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Vision and Scope Document

For

DRASSIST

Version 4.0 approved

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Revision History

Name	Date	Reason for Changes	Version
▪ Maria Kristina Punla ▪ Reimarie Princess Quirante ▪ Chloe Tanada	June 16, 2017	First Draft	1
Maria Kristina Punla	June 26, 2017	Removed all documentations about patient's record.	2
Maria Kristina Punla	June 26, 2017	Update Background.	3
Maria Kristina Punla	August 25, 2017	Revised objectives, added surveys and statement of the problem.	4

Executive Summary

DrAssist has been created and developed by a group of BSIT Students in Asia Pacific College under CSPROJ2 Class SY: 2017-2018 Term 1 for Happy Clinique Dental and Derma services only. Happy Clinique caters to both dental, dermatology and other diagnostic services. The clinic current appointment and booking process is walk-in and phone call. The clinic currently uses the traditional way of maintaining records their clients.

To be at par with competitors, Happy Clinique needs to adapt to current trends in technology by providing a website that will showcase their services and interact with customers.

The team decided to create and develop an online booking system for Happy Clinique's dental and derma patients only. Aside from the online booking system the team will also create a system that will contain the dental and derma patients' and payment record.

Patients will now have a website to visit to book or make appointment with the clinic for their dental or dermatology services. Employees of the clinic will now have a user-friendly system to assist their patients with booking, assist doctors with their appointments, manage dental and derma patients record online and manage dental and derma patients' payment record online.

Project Context

This project will be used by Happy Clinique for their online booking limited to dental and dermatology service only.

Purpose and Description

The team aims to provide Happy Clinique an efficient online booking system. The project also aims to create a system that will transition their patient (dental and derma patients only) and payment record to an online database.

Objectives

General Objectives
The project DrAssist aims to develop a website for Happy Clinique. Booking function, patient record and payment recording is available to dental and derma services only.

Specific Objectives
- To create a website for Happy Clinique featuring their service.
- To add an online booking system to their current process of walk in and call.
- To transition 40% to 30% of their patient record from paper to paperless limited to their dental and derma patients only in the first quarter of implementing the system.
- To create a payment record system specifically for their dental and derma patients only.

Business Requirements

Background

This paper will site the creation of DrAssist. Base on the research and observation of the project team. The clinic still practice the walk-in and phone call appointment method. Their patient record is still the traditional index cards filed in big bulky cabinets. The clinic payment record method is the paper copy of the payment receipts of patients.

The proposed system will resolve problems of Happy Clinique and will let them achieve their goal of providing a quality care of service to their patients.
There are many reasons or factors that affects patient satisfaction and one of it is, "wait time." Based on study, "After 20 minutes of waiting, patients think their time is being wasted." (Preece, D.).

The aggregate of time patients devoted in waiting, in an office or clinic may appear to be a small aspect when it comes to patient satisfaction. But it can have a big effect. A recent Software

Advice survey found a staggering 97% of patients were frustrated by wait times (Lafolla, T. (2017). Infographic: How to reduce wait times).

"Patient satisfaction is considered as an important indicator of quality care provided in emergency departments" (Yarnold PR, Michelson EA, Thompson DA, Adams SL (1998) Predicting patient satisfaction: a study of two emergency departments. J Behav Med 21: 545-563).
To be at par with competitors, Happy Clinique needs to adapt to current trends in technology. They are on social media right now and they do have an outdated static website. Happy Clinique needs to revamp their outdated site to provide an efficient system for their staff to use and for their prospective clients or patients to visit so it would increase their client demographics.
With the online booking system feature of the website we are expecting a significant change with their patients' appointment that will totally minimize patients wait time. That will increase patients' satisfaction.

Aside from the online booking system, the project team have added a feature in the system that will records patient information. The team realizes the importance of a database management system.

