to the registered mobile number and email (if required). The user can take screenshot of the payment to show to the doctors and the receipt of the same will also be send to the email. A payment confirmation message will be send to the user’s registered mobile number.

# System Features

* This section of the SRS describes the various system features and the functional requirements of the product.

## Language Selection

4.1.1 Description and Priority

The feature of language selection allows you to select any language that the user might prefer in which they want to access the application.

4.1.2 Stimulus/Response Sequences

1. Stimulus – The user will open the application for the first time.

Response – A drop down list containing all the available languages will

appear.

1. Stimulus – The user chooses his/her preferred language.

Response – The registration window will open and a welcome message will be shown above.

4.1.3 Functional Requirements

REQ-1: Language Selection –The software will allow its users to run the application in their preferred regional language.

REQ-2: Regional Language Choice – The software will show all the available languages according to the location of the user detected by theapplication. Suppose the user is from Bengal then the drop down will be, Bengali, Hindi, English, Odia, Nepali, etc.

## Registration

4.2.1 Description and Priority

The feature of the application allows the user to create his/her account and register himself as a doctor or patient or an ambulance.

4.2.2 Stimulus/Response Sequences

1. Stimulus – The register now button pops with the options of doctor/patient/ambulance which asks the user to register himself/herself. Response – A form will open which contains the details according to the choice of doctor/patient/ambulance with confirm phone number and OTP.
2. Stimulus – After the registration has been done, the application asks for “Sign up”.

Response – The user can skip the option of sign-up and can get an overview of the homepage.

1. Stimulus – User, if he/she creates an account after pressing sign-up

Response 1 – An “Account has been successfully created” message will pop up and the application will automatically redirect the user to the homepage.

Response 2 – In case of any wrong details or any parameter has been left unchecked, a proper error message will be displayed.

4.2.3 Functional Requirementss

REQ-1: Registering details – The software will first ask the user that if he/she is a doctor/patient/ambulance and then will take him for the necessary details filling along with phone number confirmation and OTP.

REQ-2: Sign-up/Skip for now – The user after the registration will have the option of signing up and creating an account or skipping the creation and going to the homepage directly.

## Verification

4.3.1 Description and Priority

The feature of verification asks for the proper documents from the user to identify him as the doctor/patient/ambulance. This feature has been made keeping in mind the security of the application so that no one takes unfair advantage.

4.3.2 Stimulus/Response Sequences

1. Stimulus – The user selects the option of “Verify Yourself.

Response – An option of doctor/patient/hospital/pathological lab/nurse/physiotherapist/ayah appears on the screen.

1. Stimulus – The user chooses doctor.

Response – The application asks the user to upload the registration certificate.

1. Stimulus – The user chooses patient.

Response – The application asks the user to upload any government verified document like aadhar card or voter card for verification.

1. Stimulus – The user chooses hospital.

Response – The application asks the user to upload all the details of gradation status, Mhc dongal status, hospital code the registration details and authorized service providing proofs and hospital permits.

1. Stimulus – The user chooses nurse.

Response – The application asks the user to upload medical history of nurse, hi/her employment status, experience certificate, Empower Nurses with National Unique Identity Number (NUID), along with the registration details.

1. Stimulus – The user chooses physiotherapist.

Response – The application asks the user to upload the details of registration and their permits.

1. Stimulus – The user chooses ayah.

Response – The application asks the user to upload their employer name, experience certificate, employer registration number and registration number.

1. Stimulus – The user provides the necessary documents.

Response – A message telling “You have submitted successfully, your details will be verified soon” will appear.

4.3.3 Functional Requirement

REQ-1: Verification – The software will allow its users to verify themselves as doctor/patient/hospital/pathological lab/nurse/physiotherapist/ayah so as to avoid malpractice and unfair advantage.

REQ-2: Option of doctor/patient//hospital/pathological lab/nurse/physiotherapist/ayah – The user chooses what kind of person he/she is and the process of verification continues

REQ-3: Uploading documents – The application for the required documents according to the choice of user given by the person.

REQ-4: Access to bookings – The application will not allow its users to book or view or accept any bookings or appointments unless he/she is verified as doctor/hospital/pathological lab/nurse/physiotherapist/ayah/patient.

## Login

4.4.1 Description and Priority

The feature of login allows the verified users to access their own accounts and the features that are associated with login.

4.4.2 Stimulus/Response Sequences

1. Stimulus – The user selects the option of “Log-in” after the verification is done. Response – A form with username/phone-number/email and password will appear on the screen.
2. Stimulus – The user enters the respective verified username/email/phone number. Response 1 – The user is send to the home page if the credentials are correct. Response 2 – An error message will be displayed below the area where the credentials are wrong.
3. Stimulus – The user chooses “Forgot password” option. Response – The application will send a verification code and a reset password link to the user’s email and phone number.

4.4.3 Functional Requirements

REQ-1: Entering the credentials – The software will allow its users to enter their respective username/phone-number/email id along with the password to successfully access the facilities of the application.

REQ-2: Login – The software will redirect the users to the homepage if the credentials entered are correct or an error message will displayed below the credential which has been entered wrong.

REQ-3: Forgot Password – The software will send a verification code along with a reset link to the user’s respective email and phone number so that he can set his/her new password.

## Profile

4.5.1 Description and Priority

This feature allows the users to view their profile and edit the personal information if he/she intends to do so.

4.5.2 Stimulus/Response Sequences

1. Stimulus – The user selects the small icon on the top right corner of home page. Response – A window with all the personal information regarding the user opens up.
2. Stimulus – The user selects the pen-like symbol to edit the information.

