MINUTES OF MEETING

1. MEETING INFORMATION

SUBJECT:	4th Internal Meeting
DATE:	17 October 2016
TIME:	3:30 – 6:30 PM
VENUE:	Library Study Booth 4.2
ATTENDEES:	Teh Kaixin (KX), Nicole Goh (NIC), Nabilah Banu (NAB), Sean Kwok (SK), Chien Shuyan (SY)
ABSENT WITH APOLOGIES:	

2. MEETING RECORDS

NO	ITEM	REQUESTED /REPORTED BY	ACTION BY
1.	**Agenda** The agenda of the meeting: • Update members on clarifications from sponsor • Discussion on Core functions		INFO
2.	**<u>Medical (inpatient/outpatient)</u>** For analysis, we need to know how many inpatient and outpatient cases for medical team Backend can refer to the excel data sheet, if the field 'hospital admitted' is not empty, it means they are inpatient cases. If it is empty, then it is most likely an outpatient case Current method: Extract into an excel file and filter that field. Past data from December to August: *Medical Team's KPI* *Inpatient/Outpatient* Dec 15 : 63/17	KX	INFO

NO	ITEM	REQUESTED /REPORTED BY	ACTION BY
	Jan16: 86/31 Feb 16: 80/36 Mar: 86/30 Apr: 102/39 May: 96/24 Jun: 91/31 Jul: 104/30 Aug 16: 108/28 We should be able to generate this data from the excel sheet provided.		
3.	**<u>Top 5 Condition changed to top 5 specialty</u>** For conditions -- client do not input the condition into ZOHO as a permanent field and will only indicate only if the patient provides us with their exact condition. More often than not, a lot of them want a specialist in a particular field, **eg: cardiology, gynaecology** and they will recommend two doctors in the specific field. Client do not mandate that patient has to indicate his condition unless they have no idea, then they have to ask for more information on their condition (it may be symptoms or problems they are facing) but this is not enough for us to diagnose the actual condition as it is up to the doctor. What we do know about the patient is the field of specialty in which they consulted in, therefore we can **change Condition to Specialty.** Client has also sent the excel sheet with specialty field.	KX	INFO
4.	**<u>Referral doctor (US Embassy) data to autopopulate in client creation form</u>** This is for the US embassy works the same way as doctor, speciality and clinic.	KX	INFO

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5.	**<u>Letter of Guarantee (LOG)</u>** - Are LOGs being saved in the database or just generated and send via email? - If LOGs are saved, how do we differentiate the LOGs (i.e Log ID)? LOGs are being **generated from the database** and saved as an PDF download. The team will attach the PDF to an external app for signing purposes. Once it is approved, it will be sent by email to the business office OR clinic. LOGs are not saved on zoho. They are normally saved in company's shared server. In addition, how we know if the case has an LOG is through a field called " if LOG, please tick" If client needs to calculate how many LOGs are issues, they will filter that field out and count. There is also an LOG date to be input in the client sheet. So, if we need to know the client is linked to which LOG -- we look at the date and client name.	KX	INFO
6.	**<u>X-Factor</u>** • Analyse 1500 patient data for the past 1 year (midterms) • Migrate ALL of their current patient records from their current database (finals) KX to update x-factor on wiki.	TEAM	KX
7.	**<u>Further clarifications with Linda (via skype)</u>** 1) Is there a difference between Follow Up Person and Follow Up PIC? No difference. But the reason I included both is because we used to use a Standard layout which field was named follow up person. Now, the layout we use is trimmed down, and the field used is Follow Up PIC. You will see that there will not be an overlap. But they serve the same purpose. 2) "Referred By" field in client creation form - How are referral details being entered in the database? (Would be good if there is a screenshot)	SEAN/ KX	INFO

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	Referred By works the same way as a pick list option. It is added the same way exactly like how we add US embassy doctors, doctor name, specialities, clinics. The screenshots will give you a good picture. Basically, any options in pick list are all added through the same way by editing the page layout. This includes fields like: nationality, PIC, follow up pic, doctor, specialty, clinic, referring doctor, referring doctor email, hospital admitted, ulink can claim etc.. All those field are pick list and works the same way 3) Clients will only be referred once to Ulink? So in future if there are any issues they will just go straight to Ulink instead of being referred by another referrer? No. depends. For clients are referred to Ulink by a third party (aka: agent), subsequent appts the clinic may choose to engage Ulink directly. Ulink may choose whether or not to tag the same patient to the referral source. Alternatively, the patient may choose to engage another agent to go through Ulink. Eg: their first time may be through Agent A — Second time they may switch to Agent B But if the client decide to go through Agent A every time for an appt, each appt will be tagged to Agent A while inputing the details into Zoho. 4) Will clients be able to contact Ulink directly without going through a third party? Yes, through email, website as our contact details are all there. If client goes through Ulink directly, then the Referred source will just be selected as ULINK		
8.	To do by next meeting: • Developers to code core functions • SY to start developing test plan and test cases before UAT • Nab to research for timeline module	KX	ALL

NO	ITEM	REQUESTED /REPORTED BY	ACTION BY
	• KX and Nab to continue working on diagrams • KX to update wiki with updated scope		
9.	The meeting ended at 6:30PM. The next meeting will be on Monday 24 October 2016 at 12:00PM.	TEAM	INFO

The meeting was adjourned at 6:30pm. These minutes will be circulated and adopted if there are no amendments reported in the next three days.

Recorded/ Updated by: Teh Kaixin
Reviewed/Edited by: Nicole Goh
Date: 17 October 2016