Per Scott Knickelbine, having your information in a database, instead of paper or in spreadsheets, not only saves you time and preserves vital information, it allows you to see patterns in operations that are visible in no other way.
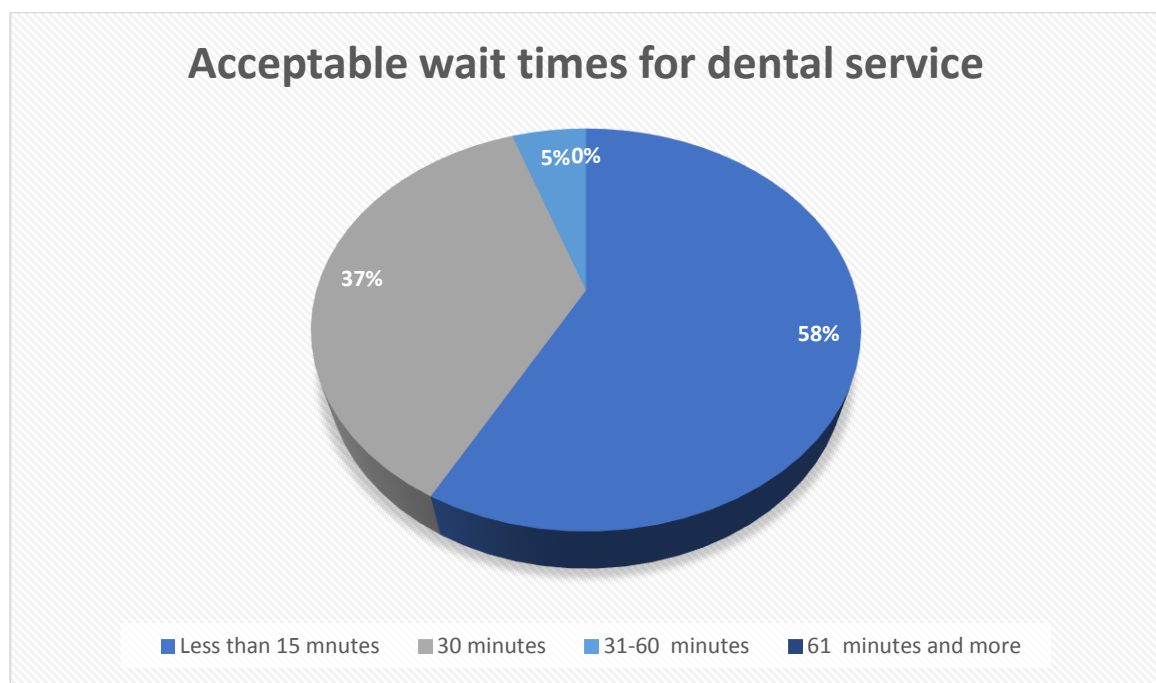
The system-generated reports will assist business owner to project their revenue and make plans for a foreseeable growth. In addition, the proposed system will have a feature of recording payment received. In relation to keeping their patients record online. Recording payments received will help them track their revenue.

Statement of the Problem

Happy Clinique has been with the business for quite a while and by par currently practices the traditional way of accepting appointment. They accept clients or patients through walk-ins and phone call appointments. Walk-in patients have the feeling of uncertainty if they will be able to get the service in an acceptable reasonable wait time or will they wait for a long time or will they be asked to come back. Nowadays that people are always on the go, long waits is a big NO for customers. Long wait time is a major cause of patients' dissatisfaction. Although the clinic does have an old website, it is outdated and static. Nothing to provide to their patrons any ease of convenience to avail of their service. A technological innovation is needed by the clinic to improve their day to day task that will equally improve their quality service. Several issues occur when patients' walk-ins to the clinic for appointment or service. Per our observation and interviews done with the clinic staff. They could not avoid patients' dissatisfaction in a day. Patients who had taken their days off to go to the clinic for a dental or derma service does not guarantee that they will be accommodated on their time of arrival in the clinic. It still depends on how many patients have been scheduled on that day and depends on the number of walk-ins ahead of that patient. On the clinic's side, they do not have a real data at hand on how many patients are book for the day resulting to over acceptance of appointments or bookings. On the patient's side, they will not know if they will be able to avail a service on that day. It is like trying

your luck. Patient might be accommodated after hours of waiting or worse they will be scheduled on a different day.

Patient's record is all filed up in one big cabinet. It is the old traditional index card recording system. It does takes time for employee to locate one patient record, affecting employees' productivity. The problem with no online system for recording their revenue is quite minimal but will result to a very big change and importance once transitioned to an online database system. With the old process of recording their revenue takes time, resulting to a decrease in employees' productivity.