Response – The user updates or changes any personal information as per his/her choice.

1. Stimulus – The user chooses “Go to home” option.

Response – The application will redirect the user to the homepage once all the details are updated by him.

4.5.3 Functional Requirements

REQ-1: Viewing Profile – The software will allow its users to view their created profiles by clicking on the icon on the top right corner of the home page.

REQ-2: Updating/Changing details – The software will allow its users to update or change his/her personal details if he/she finds it important to do so.

REQ-3: Redirecting to Home – The application will have the option going back to the home page once the details are being changed or updated by the user.

## Home

4.6.1 Description and Priority

The home dashboard serves as the central hub for users settings, search using filter, the information of top doctors and ambulances, booking a doctor/ checking the appointments for the day, download receipts, displaying personalized greetings, upcoming appointments, health tips, and quick access to major features such as doctor bookings, hospital booking, lab tests, and more.

##### 4.6.2 Stimulus/Response Sequences

1. Stimulus – The user selects the option of settings.

Response – A window with all the default settings will open and user can make necessary changes in the settings.

1. Stimulus – The user selects the profile icon.

Response – A window opens up with all the personal information of the user like his/her name, birthdate, mail address, phone number, aadhar details, address proofs and many more .

1. Stimulus – The user, if he/she is patient, chooses a trending or nearby doctor’s profile. Response – A window opens up with all the necessary information on the doctor, with the option of “book”.
2. Stimulus – The user, if he/she is a doctor, chooses the appointments for the day.

Response – A window opens up with all the appointments scheduled for the day.

1. Stimulus – The user, if he/she is a nurse or ayah or physiotherapist, chooses the bookings for the day.

Response – A window opens up with all the booking scheduled for the day and they also get to know the location for their service.

1. Stimulus – The user, if it is a hospital manager, chooses the option of bookings.

Response – A window opens up with the bookings for the patients for emergency beds and they can also see for what purpose the patient booked the bed. They also get to know what kind of medical condition the patient is in.

1. Stimulus – The user, if he/she is patient, chooses the option of view bookings. Response – A window opens up showing all the past bookings made by him/her.
2. Stimulus – The user selects the search bar.

Response – A window with various filters like type of doctor hospitals, date of appointment, location for appointment, location for pickup will open.

1. Stimulus – The user, after choosing a doctor and date clicks on “book” option. Response – The payment portal opens up with two options of online booking and offline booking.
2. Stimulus – The user, if he/she is a doctor, chooses view past appointments. Response – A window opens up showing all the past appointments.
3. Stimulus – The user, if he/she is a pathological lab manager, chooses the appointments for the day.

Response – A window opens up with all the booking scheduled for the day and shows the name of the test.

1. Stimulus – The user, if he/she is patient, chooses the option of Emergency SOS.

Response – A window opens up showing a message “your emergency feature has been activated” then emergency features will be activated for him/her by using his/her location.

1. Stimulus – The user, if he/she is a doctor chooses manage appointments option in the appointments for the day menu.

Response – A window opens up with all the details of the patient and the option of accept, reject and online appointment.

1. Stimulus – The user, if he/she is patient, chooses the option of 1VS1 feature.

Response – A window opens up showing a filter to choose doctors/ hospitals/ pathological labs. Patient will choose 2 doctors by searching and the feature will work on the background and provide user all the details of selected individuals.

4.6.3 Functional Requirements

REQ-1: Viewing Settings – The application will allow the users to change the settings to suit their preferences such as change language, enable dark mode, and manage notifications, update profile and many more.

REQ-2: Profile Icon – The application will allow to view their profile and update any information if the user finds it necessary to do so.

REQ-3: Choosing trending doctor’s profile – The application will show the doctors who are gaining popularity around the area in terms of feedback given by the patients and the user can choose his profile and book him/her.

REQ-3: Choosing trending nearby doctor’s profile – The application will show the doctors who are near from the patient’s area and also shows the ratings given by the patients to that doctor and also shows doctor’s brief details. Now The user can choose his profile and book him/her.

REQ-4: Selecting appointments for the day – If the user is a doctor, he/she can view all the appointments that are scheduled for that particular day.

REQ-5: Checking the bookings for the day – If the user is a nurse/ayah/pathological lab/hospital, he/she can view the bookings for that day along with the location and address.

REQ-6: Past bookings – The application allows its user to check all the past bookings/appointments that has been made previously.

REQ-7: Search Bar – The application has a feature of search bar where the user if he/she is a patient can filter out and search for specific doctors and can book the doctor.

REQ-8: Manage Appointments – If the user is a doctor/nurse/ayah/pathological lab/hospital/physiotherapist he can accept, reject and has the option of online appointment, which will be based on the schedule of the doctor.

## Search Bar

4.7.1 Description and Priority

A dynamic search bar allows users to quickly find healthcare services, including doctors, labs, hospitals, and home care services. The search feature supports filters and sorting options to help users find the best match based on specialty, location, ratings, and availability.

4.7.2 Stimulus/Response Sequences

1. Stimulus – The user clicks on the search bar on top of the home page.

Response – A window with the option of doctor, ayah, pathological lab, hospital, nurse, physiotherapist opens up.

1. Stimulus – The user selects doctor.

Response – The option of filtering appears where the user can choose the date, type of doctor, nearby doctors, best rated hospitals, most economical doctors in each segment etc.

1. Stimulus – The user selects hospital.

Response – The option of filtering appears where the user can choose the type of hospital, nearby hospitals, economical hospital, best rated hospitals etc.

1. Stimulus – The user selects physiotherapist.

Response – The option of filtering appears where the user can choose the best rated physiotherapist, nearby physiotherapist, most experienced etc.

1. Stimulus – The user selects pathological lab.

Response – The option of filtering appears where the user can choose such as nearby labs, most economical, best rated labs and etc.

1. Stimulus – The user selects nurse.

Response – The option of filtering appears where the user can choose the type of hospital, nearby hospitals, economical hospital, best rated hospitals etc.

1. Stimulus – The user selects ayah.

Response – The option of filtering appears where the user can choose the type of hospital, nearby hospitals, economical hospital, best rated hospitals etc.

4.7.3 Functional Requirements

REQ-1: Clicking on search bar – The application will have a search bar right on the top of the screen, where the user can search for doctor or hospitals, pathological labs, ayah, nurse, physiotherapist, if he/she is a patient. Although the UI will be different for users who are doctors/hospitals, pathological labs, ayah, nurse, physiotherapist they will not have search option to work with.

REQ-2: Choosing doctor – The application will show various options such as type of doctor which includes, orthopedic, pediatrician, ophthalmologist, and many more along with date of appointment.

REQ-3: Choosing hospital– The application will show various options such as type of hospital, nearby hospitals/ best hospitals with their names and rates of different services with date appointment.

REQ-4: Choosing physiotherapist – The application will show various options such as best rated physiotherapist, nearby physiotherapist, most experienced physiotherapist and their names and prices that they charge, with date of appointment.

REQ-5: Choosing pathological lab – The application will show various options such as nearby labs, most economical, best rated labs, and their rates for different testings with date of appointment.

REQ-6: Choosing nurse – The application will show various options such as best rated nurses, nearby nurses, most experienced nurses, with date of appointment price of their charges and their some credentials.

REQ-7: Choosing ayah – The application will show various options such as best rated ayah, nearby ayahs, most experienced ayahs, with date of appointment, charges and some credentials.

## Emergency SOS

4.8.1 Description and Priority

The Emergency SOS Button is a critical safety feature designed to provide users with a quick and efficient way to alert emergency services and predefined contacts in case of an urgent medical situation. Given its importance in life-threatening scenarios, this feature is assigned a high priority. It ensures that users can send an SOS alert with minimal interaction, leveraging the device's location services to provide accurate location data to emergency responders and selected contacts.

4.8.2 Stimulus/Response Sequences

1. Stimulus – The user presses the Emergency SOS Button in the app.

Response– The app immediately sends an alert signal with the user's location to the nearest emergency services and notifies predefined emergency contacts about the situation.

1. Stimulus – The user is unable to interact with the app after activating the SOS feature.

Response – The system automatically follows up with a voice call to the user's phone to establish communication. If there's no response, the emergency protocol is escalated.

1. Stimulus – Emergency services or contacts attempt to reach the user.

Response – The app provides an option for direct communication through call or text and shares real-time location updates until the emergency services arrive or the alert is canceled.

4.8.3 Functional Requirements

REQ-1: Activation Mechanism – The application must feature a prominently placed, easily accessible SOS button that users can activate swiftly in emergencies. The design should consider accidental presses, possibly requiring a hold or multiple presses to activate.

REQ-2: Location Sharing – Upon activation, the application must automatically fetch and share the user's precise location with emergency services and predefined contacts, using the most accurate location data available from the device.

REQ-3: Predefined Contacts – Users must be able to predefine emergency contacts within the app, which are notified via SMS or app notification in case of an emergency. This setup should include customization options for the alert message.

REQ-4: Integration with Emergency Services – The system should be capable of integrating with local emergency services infrastructure to ensure immediate response. This may require partnerships or agreements with local health authorities or emergency service providers.

REQ-5: Follow-up Protocol – Post SOS activation, the app should initiate an automated follow-up protocol to attempt voice communication with the user and provide options for the user to cancel the alert if it was triggered accidentally.

REQ-6: User Guidance – After activating the SOS feature, the app should display on-screen instructions for the user, advising on immediate actions to take while waiting for emergency services, tailored to common emergency scenarios.

## 1VS1 Comparison

4.9.1 Description and Priority

The Comparison Feature allows users to conduct a side-by-side comparison between two healthcare providers, including hospitals, doctors, or pathological labs. This functionality supports filters and selection criteria, enabling users to make informed decisions based on various parameters such as services offered, pricing, ratings, and availability. Given its role in enhancing user decision-making and transparency in healthcare choices, this feature is assigned a high priority.

4.9.2 Stimulus/Response Sequences

1. Stimulus – The user selects the comparison option on the platform and chooses two healthcare providers (hospitals, doctors, or labs) to compare.

Response– The system displays a side-by-side comparison of the chosen providers based on selected parameters.

1. Stimulus – The user applies filters for specific comparison criteria (e.g., specialty, location, ratings).

Response – The system updates the comparison view to reflect only the information relevant to the selected filters, facilitating a targeted comparison.

1. Stimulus– The user decides to contact or book an appointment with one of the compared providers.

Response – The system provides direct links or buttons to initiate contact or book an appointment with the chosen provider, streamlining the user's action based on the comparison outcome.

4.9.3 Functional Requirements

REQ-1: Provider Selection – The application must allow users to search and select two healthcare providers from the same category (e.g., two hospitals, two doctors, or two labs) for comparison. The selection process should support search and filter functionalities.

REQ-2: Comparison Parameters – The system must offer a comprehensive set of comparison parameters, including but not limited to services offered, pricing, location, ratings and reviews, and appointment availability.