Acceptable wait times for dental service

5% 0%

37%

58%

■ Less than 15 mnutes   ■ 30 minutes   ■ 31-60 minutes   ■ 61 minutes and more

This figure shows the result of the conducted interviews showing the percentage of acceptable wait times for a dental service of the respondents.
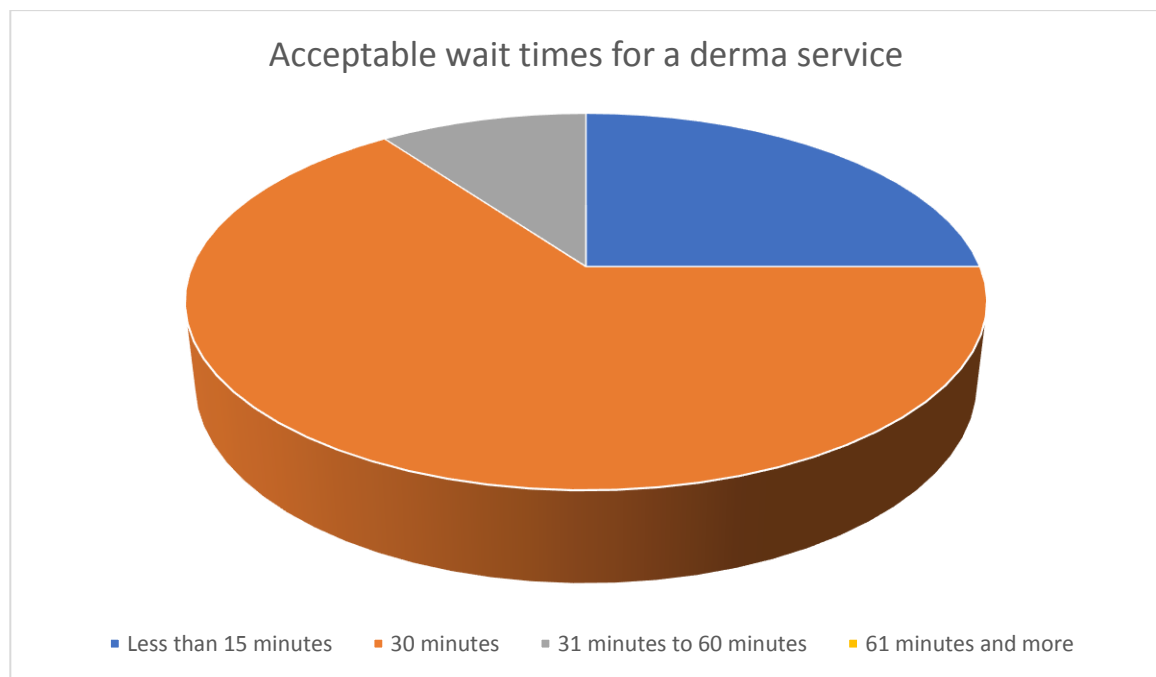
Acceptable wait times for a derma service

■ Less than 15 minutes ■ 30 minutes ■ 31 minutes to 60 minutes ■ 61 minutes and more

This figure shows the result of the conducted interviews showing the percentage of acceptable wait times for a derma service of the respondents.

Preferred booking method

■ Walk-in ■ Phonecall ■ Online ■
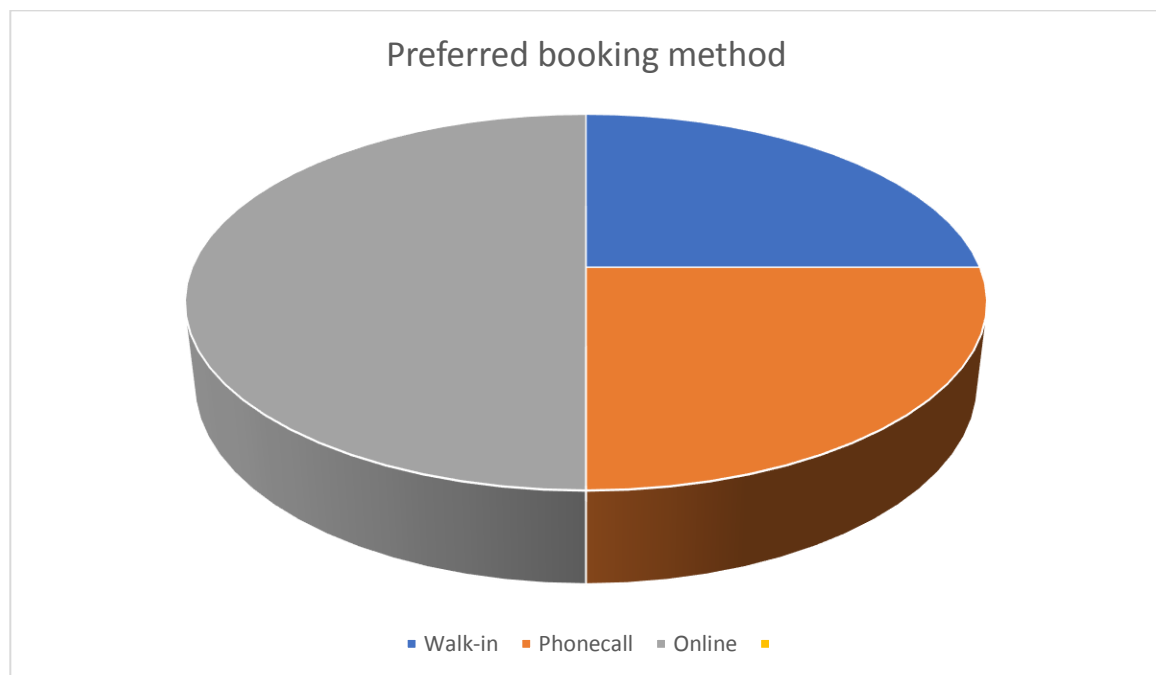
This figure shows the result of the conducted interviews showing the percentage of the preferred booking method of the respondents.