REQ-3: Customizable Views – Users should be able to customize the comparison view by selecting which parameters to compare, allowing for a personalized comparison experience based on individual user needs.

REQ-4: Direct Actions – Following the comparison, the application must provide users with the ability to directly contact the provider or book an appointment, facilitating seamless user action from the comparison process.

REQ-5: Real-Time Data – The comparison feature must utilize real-time data to ensure that the information presented is up-to-date, reflecting the most current services, availability, and ratings.

REQ-6: User Preferences and History – The system should remember user preferences and past comparisons to streamline future comparison activities, offering suggestions based on past behavior and preferences.

## Doctor Booking

4.10.1 Description and Priority

Users can search for doctors by specialty, location, or name, view available appointment slots, and book appointments online. This feature includes viewing doctor profiles, ratings, and feedback from other patients to make informed decisions.

4.10.2 Stimulus/Response Sequences

1. Stimulus – The user clicks on the “book” option beside the name and details of the doctor.

Response – A window with the location of the chamber or hospital opens up.

1. Stimulus – The user selects the option of “confirm booking”.

Response – A certificate like document will be generated showing all the details of the appointment.

1. Stimulus – The user selects “Go to payment”.

Response – The user will be redirected to the payment portal.

4.10.3 Functional Requirements

REQ-1: Clicking on Book – After the user has searched for the specific doctor along with the appointment details and date of appointment, the application will show an option of book on the bottom left corner of his name and contact details.

REQ-2: Confirm Booking – After the user selects “Book”, the application will take him to a page where all the details regarding the doctor is given such as, name of doctor, contact details, where he/she would be available on that date and when to visit the chamber. The user after viewing all the above details can press confirm booking.

REQ-3: Going for payment – After the user selects “Confirm booking”, the application will generate a certificate like document where every detail will be displayed along with the patient’s name, which is also like a booking receipt. The user cannot take a screenshot here until the payment is completed.

## Appointment Manager (Doctor)

4.11.1 Description and Priority

This feature allows the user if he/she is a doctor, to go through the appointments scheduled for that particular day. The UI of the application will be different for a doctor and ambulance compared to a patient.

4.11.2 Stimulus/Response Sequences

1. Stimulus – The user if he/she is a doctor opens the app.

Response – The options of past appointments and appointments for the day appears in front of him.

1. Stimulus – The user selects the option of “past appointments”.

Response – A list of all the past appointments along with details of the patient comes up.

1. Stimulus – The user selects “Appointments for today”.

Response – The list of the all the appointments scheduled for that particular day opens up along with the details of the patient.

1. Stimulus – The user selects “confirm appointment” beside the patient name. Response – A message will be displayed showing that the notification has gone to the patient.
2. Stimulus – The user selects “reject appointment” beside the patient name. Response – A box will appear where the doctor has to mention the reason behind his/her rejecting the appointment and also the option of online prescription will come up.
3. Stimulus – The user selects “online prescription” beside the patient name. Response – A form will open up where he will prescribe the medicines and the necessary steps to be done.

4.11.3 Functional Requirements

REQ-1: UI for Doctors – If the user is a doctor and he opens the application the only thing that he will be able to see is the past appointments and appointments scheduled for that particular day. He has an option of viewing the past appointments or the current appointments whichever he finds suitable or necessary.

REQ-2: Past Appointments – After the user selects the option of “Past Appointments”, a list of all his/her past appointments with the patient details and prescription will appear and he might check through any of the patient’s record.

REQ-3: Appointments for the day – After the user selects “Appointments for the day”, a list of all the appointments scheduled for that day will open in front of him with the option of confirm, reject and online prescription.

REQ-4: Managing Appointments – When the user selects the option of “Appointments for the day” a list of all the current appointments comes up and the user can reject, accept or upload prescription online. When he accepts the appointment, a notification will be sent to the patient, and when he rejects, he either has to mention the reason and reschedule or post a online prescription for the same.

## Hospital Bed Booking

4.12.1 Description and Priority

This feature enables users to search for available hospital beds by location, type of bed (e.g., general, semi-private, private), or specific hospital, view availability, and book a bed for hospitalization. It includes viewing hospital profiles, amenities, bed availability, and reviews from other patients to make informed decisions. Due to the critical nature of hospitalization needs, this feature is given a high priority to ensure users can secure hospital beds efficiently, especially in times of emergency.

4.12.2 Stimulus/Response Sequences

1. Stimulus – The user clicks on the “book bed” option beside the details of the hospital.

Response – A window with detailed bed availability, including type and pricing, opens up.

1. Stimulus – The user selects the type of bed and chooses the option of “confirm booking”.

Response – A booking summary document is generated, showing all details of the bed booking, including hospital details, bed type, and booking date.

1. Stimulus – The user selects “Go to payment”.

Response – The user is redirected to the payment portal to complete the booking process.

4.12.3 Functional Requirements

REQ-1: Searching for Beds – The application must allow users to search for available hospital beds based on specific criteria such as hospital location, bed type, and availability dates. The search results should provide comprehensive details about hospital amenities and bed options.

REQ-2: Confirming Bed Booking – Once the user selects a bed, the application will navigate to a confirmation page detailing the selected bed's type, associated costs, hospital details, and visitation guidelines. The user must then confirm the booking to proceed.

REQ-3: Payment Process – Following the booking confirmation, the application generates a detailed booking summary or receipt, which includes the patient's name, booking details, and payment due. The system then securely directs the user to a payment portal, where they can complete the transaction. The application restricts screenshot functionality until the payment is successfully processed to ensure privacy and security.

REQ-4: Booking Confirmation – After the payment is processed, the user receives a final booking confirmation, including a digital receipt and appointment details, which can be saved or printed for record-keeping and hospital admission purposes.

## Hospital Bed Booking Manager (Hospital Staff)

4.13.1 Description and Priority

This feature enables hospital staff to efficiently manage hospital bed bookings, including reviewing, confirming, or rejecting bed booking requests. Tailored for hospital administrators or staff, the interface differentiates from the patient view, focusing on operational efficiency and patient accommodation management. Given its critical role in hospital operations and patient care, this feature holds a high priority.

4.12.2 Stimulus/Response Sequences

1. Stimulus – A hospital staff member logs into the app.

Response – The system displays options for reviewing current bed bookings, pending requests, and bed availability.

1. Stimulus – The user selects "Pending Requests".

Response – A list of pending bed booking requests appears, including patient details and requested bed types.

1. Stimulus – The user selects "Confirm Booking" beside a request.

Response – The system updates the booking status to confirmed, allocates the bed to the patient, and notifies the patient of the confirmation.

1. Stimulus – The user selects "Reject Booking" beside a request.

Response – A prompt appears for the staff to enter a reason for rejection and optionally suggest alternative arrangements. The system then notifies the patient of the rejection and reason.

1. Stimulus – The user accesses "Bed Availability".

Response – The system displays real-time bed availability by type, allowing staff to efficiently manage resources and plan for incoming patients.

4.12.3 Functional Requirements

REQ-1: Interface for Hospital Staff – The application must provide a user interface tailored for hospital staff, focusing on bed management, booking requests, and patient accommodation.

REQ-2: Reviewing Pending Requests – Hospital staff should have the capability to review pending bed booking requests, including essential patient information and requested dates.

REQ-3: Managing Bookings – Staff must be able to confirm or reject bed booking requests directly within the app. For confirmed bookings, the bed is marked as occupied, and for rejected requests, reasons must be documented and communicated to the patient.

REQ-4: Bed Availability Management – The system should provide a real-time overview of bed availability, categorized by bed type (e.g., general, ICU, semi-private), to assist staff in making informed decisions about patient accommodations.

REQ-5: Notification System – Upon booking confirmation or rejection, an automated notification system must inform patients of the status, including any reasons for rejection or instructions for confirmed bookings.

REQ-6: Reporting and Analytics – The system should offer reporting tools for hospital staff to analyze bed utilization rates, booking patterns, and operational efficiency, aiding in resource planning and management.

## Pathology lab booking

4.14.1 Description and Priority

This feature enables users to search for and book appointments at pathological labs for various tests and screenings. Users can filter labs by location, available tests, ratings, and insurance coverage. The feature includes detailed profiles for each lab, showcasing accreditations, available tests, turnaround times for test results, and patient reviews. Given the importance of timely and accurate health diagnostics, this feature is considered high priority to ensure users have seamless access to laboratory services.

4.14.2 Stimulus/Response Sequences

1. Stimulus – The user selects the option to book a lab test from the main menu.

Response – The system displays a searchable list of pathological labs, including filtering options for location, test types, and insurance acceptance.

1. Stimulus – The user selects a lab and views available tests.

Response – The system presents a detailed list of available tests, including descriptions, prerequisites, and booking slots.

1. Stimulus – The user selects a test and chooses an available appointment slot.

Response – A booking summary page appears, allowing the user to review test details, lab location, and appointment time before confirming.

1. Stimulus – The user confirms the booking.

Response – The system finalizes the booking, sends a confirmation notification to the user, and updates the lab's schedule to reflect the booked appointment.

4.14.3 Functional Requirements

REQ-1: Lab Search and Filtering – The application must provide a dynamic search function that allows users to find pathological labs based on specific criteria such as test type, location, insurance coverage, and user ratings.

REQ-2: Lab Profiles and Test Information – Each lab listed in the application should have a detailed profile with information on accreditation, available tests and screenings, sample collection guidelines, and estimated result turnaround times.

REQ-3: Booking and Appointment Management – Users must be able to select tests and book appointments directly through the app, with the ability to manage, reschedule, or cancel existing bookings.

REQ-4: Booking Confirmation and Notifications – Upon successfully booking a test, the user should receive a detailed confirmation notification, including appointment details, preparation instructions, and a digital booking receipt.

REQ-5: Integration with Lab Information Systems – The system should integrate seamlessly with participating labs' information systems to ensure real-time availability updates and test result delivery within the application.

REQ-6: User Reviews and Ratings – After completing a lab test, users should have the option to rate their experience and leave feedback, contributing to the lab's overall rating and assisting other users in making informed decisions.

## Pathology Lab Booking Manager

4.15.1 Description and Priority

This feature is designed for pathology lab staff, enabling them to manage test bookings, review appointment requests, and update test results. It provides a dedicated interface for lab operations, including appointment confirmations, rescheduling, cancellations, and communication with patients regarding their bookings. Given its role in ensuring efficient lab operations and timely patient services, this feature is assigned a high priority.

4.15.2 Stimulus/Response Sequences

1. Stimulus – Lab staff logs into the app.

Response – The system displays a dashboard with options to view pending test bookings, manage appointments, and update test results.

1. Stimulus – The user selects "Pending Test Bookings".

Response – A list of pending appointment requests appears, showing patient details, requested tests, and preferred appointment slots.

1. Stimulus – The user confirms a test booking.

Response – The system updates the appointment status to confirmed, reserves the slot, and notifies the patient of the confirmation.