Business Opportunity

An online booking system for the clinic is efficient, accurate and effective for both parties because it will save them time, money and effort. Patients do not need to wait in line for a dental or derma service. With a confirmed appointment, they can manage. No more missed appointments or over acceptance of patients.

The internet is a proven avenue for improving a business in all other aspects like marketing.

The team believes that by converting the traditional method of booking and patient's record to online will provide more revenue to the owner and quality service to the patients.

Business Objectives and Success Criteria

Major goal of the system is to replace the manual appointment system of the Happy Clinique. As a goal the clinic is expected to have more customers as they have the convenience to check the availability of their Doctor rather than wasting fare money and time to go to the clinic.

Customer or Market Needs

- Online booking system.
- User friendly system.
- 24/7 availability of the website.

Business Risks

- Poor customer service
- Competitive risk
- Low revenue risk
- Customer relationship risk
- Bad reputation risk

Vision of the Solution

Happy Clinique has opened under new management last December 12, 2016 and have acquired many patients throughout time. The proposed system will provide a faster and easy way of booking an appointment to get a dental or derma service.

Vision Statement

This projects' vision is to provide our patient's dental and derma needs with the highest level of care, skill, judgment and comfort by providing them quality service and valuing their time. We aim to adapt and grow to the new technologies that will grow in our society.

Major Features

User Login

The website will have a login and sign up features for the patient's side, dentist/doctors side and the admin side. Patients are required to sign up to book, so that the Clinique will be able to get important details.

Calendar

The website will have a calendar to show which day and time is open for reservation.
Design

The design of the system will be like the old site of Happy Clinique but will be more interactive.

Assumptions and Dependencies

The website will be available on desktops and laptops and it will be mobile responsive. It will be hosted initially on a trial DNS service. The Client can have the option to purchase a web domain. Server can initially run on the clinic's existing desktop but the team will be assisting the client in case of a future migration to upgrade platform.

Scope and Limitations

Scope of Initial Releases

Happy Clinique will have a website that will contain their products and services and will give their patients an option to book appointment online. The major feature of the site is the online booking system specifically for their dental and derma patients. Patients can now book online, anytime and anywhere they want.

The website will require patients to sign up for them to book an appointment which will register patients contact information to the system.

The project team will also create a system that will allow them to record patient contact information and patient's payment record.

Limitations and Exclusions

The project range will have focused on the booking/appointment features of the clinic website and will be limited to transitioning their manual records of patient to online records.

- The DrAssist website will only be web-based.
- No mobile app but will be mobile responsive.
- The DrAssist will service the Happy Clinique only.
- The DrAssist will only be available for dental and derma appointments.

Business Context

Stakeholder Profiles

Stakeholder	Major Value	Attitudes	Major Interests	Constraints
Leticia Aspiras (Owner)	Increased revenue	Sees the system as avenue to 35% increase of revenue and patients.	Increase in revenue and increase in new patients.	Budget and Time.
Doctors	Efficient and accurate appointments with patients	Expects an organized scheduling of patients	Efficient scheduling of patients.	Adaptability to the new system
Receptionist	Quick access to patient's scheduled appointment	Flexibility in adapting to the new system.	Ability to cope up with the new online system.	Adaptability to the new system.

Project Priorities

Dimension	Driver (state objective)	Constraint (state limits)	Degree of Freedom (state allowable range)
Schedule	Release 1.0 to be available at the mid of the course	Time Constraint	90% -100% of the main functions and features must be done.
Features	All approved features shall be implemented.	Budget and Time.	70-80% of high priority features must be included in release 1.0

Quality	Provides a user-friendly booking/appoint-ment website for Happy Clinique.	Errors in the system.	90-95% of user acceptance tests must pass for release 1.0, 95-98% for release 1.1
Staff	The team is determined to and goal oriented to complete the project on time.	Time and schedule conflict.	85% -100 % of the time committed for the project should be achieve for release 1.0
Cost	The overall expense should not exceed the allotted budget for creating the system.	Maximum Budget	Exceeding the budget of 10 t0 15% is still acceptable.

Operating Environment

The new and improved Happy Clinique website will be replacing their manual booking/appointment system. The system will be created via Laravel Framework. The user of the systems will be the receptionists, the dentists and the patients who manages their appointment for dental service. System will provide a 'no service interruptions' or continuous access to the system. The system will have a username and password feature for security reasons on both the clinic side and patients.