1. Stimulus – The user needs to reschedule or cancel a booking.

Response – The system provides options to contact the patient for rescheduling or to cancel the appointment, with reasons provided to the patient.

1. Stimulus\*\* – The user updates test results for a completed appointment.

Response\*\* – The system records the test results and notifies the patient that their results are available for review.

4.15.3 Functional Requirements

REQ-1: Appointment Management Interface – The application must offer a specialized interface for lab staff to review, confirm, reschedule, or cancel test bookings efficiently.

REQ-2: Real-time Booking Updates – The system should reflect real-time updates to appointment statuses, ensuring lab staff are always aware of the current booking schedule and available slots.

REQ-3: Patient Communication – Staff must have the capability to send notifications or messages to patients directly from the system, facilitating smooth communication regarding appointment changes or test result availability.

REQ-4: Test Result Management – The system should allow lab staff to securely update and manage test results, ensuring that patient data is handled confidentially and complies with healthcare regulations.

REQ-5: Reporting and Analytics – The application should provide reporting tools for lab staff to analyze appointment trends, test volume, and operational efficiency, aiding in resource allocation and service improvement.

REQ-6: User Training and Support – Given the critical nature of lab operations, the system should include training materials and support for lab staff to ensure they can effectively use the management features.

## Nurse/ Ayah/ Physiotherapist Booking

4.16.1 Description and Priority

This feature facilitates the booking of healthcare professionals, including nurses, ayahs (caregivers), and physiotherapists, for at-home healthcare services. Users can search for healthcare professionals based on their qualifications, experience, ratings, and availability. This feature includes detailed profiles for each professional, encompassing their credentials, services offered, patient reviews, and direct booking options. Given the increasing demand for personalized, at-home care services, this feature is of high priority to ensure users can easily access the necessary healthcare support in the comfort of their homes.

4.16.2 Stimulus/Response Sequences

1. Stimulus – The user selects the option to book a healthcare professional from the main menu.

Response – The system displays a list of available nurses, ayahs, and physiotherapists, including filtering options for specialization, location, and availability.

1. Stimulus – The user chooses a healthcare professional and views their profile.

Response – A detailed profile page appears, providing information on the professional’s qualifications, services, patient reviews, and available booking slots.

1. Stimulus – The user selects an available appointment slot and proceeds to book.

Response – A booking summary page is displayed, allowing the user to review the details before confirming the appointment.

1. Stimulus – The user confirms the booking.

Response – The system finalizes the booking, sends a confirmation notification to both the user and the selected healthcare professional, and updates the professional’s schedule accordingly.

4.16.3 Functional Requirements

REQ-1: Professional Search and Filtering – The application must provide a robust search function that allows users to find healthcare professionals based on criteria such as specialty, location, experience, and patient ratings.

REQ-:2 Detailed Professional Profiles – Each healthcare professional listed should have a comprehensive profile that includes their qualifications, areas of expertise, services offered, and patient reviews to assist users in making informed decisions.

REQ-3: Booking and Appointment Management – Users must be able to select services and book appointments directly through the app, with functionalities to manage, reschedule, or cancel existing appointments easily.

REQ-4: Booking Confirmation and Notifications – Upon successful booking, the user and the healthcare professional should receive instant confirmation notifications, including appointment details and any preparation instructions.

REQ-5: Schedule Synchronization – The system should synchronize with the healthcare professionals’ schedules in real-time to display up-to-date availability and prevent double bookings.

REQ-6: User and Professional Onboarding – The system should facilitate a seamless onboarding process for both users and healthcare professionals, including verification of professional credentials and user identification.

## Nurses/ Ayahs/ Physiotherapist Booking Management

4.17.1 Description and Priority

This feature is specifically designed for healthcare professionals (nurses, ayahs, physiotherapists) to manage their bookings, including viewing upcoming appointments, confirming or rejecting appointment requests, and updating their availability. It provides an intuitive interface tailored for healthcare professionals to streamline their schedule management, enhance communication with clients, and optimize their service delivery. Due to its critical role in facilitating efficient healthcare service provision at home, this feature is assigned a high priority.

4.17.2 Stimulus/Response Sequences

1. Stimulus – A healthcare professional logs into the app.

Response – The system displays a dashboard with options to view upcoming bookings, manage availability, and access patient communication.

1. Stimulus – The professional selects "Upcoming Bookings".

Response – A list of all upcoming appointments is displayed, including patient details, service requested, and appointment date and time.

1. Stimulus – The professional chooses to confirm an upcoming appointment.

Response – The system updates the appointment status to confirmed and notifies the patient of the confirmation.

1. Stimulus– The professional opts to reject an appointment request.

Response – A prompt appears for the professional to provide a reason for rejection or suggest alternative dates, followed by notification to the patient.

1. Stimulus– The professional updates their availability.

Response– The system reflects the changes in real-time, adjusting the professional's available slots for future bookings.

4.17.3 Functional Requirements

REQ-1: Dashboard for Healthcare Professionals – The application must offer a dedicated dashboard for nurses, ayahs, and physiotherapists to review their schedules, upcoming appointments, and manage their availability.

REQ-2: Appointment Confirmation and Rejection – Healthcare professionals should have the ability to confirm or reject appointments directly through the app, with functionality to communicate decisions and feedback to patients.

REQ-3: Availability Management – Professionals must be able to update their availability, including adding new available slots or marking days off, ensuring the booking system accurately reflects their schedule.

REQ-4: Patient Communication – The system should facilitate secure messaging between healthcare professionals and patients for appointment confirmations, instructions, or rescheduling discussions.

REQ-5: Notification System – Automated notifications for new booking requests, appointment reminders, and changes in appointment status should be provided to keep professionals informed and engaged.

REQ-6: Professional Profile Updates – Healthcare professionals should be able to update their profiles, including qualifications, services offered, and professional photos, to maintain an accurate and appealing presence on the platform.

## Payment Window

4.18.1 Description and Priority

This feature takes the user if he/she is a patient to the payment portal where he has the option of online payment via UPI/Debit Card/Credit Card or offline payment that is paying it directly to hospital or chamber.

4.18.1 Stimulus/Response Sequences

1. Stimulus – The user if he/she is a patient clicks on the “Book” option beside the details of the doctor and chamber.

Response – A portal opens up with two options of online payment or offline payment.

1. Stimulus – The user selects the option of “online payment”.

Response – A list of options comes up like UPI, debit or credit card.

1. Stimulus – The user selects “UPI”.

Response – A form will open where he has to give his/her UPI details and confirm the payment from the UPI application.

1. Stimulus – The user selects “debit card”.

Response – A form will open where the user has to give his debit card details and confirm the booking procedure.

1. Stimulus – The user selects “credit card”.

Response – A form will open where the user has to give his credit card details and confirm the booking procedure.

1. Stimulus – The user selects “offline booking”.

Response – A certificate like document will generate where a message will be written in red that “Payment is pending”.

1. Stimulus – The user takes more time than the required time while paying. Response – The payment will be failed and the user will be taken to the booking portal again and he/she has to redo the process again.

4.18.1 Functional Requirements

REQ-1: Payment Portal – After the user clicks on the “confirm booking” option, he will be redirected to the payment portal where the options of online and offline booking will appear in front of him.

REQ-2: Online payment – After the user clicks on online payment, options of UPI, debit card and credit card will appear in front of him and the user can choose any one of the above options for the payment.

REQ-3: Offline payment – After the user clicks offline payment option, a certificate like document will be generated where a message will be written “Payment is pending”. The user has to produce this document when he visits the doctor either to doctor or in the chamber or hospital.

REQ-4: Payment Failed – The user has to pay the amount within a specific amount of time, like 5 minutes or so, and if he/she fails to do so, then a message of “Payment failed” will be displayed and the user will be redirected to the booking page.

## Receipt Download

4.19.1 Description and Priority

This feature will generate a pdf document where the details of payment and appointment will be there. This pdf document will be like a receipt and has to be presented in the chamber as a proof.

4.19.2 Stimulus/Response Sequences

1. Stimulus – The user pays the required amount.

Response – A message is being displayed “Payment successful, download receipt”.

1. Stimulus – The user selects the option of “download receipt”.

Response – A pdf will be downloaded that will be shown on the notification tab.

4.19.3 Functional Requirements

REQ-1: Payment – After the user pays the required amount using online methods or offline, a message will be displayed showing that “Payment is successful” and the option of download receipt will appear.

REQ-2: Downloading receipt – After the option of download receipt appears on the screen the user presses the download option and the receipt will be downloaded which has to be produced in front of the chamber or hospital or the doctor himself/herself.

## Manage Accounts

4.20.1 Description and Priority

This feature allows the admin of the application to view the activities of all the users and update their accounts. This feature is only available to the admin of the app.

4.20.2 Stimulus/Response Sequences

1. Stimulus – The user logs in as admin and requests the details of user accounts. Response – A list is displayed showing all the users along with user-type, the time when they last used the app and all the personal information.
2. Stimulus – The user selects the option of “notify user”.

Response – The system will automatically send a notification to the user and a message of “User notified successfully” will be displayed.

1. Stimulus – The user selects the option of “delete account”.

Response – A pop-up will come where it will ask whether the admin really wants to delete the app. On clicking “yes” the account will be deleted.

* + 1. Functional Requirements

REQ-1: Requesting details – After the admin has logged into the application, the UI which will be shown to him will be different and he/she can ask for the details of the particular user by clicking on his/her name.

REQ-2: Notify User – The admin can view that whether a particular account has been properly updated or not, if he/she finds that an account is not updated properly, the admin can notify the user. On clicking the option of “notify user” a message will go to that respective user and a message of “user notified successfully” will be displayed to the admin.

REQ-3: Delete Account – If the admin finds out, that an account is not properly updated and the details of an account does not seem relevant the admin can delete that account. The admin clicks on the option of “delete account” beside the account name and a pop-up will be displayed where he/she will be asked to confirm the deletion and then the account will be deleted.

## Manage Transactions

4.21.1 Description and Priority

The Manage Transactions feature is an administrative tool within the Healthyfy application, enabling the app's admin to comprehensively view and manage the financial transactions conducted by patients. This includes the ability to review recent and historical transactions, verify successful payments, and address any payment discrepancies. This feature is crucial for maintaining financial integrity and transparency within the app, thereby assigned a high priority.

4.21.2 Stimulus/Response Sequences

1.Stimulus – The admin signs into Healthyfy and selects the "Manage Transactions" option.

Response – The system displays an overview of financial transactions, with filters for viewing present and past transactions.

2.Stimulus – The admin chooses to "notify user" regarding a transaction issue.

Response – The Healthyfy system automatically sends a notification to the user about the transaction discrepancy, and the admin receives a confirmation message, "User notified successfully."

3. Stimulus – The admin clicks on "present transactions".

Response – The platform shows a list of all transactions made in the last two days, including payment amounts, services availed, and transaction statuses.

4.Stimulus – The admin selects "past transactions".

Response – The system presents a detailed list of all transactions conducted in the last six months, facilitating a deep dive into the financial activity on the platform.

4.21.3 Functional Requirements

REQ-1: Transaction Overview Access – The Healthyfy app must provide a dedicated interface for administrators to view both past and present patient transactions, ensuring easy access to financial data for review and management.

REQ-2: Notification Capability – Administrators should have the ability to notify users directly from the transaction management interface in cases of failed payments or discrepancies, enhancing communication and resolution efficiency.

REQ-3: Present Transactions Review – The system must allow administrators to filter and review transactions made within a specific recent timeframe (e.g., the last two days), supporting timely financial oversight.

REQ-4: Historical Transactions Analysis – Administrators must be able to access and analyze transactions from a broader historical period (e.g., the last six months), aiding in financial trend analysis and decision-making.

REQ-5: Transaction Status Updates – The platform should enable administrators to update the status of transactions, including marking discrepancies as resolved, further ensuring accurate financial records.

## Manage Feedback

4.22.1 Description and Priority

The Manage Feedback feature is a critical administrative tool within the Healthyfy application, designed exclusively for the app's administrators. It facilitates the oversight of feedback submitted by various users, including patients, doctors, and ambulance services. This feature is instrumental in maintaining the integrity and quality of the services offered through Healthyfy by enabling administrators to address and act upon feedback efficiently. Given its essential role in ensuring user satisfaction and service excellence, this feature is prioritized highly.

4.22.2 Stimulus/Response Sequences

1. Stimulus – The admin signs in to the Healthyfy app and selects the "Manage Feedback" function.

Response – The system displays a comprehensive list of feedback submitted by patients, doctors, and ambulance services, organized for easy administrator review.

1. Stimulus – The admin opts to "view doctor’s feedback".

Response – The platform presents all feedback directed towards doctors, enabling the admin to assess service quality and address specific concerns.

1. Stimulus – The admin chooses to "view patient’s feedback".

Response – Feedback submitted by healthcare providers and ambulance services about patients is displayed, allowing the admin to understand patient conduct and satisfaction levels.

1. Stimulus – The admin selects "view ambulance feedback".

Response – The system shows all patient feedback regarding ambulance services, highlighting areas for improvement or commendation.

4.22.3 Functional Requirements

REQ-1: Exclusive Administrative Access – The Healthyfy app must ensure that the feedback management UI is accessible solely to administrators, providing them with the ability to oversee all user feedback efficiently.

REQ-2: Comprehensive Feedback Review – Administrators should have the capability to review feedback across different categories (doctor, patient, ambulance) to monitor service quality and user satisfaction comprehensively.

REQ-3: Action on Negative Feedback – In cases of consistently negative feedback, administrators must have the authority to delete or suspend the accounts of doctors, patients, or ambulance services from the Healthyfy platform, ensuring a high standard of service and user experience.

REQ-4: Feedback Response Mechanism – The system should enable administrators to respond to feedback directly, whether to address concerns, commend positive reviews, or provide resolutions, thereby fostering a responsive and engaged user community.

REQ-5: Feedback Analysis Tools – Healthyfy should incorporate analytics tools for administrators to identify trends, patterns, and areas of improvement in service delivery based on user feedback, aiding in strategic decision-making and platform enhancements.

# Other Nonfunctional Requirements

## Performance Requirements

<If there are performance requirements for the product under various circumstances, state them here and explain their rationale, to help the developers understand the intent and make suitable design choices. Specify the timing relationships for real time systems. Make such requirements as specific as possible. You may need to state performance requirements for individual functional requirements or features.>

## Safety Requirements

<Specify those requirements that are concerned with possible loss, damage, or harm that could result from the use of the product. Define any safeguards or actions that must be taken, as well as actions that must be prevented. Refer to any external policies or regulations that state safety issues that affect the product’s design or use. Define any safety certifications that must be satisfied.>

## Security Requirements

<Specify any requirements regarding security or privacy issues surrounding use of the product or protection of the data used or created by the product. Define any user identity authentication requirements. Refer to any external policies or regulations containing security issues that affect the product. Define any security or privacy certifications that must be satisfied.>

## Software Quality Attributes

<Specify any additional quality characteristics for the product that will be important to either the customers or the developers. Some to consider are: adaptability, availability, correctness, flexibility, interoperability, maintainability, portability, reliability, reusability, robustness, testability, and usability. Write these to be specific, quantitative, and verifiable when possible. At the least, clarify the relative preferences for various attributes, such as ease of use over ease of learning.>

## Business Rules

<List any operating principles about the product, such as which individuals or roles can perform which functions under specific circumstances. These are not functional requirements in themselves, but they may imply certain functional requirements to enforce the rules.>

# Other Requirements

<Define any other requirements not covered elsewhere in the SRS. This might include database requirements, internationalization requirements, legal requirements, reuse objectives for the project, and so on. Add any new sections that are pertinent to the project.>

Appendix A: Glossary

<Define all the terms necessary to properly interpret the SRS, including acronyms and abbreviations. You may wish to build a separate glossary that spans multiple projects or the entire organization, and just include terms specific to a single project in each SRS.>

Appendix B: Analysis Models

<Optionally, include any pertinent analysis models, such as data flow diagrams, class diagrams, state-transition diagrams, or entity-relationship diagrams.>

Appendix C: To Be Determined List

<Collect a numbered list of the TBD (to be determined) references that remain in the SRS so they can be tracked to closure.>